

Name Withheld 3

**I confirm that I have read the declaration:**

Yes

**Additional comments:**

I am afraid to say that I lost the will to enter answers into your sections. The wording is far too similar. If you want sensible and useful comments you should use a much more user friendly form. I used to work for the Civil Service dealing with enquiries from Ministers as part of my job - the stuff I received from them was far easier to read and respond to than this.

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

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

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

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

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

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

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

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

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

In the age of email and text messaging and other developments the postal service will more and more be used by businesses sending out GOODS. Private mail will become a thing of the past except for birthday cards and christmas cards etc. Any new service must be geared towards the people who will be paying the postage - i.e. senders of merchandise. This should

be a next day service. I only ever use first class postage because I want my buyers to come back to me again and again, happy with my customer service.

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

In the age of email and text messaging and other developments the postal service will more and more be used by businesses sending out GOODS. Private mail will become a thing of the past except for birthday cards and christmas cards etc. Any new service must be geared towards the people who will be paying the postage - i.e. senders of merchandise. This should be a next day service. I only ever use first class postage because I want my buyers to come back to me again and again, happy with my customer service. I am self employed. Despite money being tight I choose to buy first class postage so that my goods are delivered next day (in the main).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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