

## Table of Contents

Section B: Screener .....	1
Methodology .....	2
Quarter .....	6
Month .....	9
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work .....	15
QB2: Gender .....	18
QB3: Age Bands .....	21
QB4: Occupation of main income earner .....	24
QB5: Occupation of retired main income earner .....	32
QB4&5: SEG Combined .....	42
QB6: Region .....	46
QB6B: Town/city size .....	52
Rurality .....	56
QB7: Inability to leave home without help, due to illness or disability .....	59
Section C: Attitudes and Preferences .....	62
QC1_1: Preferred communication types from known organisations: Your bank/ building society .....	63
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider .....	67
QC1_3: Preferred communication types from known organisations: Your local council or tax office .....	70
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional .....	73
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with .....	76
QC2_1: Type of communication would you most like to receive from... Your bank/ building society .....	80
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider .....	83
QC2_3: Type of communication would you most like to receive from... Your local council or tax office .....	86
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional .....	89
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with .....	92
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service .....	95
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible .....	101
QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone .....	107
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative .....	113

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post	119
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards	125
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost	131
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe	137
QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post	143
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post	149
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls	152
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls	155
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages	158
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email	161
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media	164
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling	167
QC4_8: Thinking about how you communicate with friends and family, how important to you is... Instant messaging	171
QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet	174
Section D: Volume and Use of Postal Services - Sending	177
QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards	178
QD1_2: Items sent in the last month... Personal letters	186
QD1_3: Items sent in the last month... Formal letters to organisations or individuals	194
QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements	202
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox	210
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox	218
QD1_7: Items sent in the last month... Items requiring a signature	222
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services	230
QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters	238
QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) All Letters	244
QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox	245
QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will	251
QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fi	257
QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will	263

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? . . . . .	269
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels? . . . . .	272
Average spend on postage in the last month (£) by Demographics . . . . .	278
QD5: Which of the following companies have you used to send parcels in the last month? . . . . .	281
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics . . . . .	287
QD6: And how did you send these parcels? . . . . .	290
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? . . . . .	294
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? . . . . .	300
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? . . . . .	303
QD10a: List of factors people consider when sending parcels . . . . .	312
QD10a_1: List of factors people consider when sending parcels... Low cost . . . . .	314
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time . . . . .	318
QD10a_3: List of factors people consider when sending parcels... Ability to track the delivery . . . . .	322
QD10a_4: List of factors people consider when sending parcels... Ability to choose an express or next day service . . . . .	326
QD10a_5: List of factors people consider when sending parcels... Ability to select a specific date/time for delivery . . . . .	330
QD10a_6: List of factors people consider when sending parcels... Fast delivery . . . . .	334
QD10a_7: List of factors people consider when sending parcels... Convenient options for me to drop the parcel off . . . . .	338
QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me . . . . .	342
QD10a_9: List of factors people consider when sending parcels... Convenient options for the recipient to accept the delivery . . . . .	346
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss . . . . .	350
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK . . . . .	354
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch . . . . .	358
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery . . . . .	362
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door by Demographics . . . . .	366
QD10a_15: List of factors people consider when sending parcels... Daily collection service . . . . .	370
QD10b: List of factors people consider when sending letters . . . . .	374
QD10b_1: List of factors people consider when sending letters... Low cost . . . . .	375
QD10b_2: List of factors people consider when sending letters... Fast delivery . . . . .	379
QD10b_3: List of factors people consider when sending letters... Next day delivery option . . . . .	383

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10b_4: List of factors people consider when sending letters... Delivery within 3 days	387
QD10b_5: List of factors people consider when sending letters: Convenient to post (within 1/2 mile) by Demographics	391
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK	395
QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door by Demographics	399
QD10b_8: List of factors people consider when sending letters... Daily collection service	403
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards	407
QD12_2: Frequency of sending ... compared to two years ago: Personal letters	410
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals	413
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements	416
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox	419
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox	422
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	425
QD12_8: Frequency of sending ... compared to two years ago: Tracked post	428
QD12_9: Frequency of sending ... compared to two years ago: Other	431
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	434
Section E: Volume and Use of Postal Services - Receiving	440
QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards	441
QE1_2: Post received in the last week... Personal letters	449
QE1_3: Post received in the last week... Formal letters from organisations or individuals	457
QE1_4: Post received in the last week... Bills/ invoices/ statements	461
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox	469
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox	477
QE1_7: Post received in the last week... Items requiring a signature	485
QE2: Do you ever order items to be delivered to you by post/delivery service?	493
QE3 & QE3a: Where do you usually get items delivered?	496
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?	502
QE4: Have you ever returned any goods that were delivered to you by post?	508
QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?	511
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?	517

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot	523
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home	529
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	535
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find	541
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature	547
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?	550
QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods y	558
QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive	562
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost	564
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery	568
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance	572
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time	576
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery	580
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service	584
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery	588
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery	592
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery	596
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact	600
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/weekend delivery	604
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch	608
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door	612
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery	616
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a nei	620
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery	624
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or	628
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt se	632
QE10c: When you receive post or parcels in the mail, do you normally...	636
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?	640
QE11: Frequency of receiving different types of mail compared to two years ago	643

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements	644
QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations	647
QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with	650
QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards	653
QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)	656
QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with	662
QE11_7: Would you say that you now receive ... more or less often than two years ago? Catalogues and brochures	668
QE11_8: Would you say that you now receive ... more or less often than two years ago? Magazines you subscribe to	671
QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox	674
QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox	677
QE11_11: Would you say that you now receive ... more or less often than two years ago? Items requiring a signature	680
Section F: Costs and Affordability	683
QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating	684
QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps	687
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?	690
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?	693
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money? by Demographics	696
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money? by Demographics	704
QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	712
QF7: When sending letters or cards, which service do you tend to use?	718
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	726
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	732
Section G: Satisfaction with the Postal Service	738
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	739
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	747
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by QF1_1: In the last 3 months	759
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by QF1_2: In the last 3 months have you had to cut back on essentials like food or heating so that you can afford to buy postage stamps?	760
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by QF1_1: In the last 3 months have you had to cut back on essentials like food or heating so that you can afford to buy postage stamps?	761
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by QF1_2: In the last 3 months have you had to cut back on essentials like food or heating so that you can afford to buy postage stamps?	762

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? .....	763
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home .....	771
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination .....	779
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged .....	787
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery .....	795
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes .....	803
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches .....	811
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage .....	819
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services .....	827
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures .....	835
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation .....	843
QG5: How would you rate your overall satisfaction with Royal Mail? .....	851
QG6: How would you rate your overall satisfaction with postal services? (ALL providers) .....	857
Section H: Reported Experience .....	865
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail .....	866
QH1_2: Problems with Royal Mail's service in the last 12 months... Damaged mail .....	869
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail .....	872
QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours .....	876
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with .....	879
QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when s .....	882
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? .....	885
QH3: Did you make a complaint to Royal Mail? .....	888
QH4: Where did you find information about how to make a complaint, or did you not need this information? .....	894
QH5: How easy or difficult did you find it to make a complaint about Royal Mail? .....	900
QH6: What was difficult about making the complaint to Royal Mail? .....	906
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled .....	909
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint .....	915
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint .....	921
QH8: Why didn't you make a complaint to Royal Mail? .....	927



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH9: And did you complain to anyone else about the service you received from Royal Mail? . . . . .	933
Section I: Competitive Context . . . . .	939
QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? . . . . .	940
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? . . . . .	949
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? . . . . .	961
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost . . . . .	969
QI3_2: Problems experienced with parcel delivery companies in the last 12 months... Collect + . . . . .	975
QI3_3: Problems experienced with parcel delivery companies in the last 12 months... DHL . . . . .	981
QI3_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx . . . . .	987
QI3_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes . . . . .	993
QI3_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink . . . . .	1001
QI3_7: Problems experienced with parcel delivery companies in the last 12 months... DPD . . . . .	1007
QI3_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce . . . . .	1013
QI3_9: Problems experienced with parcel delivery companies in the last 12 months... TNT Express . . . . .	1019
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK . . . . .	1025
QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS . . . . .	1031
QI3_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail . . . . .	1037
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX . . . . .	1043
QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel . . . . .	1049
QI3_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics . . . . .	1055
QI3_16: Problems experienced with any other provider... . . . . .	1061
QI4_1: Did you make a complaint about the problems you experienced with the services from... Citipost . . . . .	1067
QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + . . . . .	1069
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL . . . . .	1071
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx . . . . .	1073
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes . . . . .	1075
QI4_6: Did you make a complaint about the problems you experienced with the services from... Interlink . . . . .	1077
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD . . . . .	1079
QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce . . . . .	1081



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI4_9: Did you make a complaint about the problems you experienced with the services from... TNT Express	1083
QI4_10: Did you make a complaint about the problems you experienced with the services from... TNT Post UK	1085
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS	1087
QI4_12: Did you make a complaint about the problems you experienced with the services from... UK Mail	1089
QI4_13: Did you make a complaint about the problems you experienced with the services from... DX	1091
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel	1093
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics	1095
QI4_16: Did you make a complaint about the problems you experienced with the services from... Other	1097
Section J: Demographics	1099
QJ1: Working status	1100
QJ2: Internet usage	1110
QJ3: Number of adults and children in household	1114
QJ4: Which of these, if any, limit your daily activities or the work you can do?	1118
QJ5: Ethnicity	1128
QJ6: Annual household income	1136
QJ7: Annual household income above or below £11,500	1140
QJ7B_1: Positivity statements... I am satisfied with my life	1143
QJ7B_2: Positivity statements... I feel very positive about my future	1151
QJ7B_3: Positivity statements... I don't like people to think badly of me	1159
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings	1165

## **Section B: Screener**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
Methodology		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
CAPI	% within column	25%	100%	0%	32%	30%	19%	18%	25%	25%	25%	25%	25%
	Weighted counts	1,481	1,481	0	463	461	276	281	726	755	207	483	474
	Column Comparisons	-	B		C D	C D					e	E	E
Online	% within column	75%	0%	100%	68%	70%	81%	82%	75%	75%	75%	75%	75%
	Weighted counts	4,481	0	4,481	962	1,074	1,199	1,246	2,196	2,285	627	1,454	1,434
	Column Comparisons	-		A			A B	A B			d	d	d
Effective Column n	% within column												
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285
	Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
Methodology		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
CAPI	% within column	33%	17%	25%	25%	25%	28%	23%	27%	23%	27%	22%	25%
	Weighted counts	206	111	316	785	696	360	425	347	349	824	653	1,244
	Column Comparisons	a b c E		-	-	-					B		
Online	% within column	67%	83%	75%	75%	75%	72%	77%	73%	77%	73%	78%	75%
	Weighted counts	416	549	965	2,375	2,106	947	1,428	959	1,147	2,180	2,270	3,764
	Column Comparisons		a B C D	-	-	-						A	
Effective Column n	% within column												
	Weighted counts	428	348	775	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525
	Column Comparisons												
Unweighted base		621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665
Weighted base		622	660	1,281	3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
NET:							Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	
Methodology		Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
	% within column	25%	25%	25%	29%	16%	**	10%	26%	16%	19%	15%	15%
<b>CAPI</b>	Weighted counts	118	74	44	1,217	264		32	1,449	132	167	195	169
	Column Comparisons				B				A		c		
	% within column	75%	75%	75%	71%	84%	**	90%	74%	84%	81%	85%	85%
<b>Online</b>	Weighted counts	358	224	134	3,045	1,422		306	4,175	688	698	1,150	976
	Column Comparisons				A			B		F	F	b F	F
	% within column												
<b>Effective Column n</b>	Weighted counts	514	497	485	2,774	1,239	8	221	3,800	546	559	914	783
	Column Comparisons												
<b>Unweighted base</b>		746	721	704	4,027	1,798	11	321	5,515	792	812	1,326	1,137
<b>Weighted base</b>		477	298	179	4,262	1,686	14	338	5,624	819	864	1,345	1,145
<b>Columns</b>		B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Methodology	% within column	17%	60%	23%	78%	25%
CAPI	Weighted counts	102	717	1,308	169	1,481
	Column Comparisons	A B C D E		A		-
	% within column	83%	40%	77%	22%	75%
Online	Weighted counts	482	487	4,422	48	4,481
	Column Comparisons	F		B		-
	% within column					
Effective Column n	Weighted counts	428	791	3,881	132	4,021
	Column Comparisons					
Unweighted base		621	1,148	5,633	192	5,836
Weighted base		584	1,204	5,731	218	5,962
Columns		E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f, g... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
Quarter		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Q3 2017	% within column	24%	31%	21%	100%	0%	0%	0%	24%	24%	24%	24%	24%	24%	22%	23%	24%
	Weighted counts	1,425	463	962	1,425	0	0	0	698	727	200	470	456	152	148	299	755
	Column Comparisons	-	B		B C D											-	-
Q4 2017	% within column	26%	31%	24%	0%	100%	0%	0%	26%	26%	26%	26%	26%	26%	24%	25%	26%
	Weighted counts	1,535	461	1,074	0	1,535	0	0	752	783	215	507	491	164	158	322	814
	Column Comparisons	-	B		A C D											-	-
Q1 2018	% within column	25%	19%	27%	0%	0%	100%	0%	25%	25%	25%	24%	25%	24%	27%	25%	25%
	Weighted counts	1,475	276	1,199	0	0	1,475	0	723	752	207	472	472	149	175	324	782
	Column Comparisons	-		A			A B D									-	-
Q2 2018	% within column	26%	19%	28%	0%	0%	0%	100%	26%	26%	26%	25%	26%	25%	27%	26%	26%
	Weighted counts	1,527	281	1,246	0	0	0	1,527	748	779	214	489	489	157	179	336	809
	Column Comparisons	-		A			A B C									-	-
2018 report	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775	2,229
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
Quarter		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Q3 2017	% within column	24%	27%	22%	25%	23%	24%	23%	24%	24%	24%	24%	25%	22%	**	19%	24%
	Weighted counts	670	354	401	327	343	733	679	1,197	114	71	43	1,051	370		64	1,361
	Column Comparisons	-	d														
Q4 2017	% within column	26%	25%	27%	26%	26%	26%	26%	26%	26%	26%	26%	26%	25%	**	26%	26%
	Weighted counts	721	322	492	335	387	774	752	1,289	123	77	46	1,105	426		87	1,448
	Column Comparisons	-															
Q1 2018	% within column	25%	24%	25%	24%	26%	25%	25%	25%	25%	25%	25%	24%	27%	**	27%	25%
	Weighted counts	693	314	468	308	386	745	721	1,239	118	74	44	1,017	456		90	1,385
	Column Comparisons	-															
Q2 2018	% within column	26%	24%	27%	26%	25%	25%	26%	26%	26%	26%	26%	26%	26%	**	29%	25%
	Weighted counts	718	316	493	336	381	751	771	1,283	122	76	46	1,090	435		97	1,430
	Column Comparisons	-															
2018 report	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**	100%	100%
	Weighted counts	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686		338	5,624
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800
	Column Comparisons																
Unweighted base		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base		2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14	338	5,624
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		QJ6: Annual household income					QJ2: Internet usage				
Quarter		Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 500 per year	£49,- 500 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
		20%	25%	24%	22%	24%	27%	24%	25%	24%	24%
<b>Q3 2017</b>	<i>% within column</i>	161	220	325	251	138	331	1,370	54	<b>1,425</b>	
	<i>Weighted counts</i>										
	<i>Column Comparisons</i>						a				-
<b>Q4 2017</b>	<i>% within column</i>	26%	27%	25%	25%	24%	26%	26%	31%	<b>26%</b>	
	<i>Weighted counts</i>	213	234	337	291	142	318	1,463	68	<b>1,535</b>	
	<i>Column Comparisons</i>										-
<b>Q1 2018</b>	<i>% within column</i>	26%	25%	23%	28%	23%	24%	25%	22%	<b>25%</b>	
	<i>Weighted counts</i>	211	214	312	316	134	288	1,424	47	<b>1,475</b>	
	<i>Column Comparisons</i>										-
<b>Q2 2018</b>	<i>% within column</i>	29%	23%	28%	25%	29%	22%	26%	22%	<b>26%</b>	
	<i>Weighted counts</i>	234	196	372	287	171	267	1,474	48	<b>1,527</b>	
	<i>Column Comparisons</i>	f		f		f					-
<b>2018 report</b>	<i>% within column</i>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	
	<i>Weighted counts</i>	<b>819</b>	<b>864</b>	<b>1,345</b>	<b>1,145</b>	<b>584</b>	<b>1,204</b>	<b>5,731</b>	<b>218</b>	<b>5,962</b>	
	<i>Column Comparisons</i>	-	-	-	-	-	-	-	-	-	-
	<i>% within column</i>										
<b>Effective Column n</b>	<i>Weighted counts</i>	546	559	914	783	428	791	3,881	132	<b>4,021</b>	
	<i>Column Comparisons</i>										
<b>Unweighted base</b>		792	812	1,326	1,137	621	1,148	5,633	192	<b>5,836</b>	
<b>Weighted base</b>		819	864	1,345	1,145	584	1,204	5,731	218	<b>5,962</b>	
<b>Columns</b>		A	B	C	D	E	F	A	B	<b>A</b>	

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Month		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Jul 2017	% within column	8%	10%	7%	33%	0%	0%	0%	8%	8%	8%	8%	8%	9%	6%	8%	8%
	Weighted counts	472	151	321	472	0	0	0	231	241	66	156	151	59	40	99	250
	Column Comparisons	-	b		B C D											-	-
Aug 2017	% within column	8%	11%	7%	34%	0%	0%	0%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	Weighted counts	478	156	322	478	0	0	0	234	244	67	158	153	50	51	100	253
	Column Comparisons	-	B		B C D											-	-
Sep 2017	% within column	8%	11%	7%	33%	0%	0%	0%	8%	8%	8%	8%	8%	7%	9%	8%	8%
	Weighted counts	475	156	319	475	0	0	0	233	242	67	157	152	43	57	100	252
	Column Comparisons	-	B		B C D											-	-
Oct 2017	% within column	9%	10%	8%	0%	33%	0%	0%	9%	9%	9%	9%	9%	10%	7%	8%	9%
	Weighted counts	511	154	357	0	511	0	0	250	261	72	169	164	62	45	107	271
	Column Comparisons	-	b			A C D										-	-
Nov 2017	% within column	9%	10%	8%	0%	34%	0%	0%	9%	9%	9%	9%	9%	8%	9%	8%	9%
	Weighted counts	518	155	363	0	518	0	0	254	264	73	171	166	50	59	109	275
	Column Comparisons	-	b			A C D										-	-
Dec 2017	% within column	8%	10%	8%	0%	33%	0%	0%	8%	8%	8%	9%	8%	8%	8%	8%	8%
	Weighted counts	506	152	354	0	506	0	0	248	258	71	167	162	52	54	106	268
	Column Comparisons	-	b			A C D										-	-
Jan 2018	% within column	8%	6%	9%	0%	0%	33%	0%	8%	8%	8%	8%	8%	8%	9%	8%	8%
	Weighted counts	494	94	400	0	0	494	0	242	252	69	158	158	51	58	109	262
	Column Comparisons	-		a			A B D									-	-
Feb 2018	% within column	8%	6%	9%	0%	0%	33%	0%	8%	8%	8%	8%	8%	8%	9%	8%	8%
	Weighted counts	490	90	400	0	0	490	0	240	250	69	157	157	47	61	108	260
	Column Comparisons	-		a			A B D									-	-
Mar 2018	% within column	8%	6%	9%	0%	0%	33%	0%	8%	8%	8%	8%	8%	8%	9%	8%	8%
	Weighted counts	491	92	399	0	0	491	0	241	250	69	157	157	51	57	107	260
	Column Comparisons	-		a			A B D									-	-
Apr 2018	% within column	9%	6%	9%	0%	0%	0%	33%	9%	9%	9%	8%	9%	8%	9%	9%	9%
	Weighted counts	508	90	418	0	0	0	508	249	259	71	163	163	52	60	112	269
	Column Comparisons	-		a				A B C								-	-
May 2018	% within column	9%	6%	9%	0%	0%	0%	34%	9%	9%	9%	9%	9%	9%	9%	9%	9%
	Weighted counts	519	96	423	0	0	0	519	254	265	73	166	166	55	59	114	275
	Column Comparisons	-		a				A B C								-	-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
															Yes – I am house-bound		
Month		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	house- bound	No – I am not house- bound
	% within column	8%	9%	7%	9%	7%	8%	7%	8%	8%	8%	8%	8%	8%	**	6%	8%
<b>Jul 2017</b>	Weighted counts	222	113	137	111	111	249	214	396	38	24	14	333	138		19	453
	Column Comparisons	-															
	% within column	8%	10%	7%	8%	8%	8%	8%	8%	8%	8%	8%	9%	6%	**	7%	8%
<b>Aug 2017</b>	Weighted counts	225	127	126	110	114	240	237	402	38	24	14	368	109		23	455
	Column Comparisons	-															
	% within column	8%	9%	7%	8%	8%	8%	8%	8%	8%	8%	8%	8%	7%	**	7%	8%
<b>Sep 2017</b>	Weighted counts	223	114	138	105	118	245	228	399	38	24	14	350	123		23	452
	Column Comparisons	-															
	% within column	9%	9%	8%	9%	8%	8%	9%	9%	9%	9%	9%	9%	8%	**	9%	9%
<b>Oct 2017</b>	Weighted counts	240	119	152	116	124	253	257	429	41	26	15	374	137		31	480
	Column Comparisons	-															
	% within column	9%	8%	9%	8%	9%	9%	9%	9%	9%	9%	9%	9%	8%	**	8%	9%
<b>Nov 2017</b>	Weighted counts	243	103	171	105	139	266	252	435	41	26	16	375	141		28	490
	Column Comparisons	-															
	% within column	8%	8%	9%	9%	8%	8%	8%	8%	8%	8%	8%	8%	9%	**	8%	8%
<b>Dec 2017</b>	Weighted counts	238	100	168	114	124	254	244	425	40	25	15	357	147		28	478
	Column Comparisons	-															
	% within column	8%	8%	9%	7%	9%	8%	8%	8%	8%	8%	8%	8%	9%	**	10%	8%
<b>Jan 2018</b>	Weighted counts	232	104	158	91	141	253	238	415	40	25	15	351	143		35	459
	Column Comparisons	-															
	% within column	8%	8%	8%	8%	8%	9%	8%	8%	8%	8%	8%	8%	9%	**	8%	8%
<b>Feb 2018</b>	Weighted counts	230	109	151	109	122	255	230	412	39	25	15	343	147		27	463
	Column Comparisons	-															
	% within column	8%	8%	9%	8%	8%	8%	9%	8%	8%	8%	8%	8%	10%	**	8%	8%
<b>Mar 2018</b>	Weighted counts	231	102	158	108	123	237	253	412	39	25	15	323	165		28	463
	Column Comparisons	-															
	% within column	9%	6%	10%	9%	8%	8%	9%	9%	9%	9%	9%	8%	10%	**	10%	8%
<b>Apr 2018</b>	Weighted counts	239	85	185	115	124	240	267	427	41	25	15	347	161		34	474
	Column Comparisons	-		c													

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income						QJ2: Internet usage		Total
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Month		8%	9%	8%	7%	7%	9%	8%	7%	8%
Jul 2017	% within column	8%	9%	8%	7%	7%	9%	8%	7%	8%
	Weighted counts	62	74	107	82	43	104	458	14	472
	Column Comparisons									-
Aug 2017	% within column	5%	9%	8%	8%	6%	11%	8%	11%	8%
	Weighted counts	44	74	106	87	37	131	453	24	478
	Column Comparisons						a			-
Sep 2017	% within column	7%	8%	8%	7%	10%	8%	8%	7%	8%
	Weighted counts	55	73	112	83	58	95	459	15	475
	Column Comparisons									-
Oct 2017	% within column	7%	8%	9%	9%	9%	9%	9%	10%	9%
	Weighted counts	60	68	115	103	53	111	489	21	511
	Column Comparisons									-
Nov 2017	% within column	10%	11%	8%	8%	7%	8%	9%	9%	9%
	Weighted counts	83	95	108	94	42	96	497	20	518
	Column Comparisons									-
Dec 2017	% within column	9%	8%	8%	8%	8%	9%	8%	12%	8%
	Weighted counts	70	71	114	94	46	111	476	27	506
	Column Comparisons									-
Jan 2018	% within column	9%	9%	7%	9%	8%	8%	8%	10%	8%
	Weighted counts	75	76	100	102	49	92	473	21	494
	Column Comparisons									-
Feb 2018	% within column	8%	7%	9%	9%	8%	8%	8%	4%	8%
	Weighted counts	66	63	115	103	46	98	477	9	490
	Column Comparisons									-
Mar 2018	% within column	9%	9%	7%	10%	7%	8%	8%	8%	8%
	Weighted counts	70	76	96	111	40	98	474	17	491
	Column Comparisons									-
Apr 2018	% within column	10%	5%	10%	9%	8%	8%	9%	7%	9%
	Weighted counts	81	47	135	103	46	97	493	15	508
	Column Comparisons	b		b						-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
Month		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
May 2018	% within column	9%	6%	9%	0%	0%	0%	34%	9%	9%	9%	9%	9%	9%	9%	9%	9%
	Weighted counts	519	96	423	0	0	0	519	254	265	73	166	166	55	59	114	275
	Column Comparisons	-		a				A B C								-	-
Jun 2018	% within column	8%	6%	9%	0%	0%	0%	33%	8%	8%	8%	8%	8%	8%	9%	9%	8%
	Weighted counts	500	95	405	0	0	0	500	245	255	70	160	160	51	59	110	265
	Column Comparisons	-		a				A B C								-	-
Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775	2,229
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
									NET: Eng-land	NET: Scotl-and	Wales	N. Ireland			Yes – I am house-bound	No – I am not house-bound	
Month		C2DE	AB	C1	C2	DE	Work-ing	Not working					Urban	Rural	Unkn-own		
May 2018	% within column	9%	9%	9%	9%	8%	9%	9%	9%	9%	9%	9%	9%	8%	**	10%	9%
	Weighted counts	244	114	161	119	125	260	255	436	42	26	16	377	141		35	484
	Column Comparisons	-															
Jun 2018	% within column	8%	9%	8%	8%	9%	8%	9%	8%	8%	8%	8%	9%	8%	**	9%	8%
	Weighted counts	235	118	147	102	133	250	250	420	40	25	15	365	133		29	471
	Column Comparisons	-															
Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**	100%	100%
	Weighted counts	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686		338	5,624
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800
	Column Comparisons																
Unweighted base		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base		2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14	338	5,624
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Month	% within column	11%	10%	7%	10%	11%	6%	9%	5%	9%
May 2018	Weighted counts	86	82	100	112	66	72	504	12	519
	Column Comparisons	f			f	f				-
	% within column	8%	8%	10%	6%	10%	8%	8%	10%	8%
Jun 2018	Weighted counts	68	67	136	73	58	98	477	22	500
	Column Comparisons									-
	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total	Weighted counts	819	864	1,345	1,145	584	1,204	5,731	218	5,962
	Column Comparisons	-	-	-	-	-	-	-	-	-
	% within column									
Effective Column n	Weighted counts	546	559	914	783	428	791	3,881	132	4,021
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		819	864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
I receive letters and/or parcels	% within column	94%	96%	93%	95%	95%	93%	95%	94%	95%	92%	92%	96%	96%	97%	97%
	Weighted counts	5,621	2,472	3,148	1,347	1,458	1,366	1,449	2,742	2,879	771	1,789	1,823	649	588	1,236
	Column Comparisons	-	B										a b	a b	a b	-
I send letters and/or parcels	% within column	84%	88%	82%	86%	83%	86%	83%	82%	86%	70%	84%	87%	91%	89%	90%
	Weighted counts	5,027	2,246	2,781	1,229	1,269	1,264	1,266	2,399	2,628	581	1,628	1,668	612	540	1,150
	Column Comparisons	-	B							A		A	A b	A b	A b	-
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
I receive letters and/or parcels	% within column	95%	94%	94%	95%	94%	94%	93%	96%	94%	96%	92%	93%	94%	94%	**
	Weighted counts	2,993	2,628	1,291	1,702	1,214	1,413	2,859	2,738	4,721	457	276	167	4,207	1,403	
	Column Comparisons	-	-					a								
I send letters and/or parcels	% within column	88%	80%	90%	86%	84%	78%	86%	83%	85%	82%	84%	79%	84%	84%	**
	Weighted counts	2,772	2,256	1,237	1,535	1,088	1,167	2,640	2,366	4,245	391	250	141	3,762	1,260	
	Column Comparisons	-	-	d E F	F	f		b						c	c	
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column															
	Weighted counts	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
	Column Comparisons															
Unweighted base		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base		3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.	% within column	82%	95%	93%	95%	93%	92%	96%	96%	94%	94%	94%
	Weighted counts	243	5,378	725	763	1,121	950	513	1,549	5,293	316	5,621
	Column Comparisons		A									-
	% within column	76%	85%	79%	82%	83%	89%	87%	86%	84%	84%	84%
I receive letters and/or parcels	Weighted counts	226	4,801	612	657	994	914	467	1,384	4,735	280	5,027
	Column Comparisons		a				A b c	a	a			-
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0
Neither of the above	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-
	% within column											
	Weighted counts	197	3,390	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons											
Effective Column n		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	5,836
Unweighted base		297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	5,962
Weighted base		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
QB2: Gender																	
Male	% within column	49%	49%	49%	49%	49%	49%	49%	100%	0%	50%	49%	50%	51%	42%	46%	49%
	Weighted counts	2,921	726	2,196	698	752	723	748	2,921	0	417	954	954	317	280	596	1,546
	Column Comparisons	-							B							-	-
Female	% within column	51%	51%	51%	51%	51%	51%	51%	0%	100%	50%	51%	50%	49%	58%	54%	51%
	Weighted counts	3,041	755	2,285	727	783	752	779	0	3,041	417	984	954	306	380	686	1,614
	Column Comparisons	-							A							-	-
Prefer not to say	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775	2,229
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QB2: Gender	% within column	49%	54%	46%	53%	45%	54%	44%	50%	46%	42%	43%	50%	46%	**	49%	49%
Male	Weighted counts	1,376	700	845	698	678	1,614	1,282	2,501	218	125	77	2,145	771		165	2,756
	Column Comparisons	-	D F		D F		B						b				
	% within column	51%	46%	54%	47%	55%	46%	56%	50%	54%	58%	57%	50%	54%	**	51%	51%
Female	Weighted counts	1,426	606	1,008	608	818	1,389	1,641	2,507	259	173	102	2,117	916		173	2,868
	Column Comparisons	-		C E		C E		A					a				
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
Prefer not to say	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
	% within column																
Effective Column n	Weighted counts	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800
	Column Comparisons																
Unweighted base		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base		2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14	338	5,624
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QB2: Gender	% within column	41%	42%	52%	54%	58%	47%	49%	50%	49%
Male	Weighted counts	335	365	704	618	339	561	2,804	109	2,921
	Column Comparisons			A B f	A B f	A B F				-
	% within column	59%	58%	48%	46%	42%	53%	51%	50%	51%
Female	Weighted counts	485	499	641	527	245	643	2,927	108	3,041
	Column Comparisons	C D E	C D E				c d E			-
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-
	% within column									
Effective Column n	Weighted counts	546	559	914	783	428	791	3,881	132	4,021
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		819	864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QB3: Age Bands		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
	% within column	14%	14%	14%	14%	14%	14%	14%	14%	14%	100%	0%	0%	0%	0%	0%
16-24 years	Weighted counts	835	207	627	200	215	207	214	417	417	835	0	0	0	0	0
	Column Comparisons	-									B C D E					-
	% within column	32%	33%	32%	33%	33%	32%	32%	33%	32%	0%	100%	0%	0%	0%	0%
25-44 years	Weighted counts	1,937	483	1,454	470	507	472	489	954	984	0	1,937	0	0	0	0
	Column Comparisons	-									A C D E					-
	% within column	32%	32%	32%	32%	32%	32%	32%	33%	31%	0%	0%	100%	0%	0%	0%
45-64 years	Weighted counts	1,908	474	1,434	456	491	472	489	954	954	0	0	1,908	0	0	0
	Column Comparisons	-									A B D E					-
	% within column	10%	14%	9%	11%	11%	10%	10%	11%	10%	0%	0%	0%	100%	0%	49%
65-74 years	Weighted counts	622	206	416	152	164	149	157	317	306	0	0	0	622	0	622
	Column Comparisons	-	B								A B C E					-
	% within column	11%	7%	12%	10%	10%	12%	12%	10%	13%	0%	0%	0%	0%	100%	51%
75+ years	Weighted counts	660	111	549	148	158	175	179	280	380	0	0	0	0	660	659
	Column Comparisons	-		A					a		A B C D					-
	% within column	21%	21%	22%	21%	21%	22%	22%	20%	23%	0%	0%	0%	100%	100%	100%
65+ (Net)	Weighted counts	1,281	316	965	299	322	324	336	596	686	0	0	0	622	659	1,281
	Column Comparisons	-									A B C			A B C	-	
	% within column															
Effective Column n	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status			UK nation				Rurality	
		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
QB3: Age Bands	% within column	14%	14%	10%	16%	14%	14%	12%	15%	15%	7%	11%	11%	15%	12%	**
<b>16-24 years</b>	Weighted counts	434	400	134	300	188	213	374	445	745	36	33	20	631	202	
	Column Comparisons	-	-		C	c	c		a	b						
	% within column	29%	36%	31%	28%	35%	37%	47%	18%	33%	30%	28%	30%	35%	26%	**
<b>25-44 years</b>	Weighted counts	926	1,011	404	523	462	549	1,399	526	1,656	144	83	53	1,484	447	
	Column Comparisons	-	-			D	c D	B						B		
	% within column	30%	34%	31%	30%	32%	35%	38%	26%	31%	38%	40%	43%	32%	32%	**
<b>45-64 years</b>	Weighted counts	962	946	399	563	422	524	1,149	755	1,532	180	119	76	1,357	547	
	Column Comparisons	-	-					B			a	a	a			
	% within column	13%	7%	18%	10%	9%	6%	2%	20%	10%	17%	15%	10%	9%	14%	**
<b>65-74 years</b>	Weighted counts	415	207	231	184	118	89	48	573	477	83	44	18	394	228	
	Column Comparisons	-	-	D E F	F	f			A		A d	a			A	
	% within column	13%	8%	11%	15%	9%	8%	1%	21%	12%	7%	6%	6%	9%	16%	**
<b>75+ years</b>	Weighted counts	422	238	138	284	115	122	33	623	597	34	18	10	396	262	
	Column Comparisons	-	-		c E F				A	b c					A	
	% within column	26%	16%	28%	25%	18%	14%	3%	41%	21%	24%	21%	16%	19%	29%	**
<b>65+ (Net)</b>	Weighted counts	837	445	368	468	234	211	81	1,196	1,075	116	62	29	789	491	
	Column Comparisons	-	-	E F	E F	f			A		d				A	
	% within column															
<b>Effective Column n</b>	Weighted counts	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8
	Column Comparisons															
<b>Unweighted base</b>		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
<b>Weighted base</b>		3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QB3: Age Bands	% within column	15%	14%	19%	13%	11%	10%	10%	19%	14%	10%	14%
16-24 years	Weighted counts	52	783	157	116	149	118	60	234	809	21	835
	Column Comparisons	b C D E							b C D E		-	
	% within column	48%	32%	27%	29%	35%	40%	39%	25%	33%	16%	32%
25-44 years	Weighted counts	163	1,774	218	253	473	459	230	305	1,898	35	1,937
	Column Comparisons	B				A b F	A B F	A b F	B			-
	% within column	24%	32%	31%	28%	33%	33%	40%	29%	33%	15%	32%
45-64 years	Weighted counts	82	1,826	256	245	448	374	231	353	1,873	33	1,908
	Column Comparisons		a					a b f	B			-
	% within column	3%	11%	8%	12%	10%	9%	8%	14%	10%	28%	10%
65-74 years	Weighted counts	11	611	67	101	131	107	45	171	560	60	622
	Column Comparisons		A						a c d e		A	-
	% within column	9%	11%	15%	17%	11%	8%	3%	12%	10%	31%	11%
75+ years	Weighted counts	30	630	120	149	144	86	19	142	591	68	660
	Column Comparisons			c D E	C D E f	d E	e		d E		A	-
	% within column	12%	22%	23%	29%	20%	17%	11%	26%	20%	59%	21%
65+ (Net)	Weighted counts	41	1,241	187	250	275	193	63	312	1,150	128	1,281
	Column Comparisons		A	d E	a C D E	E	e		c D E		A	-
	% within column											
Effective Column n	Weighted counts	221	3,800	546	559	914	783	428	791	3,881	132	4,021
	Column Comparisons											
Unweighted base		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		338	5,624	819	864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 3 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
QB4: Occupation of main income earner												
High managerial, administrative or professional (A)	% within column	4%	6%	4%	7%	4%	3%	4%	5%	4%	6%	4%
	Weighted counts	256	91	165	97	57	43	60	140	116	51	81
	Column Comparisons	-	B		b C d						e	e
Intermediate managerial, administrative or professional (B)	% within column	12%	15%	12%	15%	12%	13%	11%	13%	12%	10%	17%
	Weighted counts	745	224	521	208	179	193	164	388	356	82	322
	Column Comparisons	-	b								e	A D E
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	22%	25%	20%	20%	23%	20%	23%	20%	23%	21%	25%
	Weighted counts	1,284	373	911	280	359	294	351	594	690	178	492
	Column Comparisons	-	b								D E	D E
Skilled manual worker (C2)	% within column	19%	22%	18%	20%	19%	18%	19%	20%	18%	22%	24%
	Weighted counts	1,120	325	795	280	286	258	295	584	536	186	458
	Column Comparisons	-	b								D E	c D E
Semi-skilled or unskilled manual worker (D)	% within column	13%	10%	13%	12%	11%	14%	13%	12%	13%	16%	17%
	Weighted counts	753	153	600	176	175	200	203	355	398	135	335
	Column Comparisons	-		a							D E	c D E
Housewife / househusband (E)	% within column	3%	2%	3%	3%	4%	2%	2%	1%	5%	1%	4%
	Weighted counts	163	35	128	43	56	30	35	22	141	12	73
	Column Comparisons	-								A		a e
Unemployed (E)	% within column	6%	7%	6%	5%	6%	7%	6%	8%	5%	8%	7%
	Weighted counts	369	100	269	73	93	104	99	228	141	64	138
	Column Comparisons	-							B		D E	D E
Student (C1)	% within column	2%	2%	3%	2%	3%	3%	3%	2%	3%	14%	1%
	Weighted counts	149	27	122	22	41	45	41	70	79	121	24
	Column Comparisons	-									B C D E	C d
Retired	% within column	19%	10%	22%	17%	19%	21%	18%	18%	19%	1%	1%
	Weighted counts	1,123	154	970	247	289	308	279	540	583	7	15
	Column Comparisons	-		A								
Effective Column n	% within column											
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382
Unweighted base	Column Comparisons											
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p \leq 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
Age					SEG						Working status	
		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
QB4: Occupation of main income earner												
High managerial, administrative or professional (A)	% within column	5%	4%	2%	3%	8%	0%	20%	0%	0%	0%	6%
	Weighted counts	88	26	11	36	256	0	256	0	0	0	170
	Column Comparisons	e			-	-	-	D E F				B
Intermediate managerial, administrative or professional (B)	% within column	14%	7%	5%	6%	24%	0%	57%	0%	0%	0%	18%
	Weighted counts	265	43	32	75	745	0	745	0	0	0	538
	Column Comparisons	a D E			-	-	-	D E F				B
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	25%	12%	9%	11%	41%	0%	0%	69%	0%	0%	32%
	Weighted counts	480	75	61	135	1,284	0	0	1,284	0	0	948
	Column Comparisons	D E			-	-	-		C E F			B
Skilled manual worker (C2)	% within column	20%	10%	5%	7%	0%	40%	0%	0%	86%	0%	26%
	Weighted counts	381	60	36	95	0	1,120	0	0	1,120	0	766
	Column Comparisons	D E	e		-	-	-			C D F		B
Semi-skilled or unskilled manual worker (D)	% within column	13%	3%	3%	3%	0%	27%	0%	0%	0%	50%	17%
	Weighted counts	250	16	17	33	0	753	0	0	0	753	523
	Column Comparisons	D E			-	-	-				C D E	B
Housewife / househusband (E)	% within column	3%	1%	1%	1%	0%	6%	0%	0%	0%	11%	0%
	Weighted counts	62	9	8	17	0	163	0	0	0	163	4
	Column Comparisons				-	-	-				C D E	
Unemployed (E)	% within column	9%	0%	0%	0%	0%	13%	0%	0%	0%	25%	0%
	Weighted counts	166	0	1	1	0	369	0	0	0	369	8
	Column Comparisons	D E			-	-	-				C D E	
Student (C1)	% within column	0%	0%	0%	0%	5%	0%	0%	8%	0%	0%	1%
	Weighted counts	3	0	1	1	149	0	0	149	0	0	29
	Column Comparisons				-	-	-		C E F			
Retired	% within column	11%	63%	75%	69%	23%	14%	23%	23%	14%	14%	1%
	Weighted counts	214	395	493	887	726	397	305	421	186	211	18
	Column Comparisons	A B	A B C	A B C D	-	-	-	E F	E F			
Effective Column n	% within column											
	Weighted counts	1,285	428	348	775	2,229	1,791	982	1,248	803	989	2,053
Column Comparisons												

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year
QB4: Occupation of main income earner												
High managerial, administrative or professional (A)	% within column	3%	4%	7%	4%	5%	5%	3%	**	4%	4%	1%
	Weighted counts	85	201	34	12	9	201	55		14	242	5
	Column Comparisons											
Intermediate managerial, administrative or professional (B)	% within column	7%	11%	19%	17%	16%	13%	10%	**	8%	13%	2%
	Weighted counts	202	574	93	50	28	570	175		29	716	15
	Column Comparisons			A			b					
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	11%	21%	19%	24%	29%	22%	21%	**	12%	22%	9%
	Weighted counts	333	1,070	89	72	52	935	347		42	1,242	74
	Column Comparisons					b					A	
Skilled manual worker (C2)	% within column	12%	20%	14%	15%	13%	19%	18%	**	21%	19%	7%
	Weighted counts	343	988	64	44	24	808	311		73	1,047	58
	Column Comparisons											
Semi-skilled or unskilled manual worker (D)	% within column	8%	13%	11%	10%	8%	13%	12%	**	15%	12%	17%
	Weighted counts	230	656	52	30	15	553	197		51	702	137
	Column Comparisons											D E F
Housewife / househusband (E)	% within column	5%	3%	2%	3%	6%	2%	3%	**	8%	2%	7%
	Weighted counts	159	134	9	8	11	105	58		26	137	55
	Column Comparisons	A				a B c				B		C D E f
Unemployed (E)	% within column	12%	6%	5%	7%	5%	6%	6%	**	14%	6%	24%
	Weighted counts	361	314	25	21	9	273	94		48	321	198
	Column Comparisons	A								B		B C D E F
Student (C1)	% within column	4%	2%	3%	3%	2%	3%	1%	**	3%	2%	8%
	Weighted counts	113	125	12	9	3	123	23		9	139	66
	Column Comparisons	A					b					B C D E f
Retired	% within column	38%	19%	21%	17%	15%	16%	25%	**	14%	19%	26%
	Weighted counts	1,098	946	98	52	28	694	427		46	1,077	212
	Column Comparisons	A						A			a	c D E F

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							Total	
		QJ6: Annual household income					QJ2: Internet usage			
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
QB4: Occupation of main income earner		% within column	2%	1%	4%	17%	6%	4%	4%	4%
High managerial, administrative or professional (A)	Weighted counts		16	15	48	100	72	247	8	256
	Column Comparisons				A b C	A B C D F	A B C			-
	% within column	4%	7%	21%	37%	13%	13%	6%	12%	
Intermediate managerial, administrative or professional (B)	Weighted counts		32	89	239	218	151	733	12	745
	Column Comparisons			A b	A B C F	A B C D F	A B C	b		-
	% within column	17%	25%	31%	20%	21%	22%	17%	22%	
Supervisor, clerical, junior managerial, administrative or professional (C1)	Weighted counts		147	336	350	117	258	1,246	37	1,284
	Column Comparisons		A	A B	A B c E F	A	A			-
	% within column	16%	26%	22%	12%	20%	19%	16%	19%	
Skilled manual worker (C2)	Weighted counts		142	350	255	73	243	1,080	35	1,120
	Column Comparisons		A	A B E f	A b E	a	A e			-
	% within column	20%	17%	9%	4%	8%	13%	12%	13%	
Semi-skilled or unskilled manual worker (D)	Weighted counts		171	225	102	24	94	725	26	753
	Column Comparisons		D E F	D E F	e		e			-
	% within column	5%	2%	0%	0%	3%	3%	5%	3%	
Housewife / househusband (E)	Weighted counts		40	23	3	3	39	152	11	163
	Column Comparisons		c D E	d			D e			-
	% within column	6%	2%	1%	0%	7%	6%	5%	6%	
Unemployed (E)	Weighted counts		54	24	6	0	88	359	10	369
	Column Comparisons		C D E	d e			C D E			-
	% within column	2%	1%	0%	0%	4%	2%	2%	2%	
Student (C1)	Weighted counts		18	13	5	3	45	140	5	149
	Column Comparisons		d				C D e			-
	% within column	28%	20%	12%	8%	18%	18%	34%	19%	
Retired	Weighted counts		244	270	138	47	213	1,049	73	1,123
	Column Comparisons		C D E F	D E	e		d E		A	-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
QB4: Occupation of main income earner												
% within column												
Effective Column n		4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382
Weighted counts												
Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QB4: Occupation of main income earner	Age				SEG						Working status
	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
<b>Effective Column n</b>	1,285	428	348	775	2,229	1,791	982	1,248	803	989	2,053
<b>Unweighted base</b>	1,865	621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980
<b>Weighted base</b>	1,908	622	660	1,281	3,160	2,802	1,306	1,853	1,306	1,496	3,003
<b>Columns</b>	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
QB4: Occupation of main income earner	Working status	UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income	
		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year
Effective Column n	% within column Weighted counts Column Comparisons	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800	546
Unweighted base		2,824	3,665	746	721	704	4,027	1,798	11	321	5,515	792
Weighted base		2,923	5,008	477	298	179	4,262	1,686	14	338	5,624	819
Columns		B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics						
		QJ6: Annual household income				QJ2: Internet usage		
		£11,500 - £17,499	£17,500 - £29,999	£30,000 - £49,999	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QB4: Occupation of main income earner		per year	per year	per year	per year			Total
Effective Column n		559	914	783	428	791	3,881	132
Unweighted base		812	1,326	1,137	621	1,148	5,633	192
Weighted base		864	1,345	1,145	584	1,204	5,731	218
Columns		B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Methodology			Quarter				Gender		Age
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
QB5: Occupation of retired main income earner											
High managerial, administrative or professional (A)	% within column	6%	11%	5%	5%	6%	4%	8%	9%	3%	**
	Weighted counts	63	17	46	13	16	12	22	47	16	
	Column Comparisons	-	b						B		
Intermediate managerial, administrative or professional (B)	% within column	22%	18%	22%	15%	24%	21%	25%	23%	20%	**
	Weighted counts	242	28	214	36	70	66	70	125	117	
	Column Comparisons	-									
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	37%	17%	41%	40%	32%	42%	36%	34%	41%	**
	Weighted counts	421	25	395	99	92	129	100	181	240	
	Column Comparisons	-		A						a	
Skilled manual worker (C2)	% within column	17%	14%	17%	19%	17%	16%	15%	21%	12%	**
	Weighted counts	186	22	164	47	49	49	41	114	72	
	Column Comparisons	-							b		
Semi-skilled or unskilled manual worker (D)	% within column	14%	27%	12%	15%	16%	12%	15%	12%	16%	**
	Weighted counts	160	41	119	37	46	35	41	65	95	
	Column Comparisons	-	B								
Housewife / househusband (E)	% within column	3%	10%	1%	4%	4%	2%	1%	0%	5%	**
	Weighted counts	29	16	13	9	11	7	4	3	27	
	Column Comparisons	-	B							A	
Unemployed (E)	% within column	2%	3%	2%	2%	2%	3%	0%	1%	3%	**
	Weighted counts	22	4	17	6	6	9	0	6	16	
	Column Comparisons	-									
Student (C1)	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	
Effective Column n											
	Weighted counts	663	89	575	154	159	182	168	414	249	3
	Column Comparisons										
Unweighted base		993	133	860	231	238	273	251	620	373	5
Weighted base		1,123	154	970	247	289	308	279	540	583	7
Columns		A	A	B	A	B	C	D	A	B	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Age					SEG				
		25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
QB5: Occupation of retired main income earner											
High managerial, administrative or professional (A)	% within column	**	7%	6%	5%	5%	9%	0%	21%	0%	0%
	Weighted counts		15	23	25	49	63	0	63	0	0
	Column Comparisons					-	-	-	D E F		
Intermediate managerial, administrative or professional (B)	% within column	**	15%	35%	14%	23%	33%	0%	79%	0%	0%
	Weighted counts		32	139	70	208	242	0	242	0	0
	Column Comparisons			C E		-	-	-	D E F		
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	**	38%	28%	45%	37%	58%	0%	0%	100%	0%
	Weighted counts		80	110	222	332	421	0	0	421	0
	Column Comparisons				D	-	-	-		C E F	
Skilled manual worker (C2)	% within column	**	19%	15%	16%	16%	0%	47%	0%	0%	100%
	Weighted counts		41	59	80	138	0	186	0	0	186
	Column Comparisons					-	-	-			C D F
Semi-skilled or unskilled manual worker (D)	% within column	**	16%	13%	14%	14%	0%	40%	0%	0%	0%
	Weighted counts		33	53	69	122	0	160	0	0	0
	Column Comparisons					-	-	-			
Housewife / househusband (E)	% within column	**	2%	1%	4%	3%	0%	7%	0%	0%	0%
	Weighted counts		5	3	22	25	0	29	0	0	0
	Column Comparisons					-	-	-			
Unemployed (E)	% within column	**	4%	2%	1%	2%	0%	5%	0%	0%	0%
	Weighted counts		8	8	6	14	0	22	0	0	0
	Column Comparisons					-	-	-			
Student (C1)	% within column	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts		0	0	0	0	0	0	0	0	0
	Column Comparisons		-	-	-	-	-	-	-	-	-
Effective Column n											
	Weighted counts	9	140	265	245	510	438	226	212	226	114
	Column Comparisons										
Unweighted base		14	210	397	367	763	655	338	317	338	171
Weighted base		15	214	395	493	887	726	397	305	421	186
Columns		B	C	D	E	F	A	B	C	D	E

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		SEG	Working status		UK nation			Rurality			
		DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
QB5: Occupation of retired main income earner											
High managerial, administrative or professional (A)	% within column	0%	**	6%	5%	11%	7%	9%	5%	6%	**
	Weighted counts	0		61	46	11	4	2	38	26	
	Column Comparisons										
Intermediate managerial, administrative or professional (B)	% within column	0%	**	22%	20%	33%	28%	32%	18%	27%	**
	Weighted counts	0		239	187	32	15	9	127	115	
	Column Comparisons									a	
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	0%	**	37%	39%	30%	31%	27%	37%	38%	**
	Weighted counts	0		408	368	29	16	7	259	162	
	Column Comparisons										
Skilled manual worker (C2)	% within column	0%	**	17%	17%	10%	13%	18%	16%	17%	**
	Weighted counts	0		181	164	10	7	5	113	71	
	Column Comparisons										
Semi-skilled or unskilled manual worker (D)	% within column	76%	**	14%	14%	14%	15%	9%	16%	11%	**
	Weighted counts	160		157	136	14	8	2	114	46	
	Column Comparisons	C D E							b		
Housewife / househusband (E)	% within column	14%	**	3%	3%	2%	1%	5%	4%	0%	**
	Weighted counts	29		29	26	2	0	1	28	1	
	Column Comparisons	C D E							b		
Unemployed (E)	% within column	10%	**	2%	2%	0%	4%	1%	2%	1%	**
	Weighted counts	22		22	19	0	2	0	16	6	
	Column Comparisons	C D e									
Student (C1)	% within column	0%	**	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0		0	0	0	0	0	0	0	
	Column Comparisons	-		-	-	-	-	-	-	-	
% within column											
Effective Column n	Weighted counts	112	11	647	426	94	79	64	401	262	1
Column Comparisons											
Unweighted base		167	17	968	638	141	118	96	600	392	1
Weighted base		211	18	1,098	946	98	52	28	694	427	2
Columns		F	A	B	A	B	C	D	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

		Demographics									
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QB5: Occupation of retired main income earner	% within column	**	6%	2%	2%	3%	10%	33%	8%	6%	4%
High managerial, administrative or professional (A)	Weighted counts		62	5	5	8	14	16	16	59	3
	Column Comparisons						a b c	A B C d F			
Intermediate managerial, administrative or professional (B)	% within column	**	22%	7%	16%	25%	42%	40%	20%	23%	5%
	Weighted counts		237	15	40	68	58	19	43	239	3
	Column Comparisons					A	A B c f	A b	a	b	
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	**	38%	43%	35%	46%	33%	9%	34%	40%	8%
	Weighted counts		405	91	85	124	45	4	72	415	6
	Column Comparisons			e	e	E	e		e	B	
Skilled manual worker (C2)	% within column	**	16%	14%	21%	19%	13%	11%	15%	16%	18%
	Weighted counts		177	30	51	50	18	5	31	173	13
	Column Comparisons										
Semi-skilled or unskilled manual worker (D)	% within column	**	14%	24%	20%	7%	1%	7%	18%	13%	39%
	Weighted counts		147	51	48	18	1	3	39	132	28
	Column Comparisons			C D	c D	d		d	c D		A
Housewife / househusband (E)	% within column	**	3%	5%	5%	0%	0%	0%	3%	1%	21%
	Weighted counts		27	10	13	0	0	0	7	14	15
	Column Comparisons			c	c						A
Unemployed (E)	% within column	**	2%	5%	1%	1%	1%	0%	3%	2%	6%
	Weighted counts		22	10	2	2	2	0	5	17	4
	Column Comparisons										
Student (C1)	% within column	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts		0	0	0	0	0	0	0	0	0
	Column Comparisons		-	-	-	-	-	-	-	-	-
Effective Column n	Weighted counts	25	639	111	132	172	100	37	112	623	40
	Column Comparisons										
Unweighted base		37	956	166	197	257	150	55	168	932	60

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demogr...
QB5: Occupation of retired main income earner		<b>Total</b>
<b>High managerial, administrative or professional (A)</b>	% within column	<b>6%</b>
	Weighted counts	<b>63</b>
	Column Comparisons	-
<b>Intermediate managerial, administrative or professional (B)</b>	% within column	<b>22%</b>
	Weighted counts	<b>242</b>
	Column Comparisons	-
<b>Supervisor, clerical, junior managerial, administrative or professional (C1)</b>	% within column	<b>37%</b>
	Weighted counts	<b>421</b>
	Column Comparisons	-
<b>Skilled manual worker (C2)</b>	% within column	<b>17%</b>
	Weighted counts	<b>186</b>
	Column Comparisons	-
<b>Semi-skilled or unskilled manual worker (D)</b>	% within column	<b>14%</b>
	Weighted counts	<b>160</b>
	Column Comparisons	-
<b>Housewife / househusband (E)</b>	% within column	<b>3%</b>
	Weighted counts	<b>29</b>
	Column Comparisons	-
<b>Unemployed (E)</b>	% within column	<b>2%</b>
	Weighted counts	<b>22</b>
	Column Comparisons	-
<b>Student (C1)</b>	% within column	<b>0%</b>
	Weighted counts	<b>0</b>
	Column Comparisons	-
<b>Effective Column n</b>	% within column	
	Weighted counts	<b>663</b>
	Column Comparisons	
<b>Unweighted base</b>		<b>993</b>

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics									
	Methodology			Quarter				Gender		Age
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
QB5: Occupation of retired main income earner										
<b>Weighted base</b>	1,123	154	970	247	289	308	279	540	583	7
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QB5: Occupation of retired main income earner	Demographics									
	Age					SEG				
	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
<b>Weighted base</b>	15	214	395	493	887	726	397	305	421	186
<b>Columns</b>	B	C	D	E	F	A	B	C	D	E

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics								
	SEG	Working status		UK nation			Rurality		
	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural Unknown
QB5: Occupation of retired main income earner									
<b>Weighted base</b>	211	18	1,098	946	98	52	28	694	427 2
<b>Columns</b>	F	A	B	A	B	C	D	A	B C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 10

QB5: Occupation of retired main income earner	Demographics									
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
	46	1,077	212	244	270	138	47	213	1,049	73
Weighted base										
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demogr...
QB5: Occupation of retired main income earner	<b>Total</b>
<b>Weighted base</b>	<b>1,123</b>
<b>Columns</b>	<b>A</b>

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All retired respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB4&5: SEG Combined		53%	53%	53%	53%	53%	53%	53%	53%	52%	48%	50%	67%	
ABC1	% within column	53%	53%	53%	53%	53%	53%	53%	53%	52%	48%	50%	67%	
	Weighted counts	3,160	785	2,375	755	814	782	809	1,546	1,614	434	926	962	415
	Column Comparisons	-												A B C
C2DE	% within column	47%	47%	47%	47%	47%	47%	47%	47%	48%	52%	50%	33%	
	Weighted counts	2,802	696	2,106	670	721	693	718	1,376	1,426	400	1,011	946	207
	Column Comparisons	-								D E	D E	D E		
AB	% within column	22%	24%	21%	25%	21%	21%	21%	24%	20%	16%	21%	21%	37%
	Weighted counts	1,306	360	947	354	322	314	316	700	606	134	404	399	231
	Column Comparisons	-	b						b		a	a		A B C E
C1	% within column	31%	29%	32%	28%	32%	32%	32%	29%	33%	36%	27%	29%	30%
	Weighted counts	1,853	425	1,428	401	492	468	493	845	1,008	300	523	563	184
	Column Comparisons	-							a		B c			
C2	% within column	22%	23%	21%	23%	22%	21%	22%	24%	20%	23%	24%	22%	19%
	Weighted counts	1,306	347	959	327	335	308	336	698	608	188	462	422	118
	Column Comparisons	-							b					
DE	% within column	25%	24%	26%	24%	25%	26%	25%	23%	27%	25%	28%	27%	14%
	Weighted counts	1,496	349	1,147	343	387	386	381	678	818	213	549	524	89
	Column Comparisons	-								a	D e	D E	D E	
Effective Column n	% within column													
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428
	Column Comparisons													
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
QB4&5: SEG Combined		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
ABC1	% within column	64%	65%	100%	0%	100%	100%	0%	0%	56%	49%	51%	63%	60%
	Weighted counts	422	837	3,160	0	1,306	1,853	0	0	1,697	1,441	2,571	300	178
	Column Comparisons	A B C	-	-	-	E F	E F			B			A	
C2DE	% within column	36%	35%	0%	100%	0%	0%	100%	100%	44%	51%	49%	37%	40%
	Weighted counts	238	445	0	2,802	0	0	1,306	1,496	1,307	1,482	2,437	176	120
	Column Comparisons		-	-	-			C D	C D		A	B		
AB	% within column	21%	29%	41%	0%	100%	0%	0%	0%	24%	20%	20%	36%	27%
	Weighted counts	138	368	1,306	0	1,306	0	0	0	713	587	1,008	169	81
	Column Comparisons		-	-	-	D E F				b			A c d	a
C1	% within column	43%	37%	59%	0%	0%	100%	0%	0%	33%	29%	31%	27%	33%
	Weighted counts	284	468	1,853	0	0	1,853	0	0	984	854	1,563	131	97
	Column Comparisons	B C D	-	-	-		C E F			b				
C2	% within column	17%	18%	0%	47%	0%	0%	100%	0%	26%	18%	23%	16%	17%
	Weighted counts	115	234	0	1,306	0	0	1,306	0	770	524	1,152	75	51
	Column Comparisons		-	-	-			C D F		B		b		
DE	% within column	19%	16%	0%	53%	0%	0%	0%	100%	18%	33%	26%	21%	23%
	Weighted counts	122	211	0	1,496	0	0	0	1,496	537	958	1,285	102	70
	Column Comparisons		-	-	-				C D E		A			
Effective Column n	% within column													
	Weighted counts	348	775	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497
	Column Comparisons													
Unweighted base		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
Weighted base		660	1,281	3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
					QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage				
					Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user				
					N. Ireland	Urban	Rural	Unknown									
QB4&5: SEG Combined					62%	53%	54%	**	35%	54%	33%	40%	49%	66%	82%	55%	54%
ABC1	% within column				62%	53%	54%	**	35%	54%	33%	40%	49%	66%	82%	55%	54%
	Weighted counts				111	2,252	902		117	3,043	270	343	653	759	476	659	3,079
	Column Comparisons								A		a	A B	A B C F	A B C D F	A B c	B	
C2DE	% within column				38%	47%	46%	**	65%	46%	67%	60%	51%	34%	18%	45%	46%
	Weighted counts				68	2,010	784		221	2,581	549	521	692	386	108	546	2,652
	Column Comparisons								B		b C D E F	C D E F	D E f	E	D E		
AB	% within column				27%	22%	22%	**	15%	22%	5%	11%	13%	31%	60%	24%	22%
	Weighted counts				48	936	370		50	1,257	40	93	180	358	352	283	1,277
	Column Comparisons									a		A	A	A B C F	A B C D F	A B C	b
C1	% within column				35%	31%	32%	**	20%	32%	28%	29%	35%	35%	21%	31%	31%
	Weighted counts				62	1,316	532		67	1,786	230	250	473	401	124	375	1,801
	Column Comparisons									A	e	e	a b E	a b E		E	b
C2	% within column				16%	22%	23%	**	24%	22%	11%	22%	30%	24%	13%	23%	22%
	Weighted counts				28	921	382		81	1,225	89	192	401	273	78	274	1,253
	Column Comparisons											A E	A b d E f	A E		A E	
DE	% within column				22%	26%	24%	**	41%	24%	56%	38%	22%	10%	5%	23%	24%
	Weighted counts				40	1,089	402		140	1,356	461	329	291	113	30	272	1,399
	Column Comparisons								B		B C D E F	C D E F	D E	e		D E	
Effective Column n	% within column																
	Weighted counts				485	2,774	1,239	8	221	3,800	546	559	914	783	428	791	3,881
	Column Comparisons																
Unweighted base					704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633
Weighted base					179	4,262	1,686	14	338	5,624	819	864	1,345	1,145	584	1,204	5,731
Columns					D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
		NET: Internet non-user	Total
QB4&5: SEG Combined			
	% within column	34%	53%
ABC1	Weighted counts	75	3,160
	Column Comparisons		-
	% within column	66%	47%
C2DE	Weighted counts	143	2,802
	Column Comparisons	A	-
	% within column	12%	22%
AB	Weighted counts	27	1,306
	Column Comparisons		-
	% within column	22%	31%
C1	Weighted counts	48	1,853
	Column Comparisons		-
	% within column	22%	22%
C2	Weighted counts	48	1,306
	Column Comparisons		-
	% within column	44%	25%
DE	Weighted counts	95	1,496
	Column Comparisons	A	-
	% within column		
Effective Column n	Weighted counts	132	4,021
	Column Comparisons		
Unweighted base		192	5,836
Weighted base		218	5,962
Columns		B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
QB6: Region (including face-to-face respondents)		9%	7%	9%	8%	9%	9%	9%	8%	9%	7%	7%	11%	13%	6%	9%
North East		523	108	415	107	145	137	134	243	281	57	134	210	82	39	121
		-											a B e	a B e		-
North West		563	165	399	146	146	130	140	302	261	89	182	173	45	73	118
		-	b													-
Yorkshire/Humberside		511	115	396	116	131	132	132	242	269	70	189	155	35	61	97
		-														-
East Midlands		533	134	399	128	139	135	131	253	280	75	181	154	60	63	123
		-														-
West Midlands		547	131	415	134	133	136	143	251	296	84	192	174	38	59	97
		-														-
East Anglia/East of England		542	127	415	123	133	143	143	291	251	76	179	159	50	78	128
		-														-
London/Greater London		690	174	515	179	179	163	169	382	308	134	283	187	40	45	85
		-							b		C D E	C D E	d			-
South East		568	165	403	139	146	136	147	279	289	85	163	169	63	88	151
		-	b												b c	-
South West		531	125	407	124	137	127	143	258	273	76	152	149	65	90	154
		-													b c	-
Highlands & Isles of Scotland		12	12	0	3	4	0	5	5	7	1	3	3	3	2	5
		-	B													-
Rest of Scotland		465	107	358	111	119	118	117	213	252	35	142	178	80	32	111
		-										a	A e	A B E		-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
							Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	
QB6: Region (including face-to-face respondents)		ABC1	C2DE	AB	C1	C2	DE									
North East	% within column	9%	8%	9%	9%	7%	9%	8%	9%	10%	0%	0%	0%	8%	11%	**
	Weighted counts	295	228	123	173	92	136	247	276	523	0	0	0	329	194	
	Column Comparisons	-	-							B C D					A	
North West	% within column	9%	10%	7%	10%	11%	10%	10%	9%	11%	0%	0%	0%	11%	6%	**
	Weighted counts	274	289	88	186	139	150	299	263	563	0	0	0	469	93	
	Column Comparisons	-	-		c	c	c			B C D				B		
Yorkshire/Humberside	% within column	6%	11%	4%	8%	12%	11%	9%	8%	10%	0%	0%	0%	9%	7%	**
	Weighted counts	197	314	52	145	154	160	268	236	511	0	0	0	394	116	
	Column Comparisons	-	-		C	C d	C d			B C D				b		
East Midlands	% within column	8%	10%	7%	8%	11%	10%	8%	10%	11%	0%	0%	0%	8%	12%	**
	Weighted counts	239	294	97	142	144	150	245	289	533	0	0	0	331	202	
	Column Comparisons	-	-			c d				B C D				A		
West Midlands	% within column	8%	11%	6%	9%	11%	11%	9%	9%	11%	0%	0%	0%	10%	8%	**
	Weighted counts	243	304	79	164	142	162	275	272	547	0	0	0	417	130	
	Column Comparisons	-	-		c	C	C			B C D						
East Anglia/East of England	% within column	9%	9%	7%	10%	9%	9%	9%	9%	11%	0%	0%	0%	9%	10%	**
	Weighted counts	279	263	91	188	122	142	267	270	542	0	0	0	363	177	
	Column Comparisons	-	-							B C D						
London/Greater London	% within column	14%	9%	18%	10%	10%	8%	13%	10%	14%	0%	0%	0%	15%	2%	**
	Weighted counts	436	254	241	194	137	117	400	279	690	0	0	0	655	31	
	Column Comparisons	-	-	D E F	f			B		B C D				B		
South East	% within column	10%	9%	10%	10%	8%	9%	10%	9%	11%	0%	0%	0%	10%	8%	**
	Weighted counts	321	247	126	195	107	140	287	276	568	0	0	0	423	141	
	Column Comparisons	-	-							B C D						
South West	% within column	9%	9%	9%	10%	9%	9%	8%	10%	11%	0%	0%	0%	7%	13%	**
	Weighted counts	287	244	111	176	116	128	243	286	531	0	0	0	310	222	
	Column Comparisons	-	-							B C D					A	
Highlands & Isles of Scotland	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	**
	Weighted counts	5	6	3	2	1	5	4	7	0	12	0	0	8	4	
	Column Comparisons	-	-								A C d					
Rest of Scotland	% within column	9%	6%	13%	7%	6%	6%	8%	8%	0%	98%	0%	0%	7%	10%	**
	Weighted counts	295	170	166	129	73	97	232	231	0	465	0	0	293	172	
	Column Comparisons	-	-	D E F							A C D				a	

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p < 0.05$ ), A, B, C, D, E, F... ( $p < 0.001$ ).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QB6: Region (including face-to-face respondents)	% within column	8%	9%	11%	9%	9%	9%	7%	8%	9%	6%	9%
North East	Weighted counts	27	496	86	77	116	99	44	102	510	12	523
	Column Comparisons											-
	% within column	8%	10%	10%	6%	10%	10%	7%	11%	9%	12%	9%
North West	Weighted counts	28	535	86	56	138	117	38	129	535	27	563
	Column Comparisons											-
	% within column	10%	9%	8%	12%	10%	6%	5%	8%	9%	8%	9%
Yorkshire/Humberside	Weighted counts	33	478	68	107	139	70	28	99	492	16	511
	Column Comparisons				D E f	d e						-
	% within column	8%	9%	11%	12%	10%	8%	5%	7%	9%	7%	9%
East Midlands	Weighted counts	26	508	87	103	139	91	31	82	517	16	533
	Column Comparisons			e f	d E f	e f						-
	% within column	11%	9%	9%	12%	8%	8%	8%	10%	9%	10%	9%
West Midlands	Weighted counts	36	511	77	102	112	91	44	120	523	22	547
	Column Comparisons											-
	% within column	7%	9%	8%	9%	10%	10%	8%	9%	9%	8%	9%
East Anglia/East of England	Weighted counts	23	519	63	75	129	118	49	107	524	18	542
	Column Comparisons											-
	% within column	17%	11%	8%	8%	8%	15%	19%	14%	12%	11%	12%
London/Greater London	Weighted counts	58	632	64	69	108	168	109	172	661	24	690
	Column Comparisons	b					A B C	A B C	A B C			-
	% within column	10%	10%	9%	8%	9%	10%	11%	11%	10%	9%	10%
South East	Weighted counts	33	535	76	67	115	113	66	130	546	19	568
	Column Comparisons											-
	% within column	9%	9%	10%	9%	10%	8%	8%	8%	9%	9%	9%
South West	Weighted counts	32	499	81	78	140	92	45	95	512	20	531
	Column Comparisons											-

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p < 0.05$ ), A, B, C, D, E, F... ( $p <= 0.001$ ).

Part 3 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
QB6: Region (including face-to-face respondents)	% within column	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Highlands & Isles of Scotland	Weighted counts	12	12	0	3	4	0	5	5	7	1	3	3	3	2	5
	Column Comparisons	-	B													-
	% within column	8%	7%	8%	8%	8%	8%	8%	7%	8%	4%	7%	9%	13%	5%	9%
Rest of Scotland	Weighted counts	465	107	358	111	119	118	117	213	252	35	142	178	80	32	111
	Column Comparisons	-									a	A e	A B E			-
	% within column	5%	5%	5%	5%	5%	5%	5%	4%	6%	4%	4%	6%	7%	3%	5%
Wales	Weighted counts	298	74	224	71	77	74	76	125	173	33	83	119	44	18	62
	Column Comparisons	-								a			e	e		-
	% within column	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	3%	2%	2%
Northern Ireland	Weighted counts	179	44	134	43	46	44	46	77	102	20	53	76	18	10	29
	Column Comparisons	-														-
	% within column	84%	84%	84%	84%	84%	84%	84%	86%	82%	89%	85%	80%	77%	91%	84%
NET: England	Weighted counts	5,008	1,244	3,764	1,197	1,289	1,239	1,283	2,501	2,507	745	1,656	1,532	477	597	1,075
	Column Comparisons	-							b		b C D	C D			b C D	-
	% within column	8%	8%	8%	8%	8%	8%	8%	7%	9%	4%	7%	9%	13%	5%	9%
NET: Scotland	Weighted counts	477	118	358	114	123	118	122	218	259	36	144	180	83	34	116
	Column Comparisons	-										a	A e	A B c E		-
	% within column															
Effective Column n	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
									NET: Eng- and	NET: Scotl- and	Wales	Ireland	Urban	Rural	Unkn- own	
QB6: Region (including face-to-face respondents)		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working							
Highlands & Isles of Scotland	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	**
	Weighted counts	5	6	3	2	1	5	4	7	0	12	0	0	8	4	
	Column Comparisons	-	-								A C d					
Rest of Scotland	% within column	9%	6%	13%	7%	6%	6%	8%	8%	0%	98%	0%	0%	7%	10%	**
	Weighted counts	295	170	166	129	73	97	232	231	0	465	0	0	293	172	
	Column Comparisons	-	-	D E F							A C D				a	
Wales	% within column	6%	4%	6%	5%	4%	5%	5%	5%	0%	0%	100%	0%	4%	8%	**
	Weighted counts	178	120	81	97	51	70	144	153	0	0	298	0	162	136	
	Column Comparisons	-	-									A B D			A	
Northern Ireland	% within column	4%	2%	4%	3%	2%	3%	3%	3%	0%	0%	0%	100%	3%	4%	**
	Weighted counts	111	68	48	62	28	40	93	85	0	0	0	179	108	71	
	Column Comparisons	-	-										A B C		a	
NET: England	% within column	81%	87%	77%	84%	88%	86%	84%	84%	100%	0%	0%	0%	87%	77%	**
	Weighted counts	2,571	2,437	1,008	1,563	1,152	1,285	2,530	2,447	5,008	0	0	0	3,690	1,304	
	Column Comparisons	-	-		C	C d	C			B C D				B		
NET: Scotland	% within column	10%	6%	13%	7%	6%	7%	8%	8%	0%	100%	0%	0%	7%	10%	**
	Weighted counts	300	176	169	131	75	102	236	239	0	477	0	0	301	176	
	Column Comparisons	-	-	D E F							A C D				a	
Effective Column n	% within column															
	Weighted counts	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8
	Column Comparisons															
Unweighted base		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base		3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QB6: Region (including face-to-face respondents)	% within column	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%
Highlands & Isles of Scotland	Weighted counts	0	12	4	1	2	2	1	2	8	4	12
	Column Comparisons										A	-
Rest of Scotland	% within column	6%	8%	7%	7%	8%	9%	13%	5%	8%	8%	8%
	Weighted counts	21	444	57	59	108	102	77	64	447	18	465
	Column Comparisons						f	a b c F				-
Wales	% within column	4%	5%	6%	6%	4%	4%	6%	5%	5%	6%	5%
	Weighted counts	14	284	50	53	55	48	34	58	285	13	298
	Column Comparisons											-
Northern Ireland	% within column	2%	3%	3%	2%	3%	3%	3%	4%	3%	3%	3%
	Weighted counts	8	171	22	18	43	34	18	44	171	8	179
	Column Comparisons											-
NET: England	% within column	87%	84%	84%	85%	85%	84%	78%	86%	84%	80%	84%
	Weighted counts	296	4,713	686	733	1,137	960	455	1,036	4,820	175	5,008
	Column Comparisons				e	e	e		e			-
NET: Scotland	% within column	6%	8%	7%	7%	8%	9%	13%	5%	8%	10%	8%
	Weighted counts	21	456	61	60	110	104	77	66	454	22	477
	Column Comparisons						f	a b c F				-
Effective Column n	% within column											
	Weighted counts	221	3,800	546	559	914	783	428	791	3,881	132	4,021
	Column Comparisons											
Unweighted base		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		338	5,624	819	864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics										
			Methodology			Quarter				Gender		Age	
QB6B: Town/city size			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
Large City (population: more than 500,000)	% within column	20%	**	20%	18%	21%	21%	19%	22%	18%	24%	25%	
	Weighted counts	890		890	171	230	256	232	474	416	152	358	
	Column Comparisons	-		-					b		c D E	c D E	
Smaller City or Large town (population: 100,000 – 500,000)	% within column	22%	**	22%	24%	23%	19%	24%	23%	22%	25%	25%	
	Weighted counts	994		994	227	242	230	296	498	497	158	370	
	Column Comparisons	-		-							d	c d	
Medium town (population: 15,000 – 99,999)	% within column	26%	**	26%	27%	25%	25%	26%	26%	26%	24%	24%	
	Weighted counts	1,161		1,161	257	271	306	326	576	585	153	355	
	Column Comparisons	-		-									
Small town (population: 2,000 – 14,999)	% within column	19%	**	19%	19%	18%	21%	19%	18%	21%	17%	16%	
	Weighted counts	859		859	186	193	250	231	386	473	109	229	
	Column Comparisons	-		-						a			
Rural area (population: less than 2,000)	% within column	13%	**	13%	12%	12%	13%	13%	12%	13%	8%	9%	
	Weighted counts	562		562	118	131	155	159	256	306	53	137	
	Column Comparisons	-		-									
Prefer not to say	% within column	0%	**	0%	0%	1%	0%	0%	0%	0%	0%	0%	
	Weighted counts	15		15	4	6	3	3	6	9	3	6	
	Column Comparisons	-		-									
Effective Column n	% within column												
	Weighted counts	3,040	0	3,040	653	730	809	848	1,465	1,575	427	1,042	
	Column Comparisons												
Unweighted base		4,383	0	4,383	941	1,053	1,166	1,223	2,112	2,271	616	1,503	
Weighted base		4,481	0	4,481	962	1,074	1,199	1,246	2,196	2,285	627	1,454	
Columns		A	A	B	A	B	C	D	A	B	A	B	

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Age				SEG					Working status	
QB6B: Town/city size		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
	% within column	19%	12%	11%	11%	21%	18%	23%	20%	19%	17%	23%
Large City (population: more than 500,000)	Weighted counts	273	49	59	107	507	382	219	289	183	199	508
	Column Comparisons	d E			-	-	-	f				B
	% within column	20%	16%	20%	19%	22%	22%	22%	23%	21%	23%	24%
Smaller City or Large town (population: 100,000 – 500,000)	Weighted counts	286	68	112	180	530	464	207	323	200	264	524
	Column Comparisons				-	-	-					b
	% within column	28%	28%	26%	27%	24%	28%	22%	25%	28%	29%	25%
Medium town (population: 15,000 – 99,999)	Weighted counts	397	115	141	256	566	595	206	359	266	329	539
	Column Comparisons				-	-	-			c	c	
	% within column	20%	26%	21%	24%	19%	19%	20%	19%	19%	19%	17%
Small town (population: 2,000 – 14,999)	Weighted counts	294	110	118	228	452	407	187	265	187	220	376
	Column Comparisons	b	a B	b	-	-	-					
	% within column	13%	18%	21%	20%	13%	12%	14%	13%	12%	11%	11%
Rural area (population: less than 2,000)	Weighted counts	180	75	117	192	313	249	128	185	118	130	231
	Column Comparisons	a b	A B c	A B C	-	-	-					
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	4	0	2	2	6	9	0	6	4	5	2
	Column Comparisons				-	-	-					
	% within column											
Effective Column n	Weighted counts	983	310	277	587	1,654	1,386	716	938	615	770	1,504
	Column Comparisons											
	% within column											
Unweighted base		1,418	447	399	846	2,385	1,998	1,033	1,352	887	1,111	2,169
Weighted base		1,434	416	549	965	2,375	2,106	947	1,428	959	1,147	2,180
Columns		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Working status	UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income		
		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	
QB6B: Town/city size		% within column	16%	21%	21%	8%	12%	29%	0%	**	28%	19%	20%
Large City (population: more than 500,000)		Weighted counts	369	781	74	18	16	890	0		84	806	137
		Column Comparisons		C	C d			B			b		
Smaller City or Large town (population: 100,000 – 500,000)		% within column	21%	23%	17%	14%	21%	33%	0%	**	26%	22%	25%
		Weighted counts	466	873	62	31	28	994	0		78	916	172
		Column Comparisons		c			c	B c					
Medium town (population: 15,000 – 99,999)		% within column	27%	26%	23%	26%	27%	38%	0%	**	24%	26%	26%
		Weighted counts	610	983	83	57	36	1,161	0		74	1,086	180
		Column Comparisons						B c					
Small town (population: 2,000 – 14,999)		% within column	21%	18%	25%	35%	20%	0%	60%	**	13%	20%	18%
		Weighted counts	482	666	89	78	27	0	859		41	818	122
		Column Comparisons	a		a	A b D			A C		a		
Rural area (population: less than 2,000)		% within column	15%	12%	14%	17%	20%	0%	40%	**	9%	13%	11%
		Weighted counts	330	447	50	39	26	0	562		28	534	75
		Column Comparisons	a						A c				
Prefer not to say		% within column	1%	0%	0%	0%	0%	0%	0%	**	0%	0%	0%
		Weighted counts	13	14	1	0	0	0	1		0	15	2
		Column Comparisons	a										
Effective Column n		% within column											
		Weighted counts	1,516	1,904	381	383	372	1,999	1,033	8	204	2,836	447
		Column Comparisons											
Unweighted base			2,186	2,746	549	552	536	2,882	1,490	11	294	4,089	645
Weighted base			2,270	3,764	358	224	134	3,045	1,422	14	306	4,175	688
Columns			B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							Total
		QJ6: Annual household income					QJ2: Internet usage		
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QB6B: Town/city size	% within column	16%	18%	22%	28%	17%	20%	**	20%
Large City (population: more than 500,000)	Weighted counts	113	204	216	137	83	872		890
	Column Comparisons				a B C f				-
	% within column	21%	24%	22%	17%	22%	22%	**	22%
Smaller City or Large town (population: 100,000 – 500,000)	Weighted counts	147	270	216	81	107	980		994
	Column Comparisons								-
	% within column	27%	27%	24%	24%	24%	26%	**	26%
Medium town (population: 15,000 – 99,999)	Weighted counts	191	314	239	118	118	1,145		1,161
	Column Comparisons								-
	% within column	22%	19%	18%	18%	22%	19%	**	19%
Small town (population: 2,000 – 14,999)	Weighted counts	152	213	175	88	108	849		859
	Column Comparisons								-
	% within column	13%	13%	13%	12%	12%	13%	**	13%
Rural area (population: less than 2,000)	Weighted counts	94	147	129	58	60	560		562
	Column Comparisons								-
	% within column	0%	0%	0%	0%	2%	0%	**	0%
Prefer not to say	Weighted counts	1	1	1	0	11	15		15
	Column Comparisons					a b C d e			-
	% within column								
Effective Column n	Weighted counts	463	791	674	357	307	3,008	26	3,040
	Column Comparisons								
Unweighted base		668	1,141	972	515	442	4,337	38	4,383
Weighted base		698	1,150	976	482	487	4,422	48	4,481
Columns		B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Rurality	% within column	71%	82%	68%	74%	72%	69%	71%	73%	70%	76%	77%	71%	63%	60%	62%	71%
Urban	Weighted counts	4,262	1,217	3,045	1,051	1,105	1,017	1,090	2,145	2,117	631	1,484	1,357	394	396	789	2,252
	Column Comparisons	-	B						b		D E	c D E	d E			-	-
	% within column	28%	18%	32%	26%	28%	31%	28%	26%	30%	24%	23%	29%	37%	40%	38%	29%
Rural	Weighted counts	1,686	264	1,422	370	426	456	435	771	916	202	447	547	228	262	491	902
	Column Comparisons	-		A						a			b	A B c	A B C	-	-
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unknown	Weighted counts	14	0	14	4	4	3	3	6	8	2	6	4	0	2	2	6
	Column Comparisons	-														-	-
	% within column																
Effective Column n	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775	2,229
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Rurality	% within column	72%	72%	71%	71%	73%	75%	68%	74%	63%	54%	60%	100%	0%	**	77%	71%
Urban	Weighted counts	2,010	936	1,316	921	1,089	2,244	1,984	3,690	301	162	108	4,262	0		262	4,000
	Column Comparisons	-					B		B C d	c			B C			b	
Rural	% within column	28%	28%	29%	29%	27%	25%	32%	26%	37%	46%	40%	0%	100%	**	23%	29%
	Weighted counts	784	370	532	382	402	758	927	1,304	176	136	71	0	1,686		76	1,610
	Column Comparisons	-						A		A	A b	a		A C			a
Unknown	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	8	0	6	3	5	2	12	14	0	0	0	0	0		0	14
	Column Comparisons	-						a									
Effective Column n	% within column																
	Weighted counts	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800
	Column Comparisons																
Unweighted base		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base		2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14	338	5,624
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Rurality	% within column	71%	68%	71%	71%	73%	75%	71%	77%	71%
Urban	Weighted counts	585	585	952	811	427	901	4,081	168	4,262
	Column Comparisons									-
	% within column	28%	32%	29%	29%	27%	24%	29%	23%	28%
Rural	Weighted counts	232	279	391	333	157	293	1,636	49	1,686
	Column Comparisons		f							-
	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%
Unknown	Weighted counts	2	0	1	1	0	10	14	0	14
	Column Comparisons									-
	% within column									
Effective Column n	Weighted counts	546	559	914	783	428	791	3,881	132	4,021
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		819	864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QB7: Inability to leave home without help, due to illness or disability		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Yes – I am housebound	% within column	6%	2%	7%	4%	6%	6%	6%	6%	6%	6%	8%	4%	2%	5%	3%
	Weighted counts	338	32	306	64	87	90	97	165	173	52	163	82	11	30	41
	Column Comparisons	-		A							d	C D e	d			-
No – I am not housebound	% within column	94%	98%	93%	96%	94%	94%	94%	94%	94%	94%	92%	96%	98%	95%	97%
	Weighted counts	5,624	1,449	4,175	1,361	1,448	1,385	1,430	2,756	2,868	783	1,774	1,826	611	630	1,241
	Column Comparisons	-	B										B	a B c	b	-
I prefer not to answer	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428	348	775
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622	660	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
QB7: Inability to leave home without help, due to illness or disability		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes – I am housebound	% within column	4%	8%	4%	4%	6%	9%	5%	6%	6%	4%	5%	4%	6%	5%	**
	Weighted counts	117	221	50	67	81	140	147	189	296	21	14	8	262	76	
	Column Comparisons	-	-			c d	C D e		a							
No – I am not housebound	% within column	96%	92%	96%	96%	94%	91%	95%	94%	94%	96%	95%	96%	94%	95%	**
	Weighted counts	3,043	2,581	1,257	1,786	1,225	1,356	2,857	2,735	4,713	456	284	171	4,000	1,610	
	Column Comparisons	-	-	e F	e F	f		b								
I prefer not to answer	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column															
	Weighted counts	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8
	Column Comparisons															
Unweighted base		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base		3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 500 - 999 per year	£30,- £49,- 500 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QB7: Inability to leave home without help, due to illness or disability												
		% within column										
<b>Yes – I am housebound</b>		100%	0%	7%	7%	6%	5%	4%	4%	5%	15%	<b>6%</b>
		Weighted counts	338	0	61	62	84	57	23	51	302	32
		Column Comparisons	B								A	-
		% within column	0%	100%	93%	93%	94%	95%	96%	96%	95%	85%
<b>No – I am not housebound</b>		Weighted counts	0	5,624	758	802	1,260	1,089	561	1,154	5,428	186
		Column Comparisons		A						B		-
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>I prefer not to answer</b>		Weighted counts	0	0	0	0	0	0	0	0	0	<b>0</b>
		Column Comparisons	-	-	-	-	-	-	-	-	-	-
		% within column										
<b>Effective Column n</b>		Weighted counts	221	3,800	546	559	914	783	428	791	3,881	132
		Column Comparisons										
<b>Unweighted base</b>			321	5,515	792	812	1,326	1,137	621	1,148	5,633	192
<b>Weighted base</b>			338	5,624	819	864	1,345	1,145	584	1,204	5,731	218
<b>Columns</b>			A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

## **Section C: Attitudes and Preferences**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QC1_1: Preferred communication types from known organisations: Your bank/ building society		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Post	% within column	59%	52%	64%	65%	59%	55%	57%	58%	60%	49%	57%	61%	64%
	Weighted counts	1,754	670	1,084	310	602	271	572	845	909	207	558	580	214
	Column Comparisons	-		A									a	a
Phone call	% within column	23%	20%	26%	21%	23%	26%	23%	23%	24%	22%	25%	24%	17%
	Weighted counts	698	254	444	99	237	127	235	337	361	94	243	230	55
	Column Comparisons	-		a										
Text message	% within column	23%	12%	31%	19%	22%	23%	25%	23%	22%	27%	30%	21%	13%
	Weighted counts	681	156	525	90	224	113	254	338	343	115	296	199	43
	Column Comparisons	-		A							c D E	C D E	d E	
Email/ online portal	% within column	56%	42%	67%	55%	59%	56%	54%	59%	53%	64%	63%	55%	47%
	Weighted counts	1,682	536	1,146	263	596	275	549	867	815	270	615	524	156
	Column Comparisons	-		A					b		c D E	c D E	E	
Other	% within column	3%	4%	2%	3%	2%	3%	3%	2%	3%	2%	1%	3%	6%
	Weighted counts	81	47	34	14	21	13	33	35	46	8	14	29	19
	Column Comparisons	-	b											b
No preference	% within column	5%	4%	5%	3%	4%	3%	7%	5%	4%	4%	3%	5%	4%
	Weighted counts	135	50	85	15	38	15	67	75	60	18	34	52	12
	Column Comparisons	-												
I don't know	% within column	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%
	Weighted counts	18	2	16	2	8	5	3	10	8	5	8	5	0
	Column Comparisons	-		a										
Effective Column n	% within column													
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183
Unweighted base	% within column													
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298
Weighted base	% within column													
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QC1_1: Preferred communication types from known organisations: Your bank/ building society		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Post	% within column	63%	64%	58%	59%	57%	59%	57%	61%	55%	62%	58%	63%	54%
	Weighted counts	196	409	923	831	400	523	380	451	848	898	1,464	150	81
	Column Comparisons	a	-	-	-						a			
Phone call	% within column	24%	20%	22%	25%	23%	22%	23%	26%	25%	22%	24%	17%	23%
	Weighted counts	75	131	353	345	157	195	154	191	377	317	604	40	35
	Column Comparisons		-	-	-									
Text message	% within column	9%	11%	23%	23%	20%	25%	25%	20%	25%	20%	23%	20%	18%
	Weighted counts	28	71	363	318	142	220	166	153	379	294	582	48	27
	Column Comparisons		-	-	-					b				
Email/ online portal	% within column	37%	42%	61%	51%	60%	61%	53%	49%	60%	52%	57%	55%	51%
	Weighted counts	117	273	966	716	422	544	351	365	917	756	1,431	131	76
	Column Comparisons		-	-	-	e f	e F			b				
Other	% within column	4%	5%	2%	4%	2%	1%	5%	3%	2%	3%	3%	1%	5%
	Weighted counts	11	30	29	51	17	13	30	21	38	42	69	3	8
	Column Comparisons		-	-	-			d						b d
No preference	% within column	6%	5%	4%	5%	3%	5%	4%	5%	5%	4%	4%	7%	5%
	Weighted counts	19	31	68	67	22	46	28	39	72	62	107	17	7
	Column Comparisons		-	-	-									
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	2%	1%	1%	1%	0%	0%
	Weighted counts	0	0	2	16	2	0	3	13	10	8	18	0	0
	Column Comparisons		-	-	-				d					
Effective Column n	% within column													
	Weighted counts	156	339	1,000	805	441	559	364	440	913	882	1,137	231	221
Column Comparisons														
Unweighted base		253	551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360
Weighted base		312	644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QC1_1: Preferred communication types from known organisations: Your bank/building society		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£29,999 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
<b>Post</b>	% within column	65%	58%	61%	**	57%	59%	60%	63%	64%	62%	52%	52%	59%
	Weighted counts	58	1,295	456		90	1,664	216	222	412	304	144	455	1,648
	Column Comparisons									e f				
<b>Phone call</b>	% within column	21%	24%	21%	**	42%	22%	21%	22%	25%	23%	27%	23%	23%
	Weighted counts	19	539	158		67	631	76	77	161	112	74	197	639
	Column Comparisons					B								
<b>Text message</b>	% within column	27%	24%	20%	**	25%	23%	24%	19%	27%	24%	32%	17%	24%
	Weighted counts	24	528	152		39	641	87	66	173	120	90	145	670
	Column Comparisons									b f	f	b F		B
<b>Email/ online portal</b>	% within column	50%	55%	59%	**	43%	57%	57%	53%	61%	63%	76%	43%	59%
	Weighted counts	45	1,237	442		68	1,614	205	187	393	309	211	376	1,671
	Column Comparisons						a	f		b F	b F	A B C d F		B
<b>Other</b>	% within column	1%	3%	1%	**	2%	3%	4%	3%	1%	2%	1%	4%	2%
	Weighted counts	1	70	11		4	77	15	11	8	7	3	37	62
	Column Comparisons													
<b>No preference</b>	% within column	4%	3%	8%	**	4%	5%	4%	5%	5%	5%	5%	4%	5%
	Weighted counts	4	77	58		6	129	14	17	34	24	13	33	128
	Column Comparisons			A										
<b>I don't know</b>	% within column	0%	1%	1%	**	1%	1%	1%	1%	0%	1%	0%	0%	1%
	Weighted counts	0	12	5		1	17	3	3	3	5	1	3	16
	Column Comparisons													
<b>Effective Column n</b>	% within column													
	Weighted counts	215	1,257	544	3	99	1,705	238	232	434	340	188	373	1,738
<b>Unweighted base</b>	Column Comparisons													
	Weighted counts	350	2,044	884	5	161	2,772	387	377	705	553	305	606	2,825
<b>Weighted base</b>	Column Comparisons													
	Weighted counts	90	2,245	744	5	159	2,834	360	355	640	495	276	866	2,812
<b>Columns</b>		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QC1_1: Preferred communication types from known organisations: Your bank/building society		NET: Internet non-user	Total
	% within column	62%	59%
<b>Post</b>	Weighted counts	105	1,754
	Column Comparisons		-
	% within column	31%	23%
<b>Phone call</b>	Weighted counts	52	698
	Column Comparisons		-
	% within column	6%	23%
<b>Text message</b>	Weighted counts	9	681
	Column Comparisons		-
	% within column	4%	56%
<b>Email/ online portal</b>	Weighted counts	8	1,682
	Column Comparisons		-
	% within column	11%	3%
<b>Other</b>	Weighted counts	18	81
	Column Comparisons	A	-
	% within column	3%	5%
<b>No preference</b>	Weighted counts	6	135
	Column Comparisons		-
	% within column	1%	1%
<b>I don't know</b>	Weighted counts	2	18
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	62	1,804
	Column Comparisons		
<b>Unweighted base</b>		101	2,933
<b>Weighted base</b>		170	2,993
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Post	% within column	56%	53%	59%	61%	56%	53%	56%	55%	57%	50%	56%	58%	61%	55%	58%
	Weighted counts	1,685	677	1,007	290	574	261	560	809	875	211	544	557	202	171	372
	Column Comparisons	-		a												-
Phone call	% within column	19%	16%	21%	20%	19%	18%	19%	17%	21%	17%	20%	18%	14%	25%	19%
	Weighted counts	564	212	352	93	190	90	191	244	320	73	193	174	46	78	124
	Column Comparisons	-		a						a						-
Text message	% within column	14%	5%	21%	14%	15%	12%	14%	14%	15%	14%	20%	13%	7%	9%	8%
	Weighted counts	430	69	361	67	156	61	146	208	222	59	192	128	25	27	51
	Column Comparisons	-		A								c D E				-
Email/ online portal	% within column	58%	42%	70%	57%	59%	61%	56%	60%	56%	46%	64%	59%	56%	53%	54%
	Weighted counts	1,735	547	1,188	271	596	301	567	880	855	194	624	567	185	165	350
	Column Comparisons	-		A								A e	a			-
Other	% within column	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	2%	0%	1%
	Weighted counts	14	9	5	0	3	1	10	5	9	1	6	0	6	0	6
	Column Comparisons	-												c		-
No preference	% within column	5%	5%	6%	5%	5%	5%	6%	6%	5%	9%	3%	6%	4%	6%	5%
	Weighted counts	158	59	99	22	52	25	59	87	71	37	30	58	14	18	32
	Column Comparisons	-									b					-
I don't know	% within column	2%	2%	2%	1%	2%	3%	2%	2%	2%	9%	1%	0%	1%	0%	0%
	Weighted counts	53	28	26	4	18	14	18	30	24	36	10	4	3	0	3
	Column Comparisons	-									B C D E					-
Effective Column n	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
	Column Comparisons															
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status			UK nation			Rurality		
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Post</b>	% within column	54%	58%	51%	57%	56%	61%	54%	59%	56%	62%	48%	62%	55%	59%	**
	Weighted counts	864	820	357	507	368	453	824	854	1,409	148	72	56	1,243	439	
	Column Comparisons	-	-				c		a		c		c			
<b>Phone call</b>	% within column	17%	21%	16%	18%	22%	20%	19%	19%	19%	12%	27%	12%	20%	17%	**
	Weighted counts	272	292	110	162	144	148	292	270	485	29	40	11	439	124	
	Column Comparisons	-	-									B D				
<b>Text message</b>	% within column	14%	15%	13%	15%	15%	15%	16%	13%	14%	14%	12%	21%	15%	12%	**
	Weighted counts	222	208	89	133	100	108	246	182	360	32	18	19	341	88	
	Column Comparisons	-	-					b								
<b>Email/ online portal</b>	% within column	64%	51%	64%	64%	56%	48%	62%	54%	59%	56%	55%	46%	56%	64%	**
	Weighted counts	1,012	724	444	568	368	356	942	784	1,477	135	82	41	1,255	477	
	Column Comparisons	-	-	e F	e F	f		b							a	
<b>Other</b>	% within column	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%	**
	Weighted counts	3	11	3	0	3	8	5	9	13	0	0	1	14	0	
	Column Comparisons	-	-													
<b>No preference</b>	% within column	5%	6%	4%	6%	5%	7%	4%	6%	5%	7%	3%	5%	5%	7%	**
	Weighted counts	77	81	26	51	30	51	66	92	131	17	5	5	106	52	
	Column Comparisons	-	-													
<b>I don't know</b>	% within column	1%	2%	1%	1%	3%	2%	1%	2%	2%	1%	3%	1%	2%	1%	**
	Weighted counts	20	34	10	10	20	14	21	32	45	3	5	1	46	6	
	Column Comparisons	-	-													
<b>Effective Column n</b>	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
<b>Unweighted base</b>	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
<b>Weighted base</b>	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-	No – I am not house-	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider												
	% within column	55%	56%	58%	64%	60%	53%	48%	54%	56%	67%	56%
Post	Weighted counts	87	1,598	208	226	383	264	132	472	1,570	114	1,685
	Column Comparisons				e	e					a	-
	% within column	35%	18%	22%	18%	18%	21%	19%	18%	18%	29%	19%
Phone call	Weighted counts	55	509	78	64	113	102	51	156	507	50	564
	Column Comparisons	B									a	-
	% within column	19%	14%	15%	13%	17%	18%	18%	9%	15%	6%	14%
Text message	Weighted counts	31	399	55	48	110	91	50	76	420	10	430
	Column Comparisons					f	F	f		b		-
	% within column	42%	59%	54%	54%	64%	70%	74%	44%	61%	5%	58%
Email/ online portal	Weighted counts	67	1,668	196	192	413	346	203	385	1,723	9	1,735
	Column Comparisons		a	f	f	a b F	A B F	A B c F		B		-
	% within column	2%	0%	1%	0%	0%	0%	0%	1%	0%	5%	0%
Other	Weighted counts	4	10	2	0	3	0	0	9	6	8	14
	Column Comparisons	b									A	-
	% within column	3%	5%	5%	6%	5%	5%	5%	5%	5%	5%	5%
No preference	Weighted counts	5	153	20	21	34	23	13	47	148	9	158
	Column Comparisons											-
	% within column	1%	2%	2%	1%	2%	1%	2%	3%	2%	0%	2%
I don't know	Weighted counts	1	52	6	2	10	5	4	26	53	0	53
	Column Comparisons											-
	% within column											
Effective Column n	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons											
Unweighted base		161	2,772	387	377	705	553	305	606	2,825	101	2,933
Weighted base		159	2,834	360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QC1_3: Preferred communication types from known organisations: Your local council or tax office		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	65%	59%	70%	74%	67%	58%	63%	64%	67%	55%	65%	65%	76%	70%	73%	65%
	Weighted counts	1,954	754	1,200	356	679	286	634	933	1,021	230	630	623	252	219	471	1,034
	Column Comparisons	-		A	b C d	c						a	a	A b c	a	-	-
Phone call	% within column	20%	18%	21%	20%	20%	20%	20%	18%	21%	17%	21%	20%	15%	28%	21%	17%
	Weighted counts	597	231	366	96	200	100	202	271	326	70	200	190	50	87	137	277
	Column Comparisons	-													a d	-	-
Text message	% within column	12%	5%	17%	11%	13%	10%	12%	12%	13%	15%	16%	11%	6%	5%	5%	11%
	Weighted counts	363	70	293	52	137	50	125	172	192	64	159	106	19	15	34	177
	Column Comparisons	-		A							d E	c D E	e			-	-
Email/ online portal	% within column	46%	34%	55%	44%	46%	50%	45%	48%	44%	45%	51%	49%	37%	34%	35%	51%
	Weighted counts	1,382	437	946	211	471	245	455	704	678	188	499	467	122	105	228	802
	Column Comparisons	-		A							e	D E	d E			-	-
Other	% within column	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	1%
	Weighted counts	48	31	17	7	10	6	25	25	23	3	17	14	8	5	13	17
	Column Comparisons	-	b													-	-
No preference	% within column	5%	5%	5%	3%	5%	4%	7%	6%	4%	8%	4%	6%	4%	5%	4%	5%
	Weighted counts	153	60	93	14	48	21	69	87	66	31	40	54	12	15	27	76
	Column Comparisons	-														-	-
I don't know	% within column	2%	2%	1%	1%	2%	2%	2%	2%	1%	6%	1%	1%	1%	0%	0%	1%
	Weighted counts	51	27	24	4	19	10	18	30	21	26	12	9	3	0	3	22
	Column Comparisons	-									B C d e					-	-
Effective Column n	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
	Column Comparisons																
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		
QC1_3: Preferred communication types from known organisations: Your local council or tax office		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	65%	63%	67%	62%	69%	62%	70%	65%	70%	57%	67%	64%	69%	**	65%	65%
	Weighted counts	920	443	591	408	512	942	1,006	1,642	167	85	60	1,435	517		104	1,851
	Column Comparisons	-						A		c							
Phone call	% within column	23%	17%	18%	22%	23%	19%	21%	20%	14%	26%	15%	21%	17%	**	35%	19%
	Weighted counts	320	116	160	149	171	290	303	510	34	39	14	467	129		55	542
	Column Comparisons	-									b d					B	
Text message	% within column	13%	9%	13%	14%	13%	13%	11%	12%	11%	9%	16%	13%	9%	**	19%	12%
	Weighted counts	186	66	111	91	95	200	159	310	26	13	14	292	70		31	333
	Column Comparisons	-														b	
Email/ online portal	% within column	41%	51%	50%	43%	40%	51%	41%	47%	39%	45%	37%	45%	49%	**	41%	46%
	Weighted counts	580	356	446	283	297	783	593	1,188	94	67	33	1,013	366		64	1,318
	Column Comparisons	-	e f	e f			B										
Other	% within column	2%	2%	1%	2%	3%	2%	1%	2%	2%	2%	0%	2%	1%	**	2%	2%
	Weighted counts	31	11	6	12	19	26	22	40	4	3	0	41	7		4	44
	Column Comparisons	-															
No preference	% within column	5%	3%	6%	6%	5%	5%	5%	5%	6%	3%	6%	4%	7%	**	2%	5%
	Weighted counts	77	21	54	38	39	74	79	128	15	4	5	99	54		4	149
	Column Comparisons	-															
I don't know	% within column	2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	**	2%	2%
	Weighted counts	29	14	8	16	13	17	33	44	3	2	1	43	6		4	47
	Column Comparisons	-															
Effective Column n	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
	Column Comparisons																
Unweighted base		1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base		1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC1_3: Preferred communication types from known organisations: Your local council or tax office		Demographics							NET: Internet non-user		Total
		QJ6: Annual household income					QJ2: Internet usage				
		Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user			
Post	% within column	68%	68%	68%	69%	62%	60%	65%	71%	65%	
	Weighted counts	246	240	437	339	170	522	1,827	120	1,954	
	Column Comparisons									-	
Phone call	% within column	23%	24%	19%	18%	16%	20%	19%	29%	20%	
	Weighted counts	85	85	121	89	44	175	546	49	597	
	Column Comparisons								a	-	
Text message	% within column	11%	12%	16%	13%	15%	9%	13%	5%	12%	
	Weighted counts	40	42	99	66	41	75	354	9	363	
	Column Comparisons			f				b		-	
Email/ online portal	% within column	40%	44%	53%	55%	60%	35%	49%	3%	46%	
	Weighted counts	144	158	341	271	165	303	1,374	5	1,382	
	Column Comparisons		f	A b F	A b F	A b F		B		-	
Other	% within column	2%	2%	1%	0%	0%	3%	1%	8%	2%	
	Weighted counts	8	6	7	1	0	25	34	14	48	
	Column Comparisons								A	-	
No preference	% within column	4%	5%	6%	5%	4%	5%	5%	4%	5%	
	Weighted counts	16	18	39	26	11	43	144	7	153	
	Column Comparisons									-	
I don't know	% within column	1%	1%	2%	1%	1%	3%	2%	1%	2%	
	Weighted counts	4	3	11	5	2	26	48	2	51	
	Column Comparisons									-	
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804	
	Column Comparisons										
Unweighted base		387	377	705	553	305	606	2,825	101	2,933	
Weighted base		360	355	640	495	276	866	2,812	170	2,993	
Columns		A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	50%	47%	53%	59%	50%	44%	49%	49%	52%	43%	53%	51%	51%	49%	50%	51%
	Weighted counts	1,503	603	900	283	509	216	496	714	789	179	518	485	170	151	322	812
	Column Comparisons	-		a	b C d							a				-	-
Phone call	% within column	55%	47%	62%	54%	58%	56%	54%	54%	57%	48%	53%	60%	55%	61%	57%	54%
	Weighted counts	1,657	600	1,058	258	585	274	540	791	867	199	518	571	181	189	370	851
	Column Comparisons	-		A									a		a	-	-
Text message	% within column	31%	19%	39%	29%	32%	25%	32%	31%	31%	36%	37%	30%	21%	17%	19%	30%
	Weighted counts	917	249	668	137	329	125	327	452	466	151	358	285	71	52	123	480
	Column Comparisons	-		A							d E	c D E	d E			-	-
Email/ online portal	% within column	38%	23%	49%	35%	38%	35%	39%	39%	36%	44%	40%	37%	31%	32%	31%	42%
	Weighted counts	1,127	296	831	168	387	174	398	579	548	183	391	352	102	99	201	660
	Column Comparisons	-		A												-	-
Other	% within column	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%	2%	2%	1%
	Weighted counts	48	22	26	8	10	10	21	25	24	10	9	15	10	5	15	16
	Column Comparisons	-														-	-
No preference	% within column	6%	4%	7%	5%	4%	8%	8%	7%	5%	5%	5%	7%	5%	8%	6%	5%
	Weighted counts	180	56	124	24	36	38	82	99	81	20	48	71	16	25	41	87
	Column Comparisons	-		a			b	b								-	-
I don't know	% within column	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	0%
	Weighted counts	19	0	19	1	7	6	5	8	12	3	12	3	0	1	1	7
	Column Comparisons	-		a												-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
Unweighted base	Column Comparisons																
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base	Column Comparisons																
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	49%	50%	52%	46%	52%	49%	51%	50%	54%	42%	55%	50%	52%	**	43%	51%
	Weighted counts	692	352	460	301	391	755	743	1,263	129	62	49	1,115	386		69	1,435
	Column Comparisons	-								c		c					
Phone call	% within column	57%	52%	55%	59%	56%	54%	57%	56%	49%	62%	56%	56%	54%	**	61%	55%
	Weighted counts	806	360	491	390	417	822	827	1,397	117	93	51	1,257	399		97	1,560
	Column Comparisons	-									b						
Text message	% within column	31%	26%	34%	32%	30%	32%	30%	32%	24%	24%	32%	32%	28%	**	31%	31%
	Weighted counts	438	179	301	214	223	483	428	795	57	37	28	707	208		49	868
	Column Comparisons	-		c													
Email/ online portal	% within column	33%	42%	41%	35%	31%	40%	35%	39%	33%	31%	35%	38%	37%	**	35%	38%
	Weighted counts	467	296	363	233	234	605	514	970	79	46	32	849	276		56	1,071
	Column Comparisons	-	f	f													
Other	% within column	2%	1%	1%	2%	3%	1%	2%	2%	1%	2%	0%	2%	2%	**	2%	2%
	Weighted counts	32	9	8	12	20	17	30	41	3	4	0	37	12		3	45
	Column Comparisons	-															
No preference	% within column	7%	4%	6%	6%	8%	6%	6%	6%	7%	4%	5%	5%	10%	**	4%	6%
	Weighted counts	93	31	56	37	56	94	86	152	17	7	4	105	75		6	174
	Column Comparisons	-											A				
I don't know	% within column	1%	0%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%	**	1%	1%
	Weighted counts	12	3	4	5	7	8	11	18	1	0	0	14	4		1	18
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
Unweighted base	Column Comparisons																
	Weighted counts	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base	Column Comparisons																
	Weighted counts	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Post	% within column	48%	54%	53%	55%	53%	44%	50%	50%	50%
	Weighted counts	173	192	339	271	146	381	1,415	86	1,503
	Column Comparisons									-
Phone call	% within column	56%	61%	60%	55%	56%	50%	55%	52%	55%
	Weighted counts	201	216	385	272	154	429	1,559	89	1,657
	Column Comparisons			f						-
Text message	% within column	28%	29%	37%	36%	40%	22%	32%	6%	31%
	Weighted counts	100	104	234	180	111	188	907	10	917
	Column Comparisons			F	F	a F		B		-
Email/ online portal	% within column	39%	40%	41%	46%	49%	25%	40%	4%	38%
	Weighted counts	139	143	263	228	134	220	1,118	7	1,127
	Column Comparisons	f	F	F	F	F		B		-
Other	% within column	3%	1%	1%	1%	0%	2%	1%	5%	2%
	Weighted counts	12	3	6	5	1	20	39	9	48
	Column Comparisons								a	-
No preference	% within column	8%	5%	7%	5%	4%	6%	6%	2%	6%
	Weighted counts	30	16	48	23	12	51	176	4	180
	Column Comparisons									-
I don't know	% within column	0%	0%	0%	1%	0%	1%	1%	0%	1%
	Weighted counts	1	2	3	6	1	7	18	1	19
	Column Comparisons									-
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Post	% within column	43%	40%	45%	47%	43%	39%	43%	42%	43%	37%	42%	44%	48%
	Weighted counts	1,279	514	765	222	435	191	431	618	661	154	405	420	159
	Column Comparisons	-		a										
Phone call	% within column	16%	15%	16%	13%	17%	15%	16%	16%	16%	15%	17%	15%	12%
	Weighted counts	469	192	277	62	170	73	165	228	242	62	167	142	39
	Column Comparisons	-												
Text message	% within column	21%	14%	26%	19%	23%	19%	21%	22%	19%	31%	27%	18%	8%
	Weighted counts	618	178	440	89	229	92	208	325	293	129	263	170	28
	Column Comparisons	-		A							C D E	C D E	d e	
Email/ online portal	% within column	55%	42%	65%	54%	57%	56%	54%	57%	54%	64%	62%	55%	44%
	Weighted counts	1,656	546	1,110	256	585	272	543	834	822	267	601	526	148
	Column Comparisons	-		A							c D E	c D E	d E	
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
	Weighted counts	29	13	16	4	8	3	14	14	15	3	7	5	11
	Column Comparisons	-												b c
No preference	% within column	10%	9%	11%	8%	11%	9%	11%	11%	9%	5%	7%	14%	11%
	Weighted counts	302	116	186	40	109	42	112	163	140	22	69	129	38
	Column Comparisons	-											A B	a
I don't know	% within column	5%	5%	5%	4%	4%	9%	5%	4%	6%	4%	3%	5%	5%
	Weighted counts	148	60	87	17	37	44	50	58	90	17	31	51	16
	Column Comparisons	-					a b							
Effective Column n	% within column													
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183
Unweighted base	% within column													
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298
Weighted base	% within column													
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Post</b>	% within column	45%	47%	43%	42%	43%	44%	43%	41%	40%	46%	43%	44%	39%
	Weighted counts	141	300	690	589	303	387	284	305	615	659	1,077	106	58
	Column Comparisons										a			
<b>Phone call</b>	% within column	19%	15%	16%	16%	14%	17%	17%	14%	17%	14%	16%	11%	20%
	Weighted counts	60	98	250	219	101	149	112	108	262	206	404	25	29
	Column Comparisons													b
<b>Text message</b>	% within column	9%	9%	20%	21%	17%	22%	24%	20%	24%	17%	21%	15%	16%
	Weighted counts	28	56	315	302	117	198	157	145	366	249	535	36	24
	Column Comparisons									B				
<b>Email/ online portal</b>	% within column	37%	41%	63%	47%	64%	63%	50%	43%	61%	49%	56%	54%	50%
	Weighted counts	115	263	1,002	654	446	556	331	323	934	714	1,410	128	75
	Column Comparisons					E F	E F			B				
<b>Other</b>	% within column	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	2%
	Weighted counts	4	15	11	19	6	5	4	14	8	20	25	1	3
	Column Comparisons													
<b>No preference</b>	% within column	14%	13%	8%	12%	7%	9%	12%	13%	9%	11%	10%	12%	6%
	Weighted counts	44	81	130	173	48	82	78	95	144	158	256	29	8
	Column Comparisons	a b							c					
<b>I don't know</b>	% within column	11%	8%	3%	7%	2%	4%	5%	9%	3%	7%	4%	8%	8%
	Weighted counts	34	49	46	102	12	34	33	69	46	101	108	19	13
	Column Comparisons	a B c						c	C D e		A			
<b>Effective Column n</b>	% within column													
	Weighted counts	156	339	1,000	805	441	559	364	440	913	882	1,137	231	221
Column Comparisons														
<b>Unweighted base</b>		253	551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360
<b>Weighted base</b>		312	644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£29,999 - £49,999 per year	£49,999 - £50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with														
Post	% within column	43%	43%	42%	**	45%	43%	37%	42%	48%	44%	40%	42%	42%
	Weighted counts	38	963	316		72	1,207	134	149	307	216	109	365	1,193
	Column Comparisons													
Phone call	% within column	12%	17%	12%	**	26%	15%	12%	17%	17%	15%	17%	16%	15%
	Weighted counts	11	378	91		41	428	44	60	108	72	46	139	428
	Column Comparisons					b								
Text message	% within column	25%	23%	15%	**	17%	21%	21%	19%	25%	24%	23%	16%	21%
	Weighted counts	23	507	111		27	591	75	68	160	117	63	135	603
	Column Comparisons	b c	b							f				b
Email/ online portal	% within column	47%	55%	56%	**	40%	56%	48%	52%	60%	66%	75%	44%	58%
	Weighted counts	42	1,235	419		64	1,592	174	184	383	326	208	382	1,642
	Column Comparisons						a			a F	A B F	A B C d F		B
Other	% within column	1%	1%	0%	**	1%	1%	1%	1%	1%	0%	1%	2%	1%
	Weighted counts	1	26	3		2	27	4	4	6	1	2	13	20
	Column Comparisons													
No preference	% within column	10%	9%	14%	**	13%	10%	15%	9%	10%	10%	7%	10%	10%
	Weighted counts	9	195	107		20	282	55	32	64	48	20	84	275
	Column Comparisons			a										
I don't know	% within column	9%	5%	5%	**	5%	5%	8%	9%	4%	3%	2%	5%	5%
	Weighted counts	8	108	39		8	139	28	32	26	14	5	43	128
	Column Comparisons							d e	c d e					
Effective Column n	% within column													
	Weighted counts	215	1,257	544	3	99	1,705	238	232	434	340	188	373	1,738
Unweighted base	Column Comparisons													
	Weighted counts	350	2,044	884	5	161	2,772	387	377	705	553	305	606	2,825
Weighted base	Column Comparisons													
	Weighted counts	90	2,245	744	5	159	2,834	360	355	640	495	276	866	2,812
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with		NET: Internet non-user	Total
<b>Post</b>	% within column	50%	<b>43%</b>
	Weighted counts	84	<b>1,279</b>
	Column Comparisons		-
<b>Phone call</b>	% within column	25%	<b>16%</b>
	Weighted counts	42	<b>469</b>
	Column Comparisons	a	-
<b>Text message</b>	% within column	9%	<b>21%</b>
	Weighted counts	15	<b>618</b>
	Column Comparisons		-
<b>Email/ online portal</b>	% within column	7%	<b>55%</b>
	Weighted counts	12	<b>1,656</b>
	Column Comparisons		-
<b>Other</b>	% within column	5%	<b>1%</b>
	Weighted counts	9	<b>29</b>
	Column Comparisons	A	-
<b>No preference</b>	% within column	11%	<b>10%</b>
	Weighted counts	19	<b>302</b>
	Column Comparisons		-
<b>I don't know</b>	% within column	11%	<b>5%</b>
	Weighted counts	19	<b>148</b>
	Column Comparisons	a	-
<b>Effective Column n</b>	% within column		
	Weighted counts	62	<b>1,804</b>
			Column Comparisons
<b>Unweighted base</b>		101	<b>2,933</b>
<b>Weighted base</b>		170	<b>2,993</b>
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC2_1: Type of communication would you most like to receive from... Your bank/building society		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	41%	33%	44%	44%	45%	39%	38%	42%	41%	36%	39%	40%	51%	56%	53%	41%
	Weighted counts	527	97	429	89	198	79	161	266	261	67	181	168	57	55	111	281
	Column Comparisons	-		a											a b c	-	-
Phone	% within column	6%	8%	5%	8%	4%	9%	4%	5%	6%	5%	7%	4%	7%	5%	6%	3%
	Weighted counts	71	25	46	16	18	19	17	33	37	9	32	16	8	5	13	23
	Column Comparisons	-	b													-	-
Text	% within column	10%	14%	9%	11%	10%	12%	10%	9%	12%	13%	14%	9%	6%	3%	5%	9%
	Weighted counts	133	41	92	22	45	25	42	56	77	23	64	36	7	3	10	62
	Column Comparisons	-														-	-
Email	% within column	43%	45%	42%	37%	41%	40%	48%	44%	41%	46%	40%	47%	35%	35%	35%	47%
	Weighted counts	543	132	411	74	183	81	206	283	260	86	189	195	39	34	73	325
	Column Comparisons	-														-	-
Other	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	Weighted counts	4	1	2	1	1	0	1	2	2	0	2	0	1	0	1	1
	Column Comparisons	-														-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	978	110	867	153	326	164	335	463	515	136	374	325	84	60	143	558
Unweighted base	% within column																
	Weighted counts	1,452	164	1,288	227	484	244	497	687	765	202	555	482	124	89	213	828
Weighted base	% within column																
	Weighted counts	1,277	296	981	201	445	204	427	640	637	185	468	415	112	97	209	692
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QC2_1: Type of communication would you most like to receive from... Your bank/building society		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	42%	38%	42%	38%	46%	39%	44%	42%	40%	35%	39%	43%	38%	**	42%	41%
	Weighted counts	246	109	172	107	139	264	259	457	38	17	15	398	127		27	500
	Column Comparisons	-															
Phone	% within column	8%	3%	3%	10%	6%	5%	6%	6%	4%	6%	4%	6%	5%	**	9%	5%
	Weighted counts	48	10	13	29	18	36	34	62	3	3	2	52	18		6	65
	Column Comparisons	-			c d												
Text	% within column	12%	11%	7%	15%	10%	10%	11%	10%	10%	13%	13%	11%	9%	**	6%	11%
	Weighted counts	72	32	30	41	31	68	64	112	10	6	5	101	32		4	130
	Column Comparisons	-			d												
Email	% within column	37%	47%	47%	37%	38%	45%	39%	42%	46%	46%	43%	41%	48%	**	43%	42%
	Weighted counts	218	134	191	103	115	307	232	460	43	23	16	382	161		28	515
	Column Comparisons	-															
Other	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	**	0%	0%
	Weighted counts	2	1	0	0	2	1	3	3	0	0	0	4	0		0	4
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	420	235	323	193	228	517	455	625	123	104	127	668	307	3	48	929
Unweighted base	Column Comparisons																
		624	349	479	286	338	767	675	928	182	154	188	992	456	4	72	1,380
Weighted base		585	285	407	280	305	676	592	1,095	94	49	39	936	338	4	64	1,213
	Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
		QJ6: Annual household income					QJ2: Internet usage		Total	
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
QC2_1: Type of communication would you most like to receive from... Your bank/building society		44%	53%	42%	41%	33%	36%	41%	**	41%
Post	% within column	76	78	135	105	48	85	511		527
	Weighted counts									
	Column Comparisons									
Phone	% within column	7%	3%	5%	3%	5%	11%	5%	**	6%
	Weighted counts	11	4	15	7	7	26	64		71
	Column Comparisons									
Text	% within column	8%	9%	12%	9%	11%	13%	10%	**	10%
	Weighted counts	13	13	38	22	17	30	130		133
	Column Comparisons									
Email	% within column	41%	34%	41%	48%	50%	40%	43%	**	43%
	Weighted counts	71	50	132	122	74	94	541		543
	Column Comparisons									
Other	% within column	0%	1%	0%	0%	1%	0%	0%	**	0%
	Weighted counts	0	1	0	0	2	0	4		4
	Column Comparisons									
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	**	0%
	Weighted counts	0	0	0	0	0	0	0		0
	Column Comparisons	-	-	-	-	-	-	-		-
	% within column									
Effective Column n	Weighted counts	133	124	265	208	117	131	966	9	978
	Column Comparisons									
Unweighted base		197	184	394	309	174	194	1,435	14	1,452
Weighted base		173	146	321	255	148	234	1,250	24	1,277
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	47%	55%	44%	48%	50%	40%	45%	48%	46%	55%	49%	44%	37%	43%	40%	43%
	Weighted counts	529	135	395	92	197	70	171	262	267	72	204	165	44	45	89	267
	Column Comparisons	-	b													-	-
Phone call	% within column	4%	6%	4%	8%	4%	3%	3%	3%	5%	9%	3%	4%	5%	5%	5%	5%
	Weighted counts	50	15	35	16	16	6	12	19	31	11	13	15	6	5	11	28
	Column Comparisons	-														-	-
Text message	% within column	3%	3%	3%	3%	4%	3%	2%	2%	3%	6%	4%	2%	2%	1%	1%	3%
	Weighted counts	33	7	25	5	14	4	9	13	19	8	16	6	2	1	3	16
	Column Comparisons	-														-	-
Email/ online portal	% within column	46%	36%	49%	41%	42%	54%	49%	47%	46%	30%	44%	50%	56%	52%	54%	50%
	Weighted counts	525	90	435	78	165	93	188	257	268	40	179	186	66	54	119	310
	Column Comparisons	-		a								a	a	a	a	-	-
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-														-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	873	92	781	141	288	143	301	412	460	102	337	288	82	63	145	492
Unweighted base	% within column																
	Weighted counts	1,280	135	1,145	207	422	210	441	605	675	150	495	422	120	93	213	722
Weighted base	% within column																
	Weighted counts	1,137	247	890	191	392	172	381	551	586	130	412	373	117	105	221	622
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	51%	46%	41%	51%	51%	48%	45%	47%	43%	43%	46%	48%	43%	**	43%	47%
	Weighted counts	263	112	155	123	139	282	246	458	39	19	14	389	138		26	504
	Column Comparisons	-															
Phone call	% within column	4%	3%	6%	5%	3%	4%	5%	5%	2%	2%	3%	5%	3%	**	5%	4%
	Weighted counts	21	6	22	13	8	23	27	46	2	1	1	41	9		3	47
	Column Comparisons	-															
Text message	% within column	3%	1%	3%	5%	2%	4%	2%	3%	3%	2%	13%	3%	3%	**	4%	3%
	Weighted counts	16	3	13	12	5	21	12	25	3	1	4	23	10		2	30
	Column Comparisons	-										a b c					
Email/ online portal	% within column	42%	51%	49%	39%	44%	45%	48%	46%	51%	54%	37%	44%	51%	**	48%	46%
	Weighted counts	215	124	186	95	120	263	260	444	47	23	11	360	164		28	496
	Column Comparisons	-															
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	Weighted counts	380	202	290	173	207	455	414	566	117	94	95	592	278	2	44	829
	Column Comparisons																
Unweighted base		558	296	426	254	304	668	608	830	172	138	140	869	408	3	64	1,216
Weighted base		515	245	377	243	272	589	545	973	91	44	29	813	321	3	59	1,077
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep &amp; Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QC2_3: Type of communication would you most like to receive from... Your local council or tax office		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	62%	57%	63%	64%	64%	60%	59%	60%	64%	59%	57%	63%	66%	78%	72%	60%
	Weighted counts	663	140	522	122	241	92	208	308	355	74	221	221	66	80	146	344
	Column Comparisons	-													a b c	-	-
Phone call	% within column	5%	7%	4%	5%	7%	4%	4%	4%	6%	5%	5%	4%	6%	9%	7%	4%
	Weighted counts	53	18	35	9	26	5	12	18	34	7	19	12	6	9	15	21
	Column Comparisons	-														-	-
Text message	% within column	2%	2%	3%	1%	4%	2%	2%	2%	3%	6%	3%	2%	1%	0%	0%	2%
	Weighted counts	26	5	21	3	14	3	6	10	16	8	11	6	1	0	1	9
	Column Comparisons	-														-	-
Email/ online portal	% within column	30%	34%	29%	28%	25%	34%	35%	34%	27%	29%	35%	32%	27%	13%	20%	35%
	Weighted counts	324	83	241	54	96	52	123	176	148	36	135	112	27	13	41	198
	Column Comparisons	-							b			e	e			-	-
Other	% within column	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	4	0	4	3	1	0	0	1	2	1	1	1	0	0	0	0
	Column Comparisons	-														-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	774	86	689	130	260	125	259	363	411	94	297	259	67	57	125	436
Unweighted base	% within column																
	Weighted counts	1,175	130	1,045	198	394	190	393	551	624	142	451	393	102	87	189	662
Weighted base	% within column																
	Weighted counts	1,070	246	824	191	377	152	350	514	555	126	387	354	100	102	203	572
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QC2_3: Type of communication would you most like to receive from... Your local council or tax office		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	64%	61%	60%	67%	62%	57%	68%	63%	56%	54%	63%	62%	63%	**	51%	63%
	Weighted counts	319	139	205	148	170	313	348	583	39	24	16	478	182		34	629
	Column Comparisons	-						a									
Phone call	% within column	6%	3%	4%	3%	9%	4%	6%	5%	9%	4%	0%	6%	3%	**	15%	4%
	Weighted counts	32	7	13	7	25	19	32	45	6	2	0	44	8		10	42
	Column Comparisons	-														B	
Text message	% within column	3%	1%	2%	3%	4%	3%	2%	2%	2%	4%	7%	3%	2%	**	2%	2%
	Weighted counts	17	3	6	7	10	15	11	21	2	2	2	20	6		1	25
	Column Comparisons	-															
Email/ online portal	% within column	25%	34%	35%	26%	25%	36%	24%	30%	33%	38%	30%	30%	32%	**	32%	30%
	Weighted counts	126	79	119	57	70	201	121	277	23	16	8	231	93		21	303
	Column Comparisons	-					B										
Other	% within column	1%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%	1%	**	1%	0%
	Weighted counts	3	0	0	1	2	4	0	3	0	0	0	2	2		0	3
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	338	177	260	146	192	404	366	511	92	89	82	528	245	2	49	725
Unweighted base	Column Comparisons																
	Weighted counts	513	268	394	222	291	613	555	776	139	135	125	801	371	3	75	1,100
Weighted base	Column Comparisons																
	Weighted counts	498	229	343	221	277	552	512	930	70	44	26	776	291	3	67	1,003
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QC2_3: Type of communication would you most like to receive from... Your local council or tax office									
	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer			
<b>Post</b>	59%	62%	66%	59%	52%	66%	62%	**	<b>62%</b>
<i>Weighted counts</i>	78	82	185	126	55	136	639		<b>663</b>
<i>Column Comparisons</i>									-
<b>Phone call</b>	9%	11%	4%	2%	4%	3%	5%	**	<b>5%</b>
<i>Weighted counts</i>	12	14	12	5	4	6	47		<b>53</b>
<i>Column Comparisons</i>									-
<b>Text message</b>	1%	6%	2%	1%	1%	3%	2%	**	<b>2%</b>
<i>Weighted counts</i>	1	8	6	3	2	7	25		<b>26</b>
<i>Column Comparisons</i>									-
<b>Email/ online portal</b>	30%	21%	27%	37%	43%	28%	31%	**	<b>30%</b>
<i>Weighted counts</i>	40	28	75	79	45	57	321		<b>324</b>
<i>Column Comparisons</i>				b	b c		b		-
<b>Other</b>	2%	0%	0%	0%	0%	0%	0%	**	<b>0%</b>
<i>Weighted counts</i>	3	0	1	0	0	0	4		<b>4</b>
<i>Column Comparisons</i>									-
<b>No preference</b>	0%	0%	0%	0%	0%	0%	0%	**	<b>0%</b>
<i>Weighted counts</i>	0	0	0	0	0	0	0		<b>0</b>
<i>Column Comparisons</i>	-	-	-	-	-	-	-		-
<b>Effective Column n</b>	105	99	213	167	85	105	765	9	<b>774</b>
<b>Unweighted base</b>	160	150	323	254	129	159	1,160	13	<b>1,175</b>
<b>Weighted base</b>	133	133	279	212	106	206	1,036	31	<b>1,070</b>
<b>Columns</b>	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	28%	25%	29%	29%	28%	30%	27%	28%	28%	25%	29%	27%	31%	26%	28%	26%
	Weighted counts	384	92	292	67	131	59	127	189	195	48	144	119	41	32	73	194
	Column Comparisons	-														-	-
Phone call	% within column	38%	40%	37%	42%	39%	40%	34%	35%	41%	30%	31%	41%	44%	57%	50%	39%
	Weighted counts	523	144	379	96	184	80	162	242	281	58	154	182	58	71	129	289
	Column Comparisons	-											a b	b	A B c	-	-
Text message	% within column	17%	19%	16%	10%	18%	12%	21%	16%	17%	24%	23%	11%	13%	3%	8%	16%
	Weighted counts	229	68	160	23	83	24	99	109	120	45	112	50	17	4	21	116
	Column Comparisons	-						a			C d E	C d E	e	e		-	-
Email/ online portal	% within column	17%	17%	18%	19%	16%	17%	18%	21%	14%	20%	16%	20%	12%	13%	13%	19%
	Weighted counts	238	60	178	43	74	34	87	142	96	39	80	87	16	17	33	142
	Column Comparisons	-							b							-	-
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	4	0	4	1	0	1	2	3	1	1	0	2	0	1	1	1
	Column Comparisons	-														-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	985	129	857	158	328	151	348	458	527	135	374	318	88	70	158	560
Unweighted base	% within column																
	Weighted counts	1,524	199	1,325	244	508	234	538	709	815	209	579	492	136	108	244	866
Weighted base	% within column																
	Weighted counts	1,377	364	1,013	230	473	198	476	684	693	190	490	439	133	125	258	742
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	30%	25%	27%	26%	34%	29%	27%	29%	26%	22%	23%	28%	28%	**	26%	28%
	Weighted counts	190	75	119	75	115	209	174	338	24	12	10	287	95		17	367
	Column Comparisons	-															
Phone call	% within column	37%	42%	37%	42%	32%	33%	43%	37%	42%	44%	54%	37%	40%	**	43%	38%
	Weighted counts	234	126	163	124	110	239	280	436	40	24	24	384	138		28	495
	Column Comparisons	-						a									
Text message	% within column	18%	12%	18%	18%	17%	18%	15%	17%	16%	12%	11%	18%	13%	**	10%	17%
	Weighted counts	112	38	79	53	59	131	96	202	15	7	5	185	43		7	222
	Column Comparisons	-											b				
Email/ online portal	% within column	15%	21%	18%	14%	16%	19%	16%	17%	17%	21%	11%	17%	19%	**	20%	17%
	Weighted counts	96	65	77	42	54	132	105	206	16	11	5	171	67		13	225
	Column Comparisons	-															
Other	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	3	0	1	1	2	3	1	4	0	0	0	3	1		0	4
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	425	240	320	189	237	511	468	632	116	107	130	683	301	1	49	936
Unweighted base	Column Comparisons																
	Weighted counts	658	371	495	292	366	791	724	978	180	165	201	1,056	466	2	76	1,448
Weighted base	Column Comparisons																
	Weighted counts	636	303	438	295	341	714	656	1,185	95	54	44	1,031	345	2	65	1,313
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional									
	Under £11,- per year	£11,- £17,- per year	£17,- £29,- per year	£30,- £49,- per year	£50,- £100+ per year	I don't know/ I prefer not to answer			
<b>Post</b>	27%	31%	33%	27%	21%	24%	28%	**	<b>28%</b>
<i>Weighted counts</i>	46	54	118	73	31	63	370		<b>384</b>
<i>Column Comparisons</i>									-
<b>Phone call</b>	36%	39%	35%	34%	41%	46%	38%	**	<b>38%</b>
<i>Weighted counts</i>	62	67	122	89	60	123	507		<b>523</b>
<i>Column Comparisons</i>									-
<b>Text message</b>	17%	15%	18%	17%	17%	15%	17%	**	<b>17%</b>
<i>Weighted counts</i>	29	26	63	44	26	40	226		<b>229</b>
<i>Column Comparisons</i>									-
<b>Email/ online portal</b>	19%	14%	14%	22%	21%	16%	18%	**	<b>17%</b>
<i>Weighted counts</i>	33	24	49	60	31	42	236		<b>238</b>
<i>Column Comparisons</i>									-
<b>Other</b>	0%	1%	0%	0%	1%	0%	0%	**	<b>0%</b>
<i>Weighted counts</i>	0	2	1	0	1	0	4		<b>4</b>
<i>Column Comparisons</i>									-
<b>No preference</b>	0%	0%	0%	0%	0%	0%	0%	**	<b>0%</b>
<i>Weighted counts</i>	0	0	0	0	0	0	0		<b>0</b>
<i>Column Comparisons</i>	-	-	-	-	-	-	-		-
<b>Effective Column n</b>	121	129	268	209	118	140	972	12	<b>985</b>
<i>Column Comparisons</i>									
<b>Unweighted base</b>	187	199	414	324	183	217	1,504	18	<b>1,524</b>
<b>Weighted base</b>	171	174	352	266	148	267	1,344	31	<b>1,377</b>
<b>Columns</b>	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Post	% within column	27%	29%	26%	36%	27%	27%	23%	25%	30%	14%	28%	27%	41%	36%	39%	26%
	Weighted counts	269	69	200	52	97	39	80	127	142	23	102	82	35	27	62	149
	Column Comparisons	-										a	a	A	a	-	-
Phone call	% within column	4%	6%	4%	1%	5%	3%	6%	6%	3%	6%	5%	4%	4%	3%	4%	5%
	Weighted counts	44	14	30	1	17	5	21	31	13	10	17	11	4	2	6	27
	Column Comparisons	-							b							-	-
Text message	% within column	14%	24%	11%	14%	15%	12%	14%	14%	14%	22%	20%	8%	5%	5%	5%	11%
	Weighted counts	140	57	83	20	55	18	47	71	68	36	71	24	4	4	8	64
	Column Comparisons	-	B								C d e	C d e				-	-
Email/ online portal	% within column	54%	41%	59%	50%	52%	57%	57%	55%	53%	57%	47%	62%	50%	56%	53%	57%
	Weighted counts	538	96	442	74	186	83	195	286	253	92	171	192	43	41	84	322
	Column Comparisons	-		A									b			-	-
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
	Column Comparisons	-														-	-
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	744	85	658	112	255	118	260	367	377	116	292	229	59	47	107	441
Unweighted base	% within column																
	Weighted counts	1,114	128	986	167	382	176	389	550	564	173	438	343	89	71	160	660
Weighted base	% within column																
	Weighted counts	992	236	756	147	357	144	343	515	477	161	361	310	86	74	160	562
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Post	% within column	28%	29%	25%	28%	28%	27%	27%	28%	25%	28%	16%	29%	23%	**	26%	27%
	Weighted counts	120	65	84	61	59	147	121	236	18	11	4	217	52		13	256
	Column Comparisons	-															
Phone call	% within column	4%	4%	6%	5%	3%	5%	4%	5%	2%	5%	1%	5%	3%	**	13%	4%
	Weighted counts	17	8	19	11	6	25	17	41	1	2	0	37	7		7	37
	Column Comparisons	-														b	
Text message	% within column	18%	12%	11%	22%	13%	16%	12%	14%	9%	20%	25%	15%	12%	**	9%	14%
	Weighted counts	75	25	39	49	26	87	52	118	7	8	7	113	27		4	135
	Column Comparisons	-			c d							b					
Email/ online portal	% within column	50%	55%	58%	45%	56%	52%	57%	54%	64%	46%	58%	52%	62%	**	53%	54%
	Weighted counts	216	121	201	99	117	282	255	458	46	19	16	394	143		27	511
	Column Comparisons	-		e								a					
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	**	0%	0%
	Weighted counts	1	0	0	1	0	1	0	0	0	1	0	1	0		0	1
	Column Comparisons	-									a	a					
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Effective Column n	% within column																
	Weighted counts	303	182	259	149	154	403	337	481	93	79	90	532	212	1	37	707
Unweighted base	% within column																
	Weighted counts	454	272	388	223	231	604	505	721	139	119	135	796	317	1	56	1,058
Weighted base	% within column																
	Weighted counts	430	219	343	221	208	543	446	852	71	41	28	762	229	1	52	940
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		
								NET:	
							NET:	Internet	
							Internet	non-	
							user	user	Total
							</		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	58%	66%	53%	61%	58%	54%	59%	58%	59%	43%	53%	63%	70%	67%	69%
	Weighted counts	1,743	845	898	291	592	262	598	844	899	178	515	608	233	209	442
	Column Comparisons	-	B									a	A B	A B	A B	-
Slightly agree	% within column	30%	25%	34%	30%	30%	32%	29%	30%	30%	39%	34%	27%	19%	25%	22%
	Weighted counts	896	324	572	142	308	156	289	442	454	161	332	259	64	79	143
	Column Comparisons	-		A							c D e	c D e				-
Neither agree nor disagree	% within column	9%	7%	10%	8%	8%	11%	8%	9%	8%	13%	10%	7%	8%	6%	7%
	Weighted counts	260	86	174	38	81	56	85	133	127	56	95	63	27	18	45
	Column Comparisons	-		a							c e					-
Slightly disagree	% within column	2%	1%	2%	0%	2%	2%	2%	2%	1%	3%	2%	1%	1%	0%	1%
	Weighted counts	47	15	31	2	18	7	20	25	22	12	21	11	3	1	4
	Column Comparisons	-														-
Strongly disagree	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	38	14	24	2	14	7	15	17	21	6	8	14	5	4	9
	Column Comparisons	-														-
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	9	2	6	2	5	1	0	5	4	5	2	2	0	0	0
	Column Comparisons	-														-
NET: Agree	% within column	88%	91%	86%	91%	88%	85%	88%	88%	89%	81%	87%	91%	89%	93%	91%
	Weighted counts	2,639	1,169	1,470	434	900	418	888	1,286	1,353	340	847	867	297	288	585
	Column Comparisons	-	b									a	A	a	a	-
NET: Disagree	% within column	3%	2%	3%	1%	3%	3%	3%	3%	3%	4%	3%	3%	2%	2%	2%
	Weighted counts	85	29	56	3	32	14	35	42	43	18	29	25	7	5	13
	Column Comparisons	-														-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	61%	55%	58%	63%	57%	54%	57%	60%	57%	65%	63%	58%	57%	63%	**
	Weighted counts	965	779	406	559	378	401	866	870	1,442	155	94	52	1,278	465	
	Column Comparisons	-	-		f											
Slightly agree	% within column	29%	32%	30%	27%	31%	32%	32%	28%	30%	29%	25%	35%	31%	27%	**
	Weighted counts	453	443	209	244	206	237	488	404	758	69	38	31	690	204	
	Column Comparisons	-	-													
Neither agree nor disagree	% within column	8%	10%	10%	6%	9%	10%	8%	9%	9%	4%	9%	5%	9%	7%	**
	Weighted counts	122	138	66	55	62	76	129	129	233	10	13	4	207	51	
	Column Comparisons	-	-													
Slightly disagree	% within column	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	**
	Weighted counts	22	25	4	18	13	12	28	18	42	2	1	1	38	9	
	Column Comparisons	-	-													
Strongly disagree	% within column	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	2%	1%	1%	2%	**
	Weighted counts	19	19	11	8	3	16	17	21	31	3	4	1	24	14	
	Column Comparisons	-	-													
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**
	Weighted counts	6	3	1	5	0	3	3	6	7	1	0	0	8	1	
	Column Comparisons	-	-													
NET: Agree	% within column	89%	87%	88%	90%	88%	86%	88%	88%	88%	93%	88%	93%	88%	90%	**
	Weighted counts	1,417	1,222	615	802	584	638	1,354	1,274	2,201	224	131	84	1,968	669	
	Column Comparisons	-	-													
NET: Disagree	% within column	3%	3%	2%	3%	2%	4%	3%	3%	3%	2%	3%	1%	3%	3%	**
	Weighted counts	41	44	16	25	16	28	45	39	73	5	5	1	62	22	
	Column Comparisons	-	-													
Effective Column n	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
Unweighted base	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
Weighted base	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user		
Strongly agree	% within column	47%	59%	52%	57%	61%	54%	58%	62%	58%	70%	58%
	Weighted counts	74	1,669	187	203	389	266	162	537	1,618	118	1,743
	Column Comparisons		a								a	-
Slightly agree	% within column	37%	30%	34%	30%	28%	33%	31%	27%	31%	16%	30%
	Weighted counts	59	837	123	108	182	165	86	232	865	27	896
	Column Comparisons									b		-
Neither agree nor disagree	% within column	10%	9%	9%	10%	8%	10%	8%	9%	9%	11%	9%
	Weighted counts	17	244	31	34	50	48	21	76	242	18	260
	Column Comparisons											-
Slightly disagree	% within column	3%	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%
	Weighted counts	5	42	8	6	8	7	3	15	44	3	47
	Column Comparisons											-
Strongly disagree	% within column	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%
	Weighted counts	3	35	9	2	10	7	5	5	34	4	38
	Column Comparisons											-
I don't know	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	8	3	2	1	1	0	2	9	0	9
	Column Comparisons											-
NET: Agree	% within column	84%	88%	86%	87%	89%	87%	90%	89%	88%	85%	88%
	Weighted counts	133	2,506	310	310	571	432	248	768	2,483	145	2,639
	Column Comparisons											-
NET: Disagree	% within column	5%	3%	5%	2%	3%	3%	3%	2%	3%	4%	3%
	Weighted counts	8	76	17	8	18	14	7	20	77	7	85
	Column Comparisons											-
Effective Column n	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
Unweighted base	% within column											
	Weighted counts	161	2,772	387	377	705	553	305	606	2,825	101	2,933

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own
									Engl- and	Scotl- and					
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,999 per year	£17,999 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
	159	2,834	360	355	640	495	276	866	2,812	170	
Weighted base											
Columns	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	32%	36%	28%	35%	32%	31%	29%	34%	29%	49%	38%	29%	18%	11%	14%
	Weighted counts	943	462	481	168	329	151	295	502	441	206	370	275	59	33	92
	Column Comparisons	-	B						b		b C D E	C D E	d E			-
Slightly agree	% within column	28%	22%	33%	27%	29%	29%	28%	29%	28%	26%	31%	28%	28%	26%	27%
	Weighted counts	848	282	567	131	293	143	282	428	420	109	304	264	92	80	172
	Column Comparisons	-		A												-
Neither agree nor disagree	% within column	18%	12%	23%	19%	17%	15%	21%	17%	19%	15%	18%	22%	13%	17%	15%
	Weighted counts	545	157	389	89	170	75	212	253	293	61	173	214	44	54	97
	Column Comparisons	-		A									a d			-
Slightly disagree	% within column	8%	7%	10%	9%	9%	8%	7%	7%	10%	6%	7%	7%	10%	17%	13%
	Weighted counts	252	86	165	42	96	40	74	98	153	24	69	72	34	52	86
	Column Comparisons	-		a						a					A B C	-
Strongly disagree	% within column	13%	23%	6%	10%	12%	16%	14%	12%	14%	4%	5%	14%	30%	29%	30%
	Weighted counts	394	296	98	47	126	77	143	181	213	18	53	131	100	91	192
	Column Comparisons	-	B										A B	A B C	A B C	-
I don't know	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%
	Weighted counts	11	4	7	1	3	5	2	5	6	1	4	2	3	2	4
	Column Comparisons	-														-
NET: Agree	% within column	60%	58%	61%	62%	61%	60%	57%	63%	56%	75%	69%	56%	46%	36%	41%
	Weighted counts	1,791	744	1,047	299	622	294	577	930	861	315	674	538	151	113	264
	Column Comparisons	-							b		C D E	C D E	d E			-
NET: Disagree	% within column	22%	30%	15%	19%	22%	24%	22%	19%	24%	10%	13%	21%	40%	46%	43%
	Weighted counts	645	382	263	89	222	117	217	279	366	42	122	203	134	144	278
	Column Comparisons	-	B						a				A B	A B C	A B C	-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible																
<b>Strongly agree</b>	% within column	37%	26%	37%	36%	28%	24%	36%	26%	32%	22%	33%	29%	33%	27%	**
	Weighted counts	580	362	260	320	184	179	559	377	815	52	49	26	744	198	
	Column Comparisons	-	-	e F	e F			B		b		b		b		
<b>Slightly agree</b>	% within column	29%	27%	30%	28%	26%	28%	29%	28%	28%	30%	28%	27%	28%	30%	**
	Weighted counts	462	386	209	253	175	211	438	406	710	72	42	24	625	222	
	Column Comparisons	-	-													
<b>Neither agree nor disagree</b>	% within column	17%	20%	13%	20%	20%	20%	19%	18%	18%	19%	14%	19%	17%	21%	**
	Weighted counts	265	280	89	177	133	147	286	256	462	46	21	17	390	154	
	Column Comparisons	-	-		c	c	c									
<b>Slightly disagree</b>	% within column	8%	9%	8%	8%	10%	8%	7%	10%	8%	10%	7%	9%	8%	11%	**
	Weighted counts	125	127	53	72	66	61	114	138	209	23	10	9	173	79	
	Column Comparisons	-	-													
<b>Strongly disagree</b>	% within column	10%	17%	12%	7%	16%	19%	9%	18%	12%	18%	18%	16%	14%	12%	**
	Weighted counts	153	241	87	66	103	138	131	263	309	43	27	14	306	87	
	Column Comparisons	-	-	d		D	c D		A							
<b>I don't know</b>	% within column	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	**
	Weighted counts	1	10	0	1	2	8	3	9	8	2	0	0	7	4	
	Column Comparisons	-	-													
<b>NET: Agree</b>	% within column	66%	53%	67%	65%	54%	52%	65%	54%	61%	52%	61%	56%	61%	56%	**
	Weighted counts	1,042	749	469	573	359	390	997	783	1,525	125	91	50	1,369	420	
	Column Comparisons	-	-	E F	e F			B								
<b>NET: Disagree</b>	% within column	18%	26%	20%	15%	25%	27%	16%	28%	21%	28%	25%	25%	21%	22%	**
	Weighted counts	278	368	140	138	169	199	245	400	519	67	37	23	479	166	
	Column Comparisons	-	-			D	c D		A							
<b>Effective Column n</b>	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
<b>Unweighted base</b>	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
<b>Weighted base</b>	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,000 per year	£11,000 - £17,000 per year	£17,000 - £29,000 per year	£30,000 - £49,000 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible												
<b>Strongly agree</b>	% within column	21%	32%	28%	26%	27%	33%	42%	34%	33%	7%	<b>32%</b>
	Weighted counts	33	909	99	94	176	164	116	294	929	12	<b>943</b>
	Column Comparisons		a					a b c		B		-
<b>Slightly agree</b>	% within column	32%	28%	30%	29%	33%	34%	30%	21%	30%	4%	<b>28%</b>
	Weighted counts	50	798	107	102	210	167	84	179	840	7	<b>848</b>
	Column Comparisons					F	F			B		-
<b>Neither agree nor disagree</b>	% within column	16%	18%	19%	20%	20%	18%	16%	16%	19%	4%	<b>18%</b>
	Weighted counts	26	519	67	72	130	90	45	142	537	6	<b>545</b>
	Column Comparisons									B		-
<b>Slightly disagree</b>	% within column	13%	8%	7%	12%	10%	7%	6%	8%	8%	9%	<b>8%</b>
	Weighted counts	21	231	23	44	65	36	17	66	236	16	<b>252</b>
	Column Comparisons											-
<b>Strongly disagree</b>	% within column	17%	13%	17%	12%	9%	7%	5%	21%	9%	73%	<b>13%</b>
	Weighted counts	27	367	62	42	57	37	13	182	263	124	<b>394</b>
	Column Comparisons			c D E	e				b C D E		A	-
<b>I don't know</b>	% within column	1%	0%	0%	0%	0%	0%	0%	0%	0%	3%	<b>0%</b>
	Weighted counts	2	9	1	2	2	1	1	4	7	4	<b>11</b>
	Column Comparisons										A	-
<b>NET: Agree</b>	% within column	53%	60%	57%	55%	60%	67%	72%	55%	63%	12%	<b>60%</b>
	Weighted counts	83	1,708	206	195	386	331	200	472	1,769	20	<b>1,791</b>
	Column Comparisons						a b f	a B c F		B		-
<b>NET: Disagree</b>	% within column	30%	21%	24%	24%	19%	15%	11%	29%	18%	82%	<b>22%</b>
	Weighted counts	48	598	86	86	122	72	30	248	499	140	<b>645</b>
	Column Comparisons	b		d E	d E	e			c D E		A	-
<b>Effective Column n</b>	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	<b>1,804</b>
<b>Unweighted base</b>	Column Comparisons											
	Weighted counts	161	2,772	387	377	705	553	305	606	2,825	101	<b>2,933</b>

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep &amp; Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
	159	2,834	360	355	640	495	276	866	2,812		170
	A	B	A	B	C	D	E	F	A		B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record			Demographics														
			Methodology			Quarter				Gender		Age					
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	39%	43%	36%	41%	36%	35%	43%	38%	40%	37%	40%	41%	35%	41%	38%	
	Weighted counts	1,170	557	613	195	369	174	433	560	609	153	385	388	115	129	244	
	Column Comparisons	-	b													-	
Slightly agree	% within column	28%	21%	34%	27%	29%	31%	27%	29%	28%	27%	28%	29%	33%	24%	29%	
	Weighted counts	848	274	574	127	292	154	276	420	428	114	271	277	109	76	185	
	Column Comparisons	-		A												-	
Neither agree nor disagree	% within column	16%	14%	18%	17%	18%	12%	16%	17%	15%	19%	17%	16%	14%	15%	14%	
	Weighted counts	485	185	300	80	187	57	162	250	236	78	165	150	45	47	92	
	Column Comparisons	-				c										-	
Slightly disagree	% within column	8%	9%	7%	10%	9%	9%	5%	8%	8%	7%	8%	8%	9%	8%	8%	
	Weighted counts	235	110	125	47	93	43	51	112	122	30	80	72	29	24	53	
	Column Comparisons	-			d	d										-	
Strongly disagree	% within column	8%	12%	5%	6%	6%	13%	8%	8%	8%	8%	7%	7%	10%	11%	11%	
	Weighted counts	238	157	81	29	65	62	82	119	119	35	67	67	34	35	69	
	Column Comparisons	-	B				a b									-	
I don't know	% within column	1%	0%	1%	0%	1%	0%	0%	0%	1%	2%	1%	0%	0%	0%	0%	
	Weighted counts	17	4	13	1	11	1	5	5	12	8	5	3	0	1	1	
	Column Comparisons	-														-	
NET: Agree	% within column	67%	65%	70%	67%	65%	67%	70%	67%	68%	64%	67%	69%	68%	66%	67%	
	Weighted counts	2,018	831	1,187	322	660	328	708	980	1,037	268	656	666	224	205	429	
	Column Comparisons	-		a												-	
NET: Disagree	% within column	16%	21%	12%	16%	16%	21%	13%	16%	16%	15%	15%	15%	19%	19%	19%	
	Weighted counts	473	266	206	76	158	105	133	232	241	65	147	139	63	59	122	
	Column Comparisons	-	B				d									-	
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	
Unweighted base	% within column																
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	
Weighted base	% within column																
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Strongly agree</b>	% within column	41%	37%	45%	37%	36%	38%	38%	40%	39%	38%	41%	46%	38%	42%	**
	Weighted counts	646	523	315	331	237	286	587	578	976	91	61	41	854	315	
	Column Comparisons	-	-	d e												
<b>Slightly agree</b>	% within column	29%	28%	29%	28%	27%	29%	29%	28%	28%	27%	30%	28%	28%	29%	**
	Weighted counts	453	396	205	247	176	219	445	399	714	65	44	25	632	215	
	Column Comparisons	-	-													
<b>Neither agree nor disagree</b>	% within column	15%	17%	13%	17%	20%	15%	16%	16%	17%	14%	13%	12%	16%	16%	**
	Weighted counts	241	244	90	151	134	111	251	229	421	33	20	11	364	120	
	Column Comparisons	-	-			c										
<b>Slightly disagree</b>	% within column	8%	8%	7%	9%	8%	7%	8%	8%	8%	11%	7%	8%	8%	7%	**
	Weighted counts	127	108	48	79	53	55	125	109	190	27	10	7	179	56	
	Column Comparisons	-	-													
<b>Strongly disagree</b>	% within column	7%	9%	6%	8%	9%	10%	8%	8%	8%	10%	8%	5%	9%	5%	**
	Weighted counts	107	131	38	68	60	71	117	121	198	23	13	4	202	35	
	Column Comparisons	-	-											b		
<b>I don't know</b>	% within column	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%	**
	Weighted counts	12	5	2	10	2	3	6	11	15	0	1	1	14	3	
	Column Comparisons	-	-													
<b>NET: Agree</b>	% within column	69%	65%	75%	65%	62%	68%	67%	67%	67%	65%	70%	74%	66%	71%	**
	Weighted counts	1,099	919	520	579	414	505	1,032	977	1,690	156	105	66	1,486	530	
	Column Comparisons	-	-	d E												
<b>NET: Disagree</b>	% within column	15%	17%	12%	17%	17%	17%	16%	16%	15%	21%	15%	13%	17%	12%	**
	Weighted counts	234	239	86	148	113	126	243	230	388	50	23	12	381	91	
	Column Comparisons	-	-													
<b>Effective Column n</b>	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
<b>Unweighted base</b>	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
<b>Weighted base</b>	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
		Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record												
<b>Strongly agree</b>	% within column	33%	39%	35%	38%	35%	40%	40%	43%	39%	38%	<b>39%</b>
	Weighted counts	52	1,118	125	134	227	200	110	374	1,104	65	<b>1,170</b>
	Column Comparisons											-
<b>Slightly agree</b>	% within column	28%	28%	26%	31%	32%	31%	33%	23%	29%	13%	<b>28%</b>
	Weighted counts	44	804	95	108	204	155	90	196	825	22	<b>848</b>
	Column Comparisons											-
<b>Neither agree nor disagree</b>	% within column	18%	16%	19%	17%	17%	15%	14%	16%	16%	12%	<b>16%</b>
	Weighted counts	29	456	67	59	107	72	39	142	461	20	<b>485</b>
	Column Comparisons											-
<b>Slightly disagree</b>	% within column	7%	8%	8%	6%	9%	8%	8%	7%	8%	7%	<b>8%</b>
	Weighted counts	11	223	30	22	58	39	23	63	223	12	<b>235</b>
	Column Comparisons											-
<b>Strongly disagree</b>	% within column	14%	8%	11%	8%	6%	6%	6%	10%	7%	29%	<b>8%</b>
	Weighted counts	21	217	41	29	39	28	15	86	184	50	<b>238</b>
	Column Comparisons											-
<b>I don't know</b>	% within column	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	<b>1%</b>
	Weighted counts	1	16	2	3	6	1	0	5	16	2	<b>17</b>
	Column Comparisons											-
<b>NET: Agree</b>	% within column	60%	68%	61%	68%	67%	72%	72%	66%	69%	51%	<b>67%</b>
	Weighted counts	96	1,922	220	242	431	355	200	571	1,929	87	<b>2,018</b>
	Column Comparisons											-
<b>NET: Disagree</b>	% within column	21%	16%	20%	14%	15%	14%	14%	17%	14%	36%	<b>16%</b>
	Weighted counts	33	440	71	51	97	67	38	149	406	62	<b>473</b>
	Column Comparisons											-
<b>Effective Column n</b>	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	<b>1,804</b>
	Column Comparisons											-
<b>Unweighted base</b>		161	2,772	387	377	705	553	305	606	2,825	101	<b>2,933</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3\_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

**Weighted base**

**Columns**

Demographics														
Methodology			Quarter				Gender		Age					
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,000 per year	£11,000 - £17,000 per year	£17,000 - £29,000 per year	£30,000 - £49,000 per year	£50,000 - £99,000 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
<b>Weighted base</b>	159	2,834	360	355	640	495	276	866	2,812	170	<b>2,993</b>
<b>Columns</b>	A	B	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	13%	13%	12%	13%	13%	13%	12%	13%	12%	20%	15%	10%	9%	8%	8%
	Weighted counts	375	166	209	64	127	63	121	187	188	82	147	92	30	24	54
	Column Comparisons	-									C d E	c e				-
Slightly agree	% within column	22%	19%	24%	20%	24%	23%	21%	22%	22%	29%	27%	18%	18%	16%	17%
	Weighted counts	658	241	418	95	246	110	208	329	330	121	260	171	59	48	107
	Column Comparisons	-		a							C d e	C d e				-
Neither agree nor disagree	% within column	20%	16%	23%	23%	19%	18%	20%	20%	20%	20%	20%	23%	16%	14%	15%
	Weighted counts	601	204	397	109	197	90	205	293	308	82	199	223	54	42	96
	Column Comparisons	-		A												-
Slightly disagree	% within column	20%	18%	22%	22%	18%	22%	21%	21%	20%	19%	18%	20%	28%	24%	26%
	Weighted counts	610	232	379	104	187	110	210	303	308	80	172	191	92	76	168
	Column Comparisons	-		a										b		-
Strongly disagree	% within column	25%	34%	17%	22%	25%	24%	26%	24%	25%	12%	20%	29%	29%	39%	34%
	Weighted counts	739	441	298	104	254	116	265	352	387	50	192	279	97	121	218
	Column Comparisons	-	B									a	A B	A b	A B c	-
I don't know	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	9	4	5	2	7	0	0	3	6	4	3	2	0	0	0
	Column Comparisons	-														-
NET: Agree	% within column	35%	32%	37%	33%	37%	35%	33%	35%	34%	48%	42%	27%	27%	23%	25%
	Weighted counts	1,034	406	627	159	373	174	328	516	518	203	407	263	89	72	161
	Column Comparisons	-		a							C D E	C D E				-
NET: Disagree	% within column	45%	52%	40%	44%	43%	46%	47%	45%	46%	31%	37%	49%	57%	63%	60%
	Weighted counts	1,349	673	677	208	441	226	474	655	695	130	364	469	189	197	386
	Column Comparisons	-	B										A B	A B	A B c	-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	Column Comparisons															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	Column Comparisons															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	13%	12%	16%	11%	10%	14%	13%	12%	13%	9%	14%	11%	14%	10%	**
	Weighted counts	207	168	113	94	64	104	194	180	322	22	21	10	304	71	
	Column Comparisons	-	-	d e												
Slightly agree	% within column	22%	22%	23%	21%	23%	21%	23%	21%	23%	17%	17%	22%	23%	20%	**
	Weighted counts	347	312	158	189	152	159	353	301	573	40	26	19	509	149	
	Column Comparisons	-	-													
Neither agree nor disagree	% within column	19%	21%	17%	21%	21%	21%	22%	18%	21%	17%	15%	18%	20%	21%	**
	Weighted counts	303	298	117	187	142	156	333	264	521	42	23	16	441	158	
	Column Comparisons	-	-													
Slightly disagree	% within column	21%	19%	19%	23%	22%	17%	19%	22%	20%	20%	22%	19%	20%	23%	**
	Weighted counts	338	272	133	205	144	128	285	321	511	49	33	17	438	171	
	Column Comparisons	-	-													
Strongly disagree	% within column	24%	25%	25%	24%	24%	26%	24%	26%	23%	36%	31%	30%	24%	26%	**
	Weighted counts	386	353	177	209	156	197	360	379	580	86	46	27	544	195	
	Column Comparisons	-	-								a					
I don't know	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	5	4	1	4	3	1	6	3	8	1	1	0	9	0	
	Column Comparisons	-	-													
NET: Agree	% within column	35%	34%	39%	32%	33%	35%	36%	33%	36%	26%	31%	33%	36%	30%	**
	Weighted counts	554	480	271	283	217	263	547	481	895	62	47	29	813	220	
	Column Comparisons	-	-											b		
NET: Disagree	% within column	46%	44%	44%	47%	45%	44%	42%	48%	43%	56%	53%	49%	44%	49%	**
	Weighted counts	724	625	310	414	300	325	645	700	1,091	135	79	44	982	365	
	Column Comparisons	-	-					a			a					
Effective Column n	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
Unweighted base	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
Weighted base	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
Strongly agree	% within column	18%	12%	15%	11%	11%	13%	13%	12%	13%	8%	13%
	Weighted counts	29	346	55	41	73	65	37	105	356	13	375
	Column Comparisons											-
Slightly agree	% within column	24%	22%	20%	23%	24%	23%	26%	19%	22%	18%	22%
	Weighted counts	38	620	73	81	153	113	72	167	627	31	658
	Column Comparisons											-
Neither agree nor disagree	% within column	19%	20%	21%	17%	21%	22%	21%	18%	21%	6%	20%
	Weighted counts	30	571	75	62	135	111	59	159	590	10	601
	Column Comparisons									B		-
Slightly disagree	% within column	19%	20%	20%	21%	22%	21%	18%	20%	21%	16%	20%
	Weighted counts	29	581	71	76	140	102	51	171	581	28	610
	Column Comparisons											-
Strongly disagree	% within column	20%	25%	24%	26%	22%	21%	21%	30%	23%	51%	25%
	Weighted counts	31	708	86	93	138	104	58	259	650	87	739
	Column Comparisons										A	-
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	0	9	0	2	2	0	0	5	9	0	9
	Column Comparisons											-
NET: Agree	% within column	43%	34%	36%	34%	35%	36%	39%	31%	35%	26%	35%
	Weighted counts	68	966	128	122	225	178	109	272	983	44	1,034
	Column Comparisons											-
NET: Disagree	% within column	38%	45%	43%	48%	43%	42%	40%	50%	44%	68%	45%
	Weighted counts	61	1,288	157	169	278	206	109	430	1,231	115	1,349
	Column Comparisons										A	-
Effective Column n	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
Unweighted base	% within column											
	Weighted counts	161	2,772	387	377	705	553	305	606	2,825	101	2,933

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,000 per year	£11,000 - £17,000 per year	£17,000 - £29,000 per year	£30,000 - £49,000 per year	£50,000 - £99,000 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
	159	2,834	360	355	640	495	276	866	2,812	170	
Weighted base	A	B	A	B	C	D	E	F	A	B	A
Columns											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Strongly agree</b>	% within column	33%	37%	31%	31%	35%	33%	33%	30%	36%	17%	26%	37%	47%	52%
	Weighted counts	996	471	525	148	354	160	333	440	556	70	252	356	155	163
	Column Comparisons	-	b							a		a	A B	A B c	A B C
<b>Slightly agree</b>	% within column	32%	29%	35%	33%	34%	32%	31%	33%	32%	28%	33%	32%	36%	33%
	Weighted counts	971	373	599	158	345	158	311	480	491	119	322	310	118	102
	Column Comparisons	-		a											
<b>Neither agree nor disagree</b>	% within column	16%	12%	18%	15%	14%	16%	18%	16%	16%	21%	18%	16%	10%	6%
	Weighted counts	471	157	314	74	140	77	180	232	239	87	177	156	32	19
	Column Comparisons	-		A							d E	d E	d E		
<b>Slightly disagree</b>	% within column	9%	10%	9%	11%	8%	7%	10%	10%	8%	17%	11%	7%	4%	6%
	Weighted counts	278	130	148	53	86	37	103	149	129	71	104	71	15	17
	Column Comparisons	-									b C D E	d			
<b>Strongly disagree</b>	% within column	8%	11%	6%	8%	8%	11%	7%	10%	6%	16%	11%	6%	2%	3%
	Weighted counts	247	146	101	38	83	56	70	153	94	66	108	55	8	10
	Column Comparisons	-	B						B		C D E	c D e			
<b>I don't know</b>	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	29	11	18	7	10	2	11	13	16	6	9	9	5	1
	Column Comparisons	-													
<b>NET: Agree</b>	% within column	66%	66%	66%	64%	69%	65%	64%	63%	69%	45%	59%	70%	82%	85%
	Weighted counts	1,967	844	1,124	306	699	318	644	919	1,048	189	574	666	273	265
	Column Comparisons	-								a		A	A B	A B C	A B C
<b>NET: Disagree</b>	% within column	18%	21%	15%	19%	17%	19%	17%	21%	15%	33%	22%	13%	7%	9%
	Weighted counts	526	276	250	92	168	93	173	303	223	137	213	126	22	27
	Column Comparisons	-	B						B		B C D E	C D E	d		
<b>Effective Column n</b>															
		1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156
<b>Unweighted base</b>															
		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253
<b>Weighted base</b>															
		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status			UK nation			Rurality	
QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
Strongly agree	% within column	49%	35%	32%	36%	33%	31%	33%	29%	38%	32%	42%	38%	28%	33%
	Weighted counts	317	548	448	252	295	204	244	447	545	814	100	57	25	738
	Column Comparisons	-	-	-						A		d			
Slightly agree	% within column	34%	30%	35%	29%	31%	37%	33%	32%	33%	33%	26%	28%	30%	32%
	Weighted counts	220	479	492	203	276	247	245	497	471	841	61	42	27	717
	Column Comparisons	-	-	-											
Neither agree nor disagree	% within column	8%	16%	15%	15%	17%	17%	14%	18%	14%	16%	13%	15%	18%	16%
	Weighted counts	51	254	217	105	149	110	107	271	196	402	30	22	17	365
	Column Comparisons	-	-	-					b						
Slightly disagree	% within column	5%	10%	8%	9%	11%	8%	9%	11%	8%	9%	9%	9%	10%	9%
	Weighted counts	32	161	117	66	96	53	64	162	114	234	22	13	9	211
	Column Comparisons	-	-	-					b						
Strongly disagree	% within column	3%	8%	8%	9%	8%	7%	10%	9%	7%	8%	11%	10%	13%	8%
	Weighted counts	18	129	118	62	67	44	74	143	104	195	25	15	12	190
	Column Comparisons	-	-	-											
I don't know	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%
	Weighted counts	6	15	14	11	5	4	10	12	17	28	1	1	0	24
	Column Comparisons	-	-	-											
NET: Agree	% within column	84%	65%	67%	65%	64%	68%	66%	62%	70%	66%	67%	66%	58%	65%
	Weighted counts	538	1,027	940	455	571	452	489	944	1,016	1,655	161	99	52	1,455
	Column Comparisons	-	-	-						A					
NET: Disagree	% within column	8%	18%	17%	18%	18%	15%	19%	20%	15%	17%	20%	18%	23%	18%
	Weighted counts	49	290	235	128	163	97	139	305	218	429	48	28	21	401
	Column Comparisons	-	-	-					b						
Effective Column n	% within column														
	Weighted counts	339	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257
	Column Comparisons														
Unweighted base		551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044
Weighted base		644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post			Yes – I am house-own	No – I am not house-own	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
Strongly agree	% within column	35%	**	38%	33%	29%	40%	34%	29%	28%	36%	31%	59%	33%
	Weighted counts	257		60	935	106	141	218	142	78	310	885	101	996
	Column Comparisons											A		-
	% within column	34%	**	32%	32%	40%	30%	32%	33%	34%	29%	33%	27%	32%
Slightly agree	Weighted counts	254		50	921	142	108	208	165	94	254	925	46	971
	Column Comparisons											b		-
	% within column	14%	**	16%	16%	13%	12%	16%	22%	19%	13%	16%	7%	16%
	Weighted counts	103		25	446	47	43	103	110	53	115	458	12	471
Neither agree nor disagree	Column Comparisons						a b f				b			-
	% within column	9%	**	7%	9%	8%	9%	9%	8%	10%	11%	10%	2%	9%
	Weighted counts	67		11	268	28	31	59	39	29	93	274	4	278
	Column Comparisons										b			-
Slightly disagree	% within column	8%	**	6%	8%	10%	8%	7%	7%	7%	9%	9%	4%	8%
	Weighted counts	56		10	237	35	30	46	36	20	82	240	7	247
	Column Comparisons													-
	% within column	1%	**	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
I don't know	Weighted counts	6		2	27	3	2	6	4	2	12	29	1	29
	Column Comparisons													-
	% within column	69%	**	70%	65%	69%	70%	67%	62%	62%	65%	64%	86%	66%
	Weighted counts	512		111	1,856	248	249	426	307	172	564	1,811	147	1,967
NET: Agree	Column Comparisons											A		-
	% within column	17%	**	13%	18%	17%	17%	16%	15%	18%	20%	18%	6%	18%
	Weighted counts	123		21	505	63	61	104	74	48	175	514	11	526
	Column Comparisons										b			-
Effective Column n	% within column													
	Weighted counts	544	3	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons													
Unweighted base		884	5	161	2,772	387	377	705	553	305	606	2,825	101	2,933

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post	Demographics													
	Age		SEG				Working status			UK nation			Rurality	
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am	No – I am not	Under	£11,500	£17,500	£30,000		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
			house-	house-	£11,500	£17,499	£29,999	£49,999	+ per				
	Rural	Unkn-own	bound	bound	per year	per year	per year	per year	year				Total
Weighted base	744	5	159	2,834	360	355	640	495	276	866	2,812	170	2,993
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	12%	15%	9%	15%	12%	11%	11%	12%	11%	12%	9%	13%	15%	11%	13%
	Weighted counts	348	195	153	70	117	53	108	180	168	51	88	127	50	33	83
	Column Comparisons	-	B													-
Slightly agree	% within column	20%	20%	20%	20%	19%	19%	22%	19%	21%	22%	21%	20%	17%	18%	18%
	Weighted counts	606	260	346	96	198	92	220	282	324	93	207	192	58	56	114
	Column Comparisons	-														-
Neither agree nor disagree	% within column	16%	12%	20%	16%	15%	16%	18%	18%	15%	18%	18%	16%	14%	13%	13%
	Weighted counts	493	150	343	78	152	77	185	260	233	75	176	156	47	39	86
	Column Comparisons	-		A												-
Slightly disagree	% within column	22%	19%	25%	24%	23%	19%	22%	21%	23%	20%	23%	22%	21%	26%	23%
	Weighted counts	660	238	422	116	230	91	223	309	352	84	221	207	69	80	149
	Column Comparisons	-		a												-
Strongly disagree	% within column	29%	34%	25%	24%	31%	35%	27%	29%	29%	26%	28%	28%	32%	33%	33%
	Weighted counts	868	442	426	116	310	174	268	425	443	108	276	273	107	104	211
	Column Comparisons	-	B				a d									-
I don't know	% within column	1%	0%	1%	0%	1%	1%	0%	1%	0%	2%	1%	0%	0%	0%	0%
	Weighted counts	17	2	15	2	10	3	3	11	6	8	5	3	1	0	1
	Column Comparisons	-		a												-
NET: Agree	% within column	32%	35%	29%	35%	31%	30%	33%	31%	32%	34%	30%	33%	32%	28%	31%
	Weighted counts	954	455	499	166	315	145	328	462	492	144	295	319	108	89	196
	Column Comparisons	-	b													-
NET: Disagree	% within column	51%	53%	50%	48%	53%	54%	49%	50%	52%	46%	51%	50%	53%	59%	56%
	Weighted counts	1,528	680	848	232	540	265	491	733	795	192	497	480	177	184	360
	Column Comparisons	-														-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	11%	12%	14%	9%	13%	11%	10%	13%	11%	9%	14%	18%	13%	9%	**
	Weighted counts	181	167	101	80	84	84	159	187	288	22	21	16	282	66	
	Column Comparisons	-	-	d												
Slightly agree	% within column	21%	20%	19%	22%	22%	18%	23%	17%	20%	21%	20%	16%	20%	22%	**
	Weighted counts	325	281	134	191	146	135	351	251	510	51	30	14	442	164	
	Column Comparisons	-	-					b								
Neither agree nor disagree	% within column	16%	17%	15%	16%	16%	18%	17%	15%	17%	12%	13%	15%	15%	20%	**
	Weighted counts	250	243	107	142	109	134	263	224	431	29	20	13	343	146	
	Column Comparisons	-	-											a		
Slightly disagree	% within column	22%	22%	20%	24%	21%	22%	21%	24%	22%	21%	17%	22%	22%	21%	**
	Weighted counts	355	305	141	214	140	166	318	341	564	50	26	20	501	159	
	Column Comparisons	-	-													
Strongly disagree	% within column	29%	29%	30%	28%	28%	29%	28%	30%	28%	36%	34%	28%	30%	28%	**
	Weighted counts	465	403	212	252	184	219	434	433	706	86	51	25	662	205	
	Column Comparisons	-	-													
I don't know	% within column	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%	**
	Weighted counts	11	7	2	8	0	7	7	10	15	1	1	1	15	3	
	Column Comparisons	-	-													
NET: Agree	% within column	32%	32%	34%	31%	35%	29%	33%	30%	32%	31%	35%	34%	32%	31%	**
	Weighted counts	506	448	235	271	230	218	510	438	798	73	52	31	723	231	
	Column Comparisons	-	-													
NET: Disagree	% within column	52%	50%	51%	53%	49%	52%	49%	53%	51%	57%	52%	50%	52%	49%	**
	Weighted counts	819	709	353	466	324	385	751	774	1,270	136	77	45	1,164	364	
	Column Comparisons	-	-													
Effective Column n	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
Unweighted base	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
Weighted base	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £50,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total	
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards		16%	11%	11%	10%	11%	10%	13%	13%	11%	17%	12%
<b>Strongly agree</b>	% within column	25	323	40	35	71	50	36	116	313	29	348
	Weighted counts											
	Column Comparisons											-
<b>Slightly agree</b>	% within column	16%	20%	18%	19%	24%	23%	23%	16%	21%	9%	20%
	Weighted counts	25	581	66	67	153	116	65	140	590	14	606
	Column Comparisons											-
<b>Neither agree nor disagree</b>	% within column	25%	16%	15%	17%	16%	18%	17%	16%	16%	18%	16%
	Weighted counts	39	454	56	60	104	89	47	138	460	31	493
	Column Comparisons											-
<b>Slightly disagree</b>	% within column	17%	22%	25%	25%	23%	23%	22%	18%	22%	17%	22%
	Weighted counts	27	633	91	89	145	115	62	158	632	29	660
	Column Comparisons											-
<b>Strongly disagree</b>	% within column	25%	29%	28%	29%	26%	25%	23%	36%	28%	39%	29%
	Weighted counts	39	828	102	102	165	123	64	312	800	66	868
	Column Comparisons											-
<b>I don't know</b>	% within column	1%	1%	2%	1%	0%	0%	1%	0%	1%	0%	1%
	Weighted counts	2	15	6	3	2	1	4	2	17	0	17
	Column Comparisons											-
<b>NET: Agree</b>	% within column	32%	32%	29%	29%	35%	34%	36%	30%	32%	26%	32%
	Weighted counts	50	904	106	102	224	166	100	256	903	44	954
	Column Comparisons											-
<b>NET: Disagree</b>	% within column	42%	52%	53%	54%	48%	48%	45%	54%	51%	56%	51%
	Weighted counts	66	1,462	193	191	310	239	126	470	1,431	95	1,528
	Column Comparisons											-
<b>Effective Column n</b>	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons											
<b>Unweighted base</b>		161	2,772	387	377	705	553	305	606	2,825	101	2,933

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Weighted base</b>	159	2,834	360	355	640	495	276	866	2,812	170	<b>2,993</b>
<b>Columns</b>	A	B	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	
Strongly agree	% within column	17%	10%	22%	16%	18%	17%	17%	16%	18%	19%	12%	19%	23%	17%	
	Weighted counts	505	130	375	76	178	82	168	234	271	80	117	179	77	52	
	Column Comparisons	-		A							b		b	B		
Slightly agree	% within column	29%	18%	37%	29%	29%	30%	28%	25%	32%	25%	27%	30%	29%	34%	
	Weighted counts	861	233	629	137	294	145	286	373	488	103	267	287	97	107	
	Column Comparisons	-		A						a						
Neither agree nor disagree	% within column	21%	20%	22%	26%	18%	22%	22%	22%	21%	25%	23%	20%	15%	23%	
	Weighted counts	638	260	378	124	186	110	218	321	317	105	225	188	48	72	
	Column Comparisons	-			b						d	d				
Slightly disagree	% within column	15%	19%	11%	14%	17%	15%	13%	17%	13%	16%	18%	12%	11%	13%	
	Weighted counts	438	243	195	66	169	73	129	243	194	65	177	118	38	40	
	Column Comparisons	-	B						b			c				
Strongly disagree	% within column	18%	32%	7%	16%	18%	16%	20%	20%	16%	14%	19%	19%	22%	13%	
	Weighted counts	534	413	121	74	178	77	205	290	244	57	183	181	72	41	
	Column Comparisons	-	B						b							
I don't know	% within column	1%	1%	0%	0%	1%	1%	0%	0%	1%	2%	0%	0%	0%	1%	
	Weighted counts	17	9	8	0	12	3	2	6	11	8	3	4	0	2	
	Column Comparisons	-														
NET: Agree	% within column	46%	28%	59%	45%	46%	46%	45%	41%	50%	44%	40%	49%	52%	51%	
	Weighted counts	1,366	362	1,004	213	473	227	454	607	759	183	384	466	174	158	
	Column Comparisons	-		A						A			b	b	b	
NET: Disagree	% within column	32%	51%	19%	29%	34%	31%	33%	36%	29%	29%	37%	31%	33%	26%	
	Weighted counts	972	656	316	141	347	150	334	533	439	123	360	300	109	80	
	Column Comparisons	-	B						B			e				
Effective Column n																
		Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156
		Column Comparisons														
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
Strongly agree	% within column	20%	17%	17%	20%	14%	16%	18%	14%	20%	17%	16%	18%	17%	16%
	Weighted counts	129	265	240	136	128	108	133	216	287	425	38	27	15	369
	Column Comparisons	-	-	-						a					
Slightly agree	% within column	32%	29%	28%	29%	29%	28%	28%	28%	30%	29%	28%	29%	26%	28%
	Weighted counts	204	467	394	206	261	185	210	425	433	726	68	44	23	622
	Column Comparisons	-	-	-											
Neither agree nor disagree	% within column	19%	21%	22%	19%	22%	21%	23%	21%	21%	22%	21%	21%	12%	21%
	Weighted counts	120	325	312	132	194	139	174	326	307	547	49	31	11	476
	Column Comparisons	-	-	-											
Slightly disagree	% within column	12%	14%	15%	14%	14%	17%	14%	17%	12%	15%	11%	12%	13%	16%
	Weighted counts	77	220	218	95	125	111	107	256	180	382	25	19	12	351
	Column Comparisons	-	-	-					b						
Strongly disagree	% within column	17%	19%	17%	18%	20%	18%	15%	20%	16%	17%	23%	19%	30%	18%
	Weighted counts	112	302	232	128	174	120	113	301	231	422	56	29	27	413
	Column Comparisons	-	-	-					b					a c	
I don't know	% within column	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	2	7	9	1	6	1	8	8	9	13	3	0	1	15
	Column Comparisons	-	-	-											
NET: Agree	% within column	52%	46%	45%	49%	44%	44%	46%	42%	50%	46%	44%	47%	43%	44%
	Weighted counts	333	732	634	342	390	292	342	641	720	1,151	106	71	38	990
	Column Comparisons	-	-	-						A					
NET: Disagree	% within column	29%	33%	32%	32%	34%	35%	30%	36%	28%	32%	34%	32%	44%	34%
	Weighted counts	189	522	450	223	298	230	220	557	411	804	81	48	39	764
	Column Comparisons	-	-	-					B					c	b
Effective Column n	% within column														
	Weighted counts	339	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257
Unweighted base	Column Comparisons														
Weighted base		551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044
Columns		644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245
		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality	QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income					QJ2: Internet usage		Total			
				Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost		Rural	Unkn-own											
Strongly agree	% within column	18%	**	13%	17%	20%	17%	16%	21%	17%	14%	17%	12%	17%
	Weighted counts	136		20	485	72	60	103	104	47	119	483	20	505
	Column Comparisons													-
Slightly agree	% within column	32%	**	33%	29%	33%	32%	34%	29%	27%	22%	29%	22%	29%
	Weighted counts	238		53	809	118	115	219	143	74	193	824	37	861
	Column Comparisons					f	f	F						-
Neither agree nor disagree	% within column	22%	**	28%	21%	20%	20%	20%	20%	27%	22%	21%	23%	21%
	Weighted counts	160		44	594	73	72	126	97	75	195	592	39	638
	Column Comparisons													-
Slightly disagree	% within column	12%	**	11%	15%	13%	15%	14%	18%	12%	15%	15%	12%	15%
	Weighted counts	86		18	420	48	53	90	87	33	127	415	21	438
	Column Comparisons													-
Strongly disagree	% within column	16%	**	14%	18%	13%	14%	15%	12%	17%	26%	17%	29%	18%
	Weighted counts	122		22	513	48	51	98	61	48	228	485	49	534
	Column Comparisons										a b C D		a	-
I don't know	% within column	0%	**	2%	1%	0%	1%	1%	0%	0%	1%	0%	2%	1%
	Weighted counts	2		2	14	1	5	4	2	0	5	13	4	17
	Column Comparisons													-
NET: Agree	% within column	50%	**	46%	46%	53%	49%	50%	50%	44%	36%	46%	34%	46%
	Weighted counts	374		73	1,293	190	174	322	247	120	312	1,307	57	1,366
	Column Comparisons					F	f	F	f			b		-
NET: Disagree	% within column	28%	**	25%	33%	27%	29%	29%	30%	29%	41%	32%	41%	32%
	Weighted counts	207		39	933	96	104	187	148	81	355	900	70	972
	Column Comparisons									a b c d e				-
Effective Column n														
Unweighted base	Weighted counts	544	3	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons													
Unweighted base														
	Weighted counts	884	5	161	2,772	387	377	705	553	305	606	2,825	101	2,933
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost	Demographics													
	Age	SEG						Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
	644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245
Weighted base														
Columns	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost  Weighted base  Columns	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am	No – I am not	Under	£11,500	£17,500	£30,000		I don't			
	Rural	Unkn-own	houseb-ound	houseb-ound	£11,500 per year	£17,499 per year	£29,999 per year	£49,999 per year	+ per year	know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
	744	5	159	2,834	360	355	640	495	276	866	2,812	170	2,993
	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	30%	35%	26%	24%	32%	28%	31%	29%	30%	26%	25%	32%	36%	36%	36%
	Weighted counts	890	447	443	116	329	136	310	432	458	108	246	302	120	114	234
	Column Comparisons	-	B			a							b	a b	a b	-
Slightly agree	% within column	44%	40%	47%	48%	43%	44%	44%	44%	44%	39%	46%	44%	42%	48%	45%
	Weighted counts	1,321	521	800	229	432	217	442	642	679	162	448	424	138	150	288
	Column Comparisons	-		a												-
Neither agree nor disagree	% within column	13%	9%	16%	14%	13%	13%	13%	14%	13%	20%	14%	13%	9%	7%	8%
	Weighted counts	395	119	276	69	134	63	130	202	193	82	138	123	30	22	52
	Column Comparisons	-		A							c d E	e				-
Slightly disagree	% within column	7%	6%	7%	6%	6%	7%	6%	6%	7%	10%	8%	4%	7%	4%	5%
	Weighted counts	196	81	115	31	65	34	65	93	103	40	80	42	23	11	34
	Column Comparisons	-									c	c				-
Strongly disagree	% within column	5%	7%	4%	5%	4%	7%	5%	6%	5%	5%	6%	6%	4%	3%	4%
	Weighted counts	156	92	64	25	44	36	52	81	75	21	55	56	14	10	24
	Column Comparisons	-	b													-
I don't know	% within column	1%	2%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%
	Weighted counts	35	27	8	9	13	4	9	16	19	6	6	10	7	5	12
	Column Comparisons	-	b													-
NET: Agree	% within column	74%	75%	73%	72%	75%	72%	75%	73%	74%	65%	71%	76%	78%	85%	81%
	Weighted counts	2,211	969	1,243	345	761	353	752	1,074	1,137	270	693	726	258	264	522
	Column Comparisons	-											a	a	A B c	-
NET: Disagree	% within column	12%	13%	11%	12%	11%	14%	12%	12%	12%	15%	14%	10%	11%	7%	9%
	Weighted counts	352	173	179	56	109	70	117	174	178	61	135	99	37	21	57
	Column Comparisons	-									e	e				-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	30%	29%	31%	29%	31%	28%	29%	31%	29%	32%	36%	29%	30%	28%	**
	Weighted counts	476	414	216	260	203	211	438	450	734	76	55	26	681	210	
	Column Comparisons	-	-													
Slightly agree	% within column	44%	44%	44%	44%	44%	45%	44%	44%	44%	48%	39%	48%	43%	46%	**
	Weighted counts	699	623	305	394	290	333	681	636	1,105	115	58	43	974	346	
	Column Comparisons	-	-													
Neither agree nor disagree	% within column	13%	14%	11%	14%	12%	15%	14%	12%	14%	10%	13%	12%	12%	16%	**
	Weighted counts	201	194	79	123	80	114	212	178	341	24	20	10	276	116	
	Column Comparisons	-	-													
Slightly disagree	% within column	7%	6%	7%	7%	8%	5%	7%	6%	7%	3%	6%	5%	7%	5%	**
	Weighted counts	108	87	46	62	52	35	108	85	175	7	9	5	159	36	
	Column Comparisons	-	-													
Strongly disagree	% within column	5%	5%	6%	5%	5%	6%	5%	5%	5%	6%	6%	2%	6%	4%	**
	Weighted counts	82	74	40	42	30	44	81	75	131	15	9	2	125	32	
	Column Comparisons	-	-													
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	0%	5%	1%	1%	**
	Weighted counts	20	15	12	8	7	8	11	24	27	3	0	4	30	5	
	Column Comparisons	-	-										c			
NET: Agree	% within column	74%	74%	75%	74%	74%	73%	73%	75%	73%	80%	75%	77%	74%	75%	**
	Weighted counts	1,174	1,037	521	654	493	544	1,118	1,086	1,839	191	112	69	1,654	555	
	Column Comparisons	-	-													
NET: Disagree	% within column	12%	11%	12%	12%	12%	11%	12%	11%	12%	9%	12%	7%	13%	9%	**
	Weighted counts	191	161	87	104	82	79	189	160	307	22	18	6	284	68	
	Column Comparisons	-	-													
Effective Column n	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
Unweighted base	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
Weighted base	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
		Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user		
<b>Strongly agree</b>	% within column	29%	30%	29%	27%	27%	30%	33%	32%	29%	41%	<b>30%</b>
	Weighted counts	46	844	105	95	172	149	91	278	814	70	<b>890</b>
	Column Comparisons										a	-
<b>Slightly agree</b>	% within column	38%	44%	44%	46%	45%	47%	45%	41%	45%	38%	<b>44%</b>
	Weighted counts	60	1,261	158	164	287	234	124	355	1,254	65	<b>1,321</b>
	Column Comparisons											-
<b>Neither agree nor disagree</b>	% within column	16%	13%	16%	12%	13%	12%	13%	13%	13%	11%	<b>13%</b>
	Weighted counts	25	370	59	44	86	62	34	110	374	18	<b>395</b>
	Column Comparisons											-
<b>Slightly disagree</b>	% within column	10%	6%	4%	9%	9%	5%	7%	6%	7%	3%	<b>7%</b>
	Weighted counts	15	180	14	30	55	27	20	49	191	4	<b>196</b>
	Column Comparisons											-
<b>Strongly disagree</b>	% within column	6%	5%	6%	6%	6%	4%	3%	6%	5%	4%	<b>5%</b>
	Weighted counts	9	147	21	20	38	22	8	48	150	7	<b>156</b>
	Column Comparisons											-
<b>I don't know</b>	% within column	2%	1%	1%	0%	0%	0%	0%	3%	1%	3%	<b>1%</b>
	Weighted counts	3	32	3	2	3	2	0	25	29	6	<b>35</b>
	Column Comparisons										a	-
<b>NET: Agree</b>	% within column	67%	74%	73%	73%	72%	77%	78%	73%	74%	80%	<b>74%</b>
	Weighted counts	107	2,105	263	259	458	382	215	634	2,067	135	<b>2,211</b>
	Column Comparisons											-
<b>NET: Disagree</b>	% within column	15%	12%	10%	14%	15%	10%	10%	11%	12%	6%	<b>12%</b>
	Weighted counts	24	328	35	50	93	48	27	97	341	11	<b>352</b>
	Column Comparisons											-
<b>Effective Column n</b>	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	<b>1,804</b>
<b>Unweighted base</b>	% within column											
	Weighted counts	161	2,772	387	377	705	553	305	606	2,825	101	<b>2,933</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Weighted base</b>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own
									Engl- and	Scotl- and					
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,000 per year	£11,000 - £17,000 per year	£17,000 - £29,000 per year	£30,000 - £49,000 per year	£50,000 - £99,000 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
	159	2,834	360	355	640	495	276	866	2,812	170	
Weighted base											2,993
Columns	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3\_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post		Demographics														
		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	6%	6%	6%	6%	7%	4%	5%	6%	6%	10%	7%	4%	4%	2%	3%
	Weighted counts	175	78	97	29	73	20	53	88	86	43	72	39	14	7	21
	Column Comparisons	-									c d e	c e				-
Slightly agree	% within column	10%	9%	11%	7%	11%	9%	11%	10%	9%	14%	14%	6%	6%	7%	6%
	Weighted counts	298	114	183	35	109	46	107	153	144	57	140	60	19	21	40
	Column Comparisons	-									C d e	C d e				-
Neither agree nor disagree	% within column	12%	10%	14%	11%	14%	14%	11%	13%	12%	17%	16%	11%	5%	8%	7%
	Weighted counts	374	127	246	51	137	70	115	185	188	72	157	103	18	25	42
	Column Comparisons	-		a							c D e	c D e	d			-
Slightly disagree	% within column	16%	13%	18%	20%	15%	15%	16%	16%	16%	21%	17%	16%	12%	10%	11%
	Weighted counts	475	171	304	95	149	73	159	232	243	90	167	150	38	31	69
	Column Comparisons	-		a							d e	e				-
Strongly disagree	% within column	54%	61%	50%	55%	52%	56%	56%	54%	55%	34%	44%	62%	72%	72%	72%
	Weighted counts	1,631	780	851	265	531	275	560	787	844	142	430	597	238	223	461
	Column Comparisons	-	B									a	A B	A B c	A B c	-
I don't know	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	4%	1%	1%	1%	2%	2%
	Weighted counts	41	16	25	3	18	7	14	20	21	15	7	9	4	6	10
	Column Comparisons	-									b c					-
NET: Agree	% within column	16%	15%	16%	13%	18%	14%	16%	16%	15%	24%	22%	10%	10%	9%	10%
	Weighted counts	472	192	280	64	182	66	160	242	230	100	212	99	34	28	61
	Column Comparisons	-									C D E	C D E				-
NET: Disagree	% within column	70%	74%	68%	75%	67%	71%	71%	70%	71%	55%	61%	78%	83%	81%	82%
	Weighted counts	2,106	951	1,155	360	680	347	719	1,020	1,086	232	597	747	277	254	530
	Column Comparisons	-	b		b								A B	A B	A B	-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Strongly agree</b>	% within column	6%	6%	7%	5%	6%	6%	6%	6%	6%	5%	6%	2%	6%	4%	**
	Weighted counts	94	81	48	46	38	43	89	83	151	13	8	2	143	32	
	Column Comparisons	-	-													
<b>Slightly agree</b>	% within column	11%	9%	12%	9%	9%	9%	11%	9%	10%	6%	7%	12%	11%	7%	**
	Weighted counts	170	128	86	83	60	68	169	125	261	15	11	11	247	51	
	Column Comparisons	-	-											b		
<b>Neither agree nor disagree</b>	% within column	14%	11%	12%	15%	12%	11%	14%	11%	13%	8%	9%	10%	13%	9%	**
	Weighted counts	215	158	84	132	78	81	215	153	333	18	13	9	303	68	
	Column Comparisons	-	-					b						b		
<b>Slightly disagree</b>	% within column	16%	15%	15%	17%	15%	16%	19%	13%	16%	12%	17%	13%	16%	15%	**
	Weighted counts	258	217	106	152	97	120	288	186	409	30	25	12	361	114	
	Column Comparisons	-	-					B								
<b>Strongly disagree</b>	% within column	52%	57%	52%	53%	58%	56%	49%	60%	53%	68%	60%	61%	52%	63%	**
	Weighted counts	830	801	363	467	384	416	755	873	1,322	164	90	54	1,158	472	
	Column Comparisons	-	-					A			a			A		
<b>I don't know</b>	% within column	1%	2%	2%	1%	1%	2%	1%	2%	2%	0%	1%	2%	1%	1%	**
	Weighted counts	19	22	11	8	5	17	15	27	38	0	2	1	33	7	
	Column Comparisons	-	-													
<b>NET: Agree</b>	% within column	17%	15%	19%	15%	15%	15%	17%	14%	16%	11%	13%	14%	17%	11%	**
	Weighted counts	264	208	135	129	98	111	258	208	412	27	19	13	389	83	
	Column Comparisons	-	-											b		
<b>NET: Disagree</b>	% within column	69%	72%	67%	70%	73%	72%	68%	73%	69%	81%	77%	74%	68%	79%	**
	Weighted counts	1,088	1,018	469	619	482	536	1,044	1,059	1,731	193	115	66	1,519	586	
	Column Comparisons	-	-					a			a			A c		
<b>Effective Column n</b>		1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
<b>Unweighted base</b>		1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
<b>Weighted base</b>		1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Strongly agree	% within column	7%	6%	7%	6%	5%	5%	5%	7%	6%	4%	6%
	Weighted counts	11	164	24	21	29	26	14	61	168	6	175
	Column Comparisons											-
Slightly agree	% within column	13%	10%	6%	10%	10%	9%	15%	10%	10%	3%	10%
	Weighted counts	21	277	23	36	67	42	42	88	290	6	298
	Column Comparisons							a		b		-
Neither agree nor disagree	% within column	14%	12%	11%	11%	14%	16%	13%	10%	13%	7%	12%
	Weighted counts	22	352	39	40	88	80	37	90	361	12	374
	Column Comparisons											-
Slightly disagree	% within column	13%	16%	17%	18%	17%	17%	16%	14%	17%	6%	16%
	Weighted counts	21	455	60	63	109	83	43	117	464	11	475
	Column Comparisons									b		-
Strongly disagree	% within column	49%	55%	57%	54%	53%	53%	50%	57%	53%	77%	54%
	Weighted counts	78	1,553	207	191	339	261	137	496	1,496	131	1,631
	Column Comparisons										A	-
I don't know	% within column	5%	1%	2%	1%	1%	1%	1%	2%	1%	3%	1%
	Weighted counts	8	34	8	3	8	4	3	15	32	4	41
	Column Comparisons	b										-
NET: Agree	% within column	20%	16%	13%	16%	15%	14%	20%	17%	16%	7%	16%
	Weighted counts	31	441	47	57	96	68	56	148	458	12	472
	Column Comparisons									b		-
NET: Disagree	% within column	62%	71%	74%	72%	70%	69%	65%	71%	70%	84%	70%
	Weighted counts	98	2,008	267	254	448	343	180	613	1,960	142	2,106
	Column Comparisons										a	-
Effective Column n	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons											
Unweighted base		161	2,772	387	377	705	553	305	606	2,825	101	2,933

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3\_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post

**Weighted base**

**Columns**

Demographics														
Methodology			Quarter				Gender		Age					
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own
									Engl- and	Scotl- and					
<b>Weighted base</b>	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am house-bound	No – I am not house-bound	Under £11,000 per year	£11,000 - £17,000 per year	£17,000 - £29,000 per year	£30,000 - £49,000 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
	159	2,834	360	355	640	495	276	866	2,812	170	2,993
Weighted base	A	B	A	B	C	D	E	F	A	B	A
Columns											
Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)											
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).											
Part 6 of 6											

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Essential	% within column	30%	37%	25%	32%	31%	28%	30%	28%	33%	19%	26%	32%	37%	44%	41%
	Weighted counts	904	481	424	152	316	136	299	404	501	80	256	307	124	138	262
	Column Comparisons	-	B							a		a	A b	A b	A B c	-
Fairly important	% within column	41%	36%	45%	40%	42%	44%	39%	41%	40%	36%	42%	44%	35%	43%	39%
	Weighted counts	1,222	458	764	190	425	214	393	606	616	150	406	417	116	134	249
	Column Comparisons	-		A												-
Not very important	% within column	23%	22%	24%	21%	22%	22%	26%	25%	22%	35%	25%	20%	22%	11%	16%
	Weighted counts	693	280	413	100	225	110	258	361	331	148	246	193	72	33	106
	Column Comparisons	-									b C d E	c E	e	e		-
Irrelevant	% within column	6%	5%	6%	7%	5%	6%	6%	7%	5%	10%	7%	4%	6%	2%	4%
	Weighted counts	174	69	105	36	51	30	57	96	78	41	65	40	20	7	27
	Column Comparisons	-									c e					-
NET: Important	% within column	71%	73%	70%	72%	73%	71%	69%	69%	73%	55%	68%	76%	72%	87%	79%
	Weighted counts	2,126	938	1,188	342	741	350	693	1,009	1,117	230	662	724	239	271	511
	Column Comparisons	-								a		A	A b	A	A B c D	-
NET: Unimportant	% within column	29%	27%	30%	28%	27%	29%	31%	31%	27%	45%	32%	24%	28%	13%	21%
	Weighted counts	867	349	518	136	276	140	315	457	409	189	311	233	93	40	133
	Column Comparisons	-							b		B C D E	c E	e	E		-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	% within column															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	% within column															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status			UK nation			Rurality		
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
<b>Essential</b>	% within column	29%	32%	33%	25%	33%	31%	27%	33%	31%	23%	31%	27%	31%	28%	**
	Weighted counts	457	448	234	223	218	230	419	483	779	55	46	24	698	207	
	Column Comparisons	-	-	d		d			a							
<b>Fairly important</b>	% within column	42%	39%	41%	44%	40%	39%	43%	39%	40%	48%	40%	45%	39%	45%	**
	Weighted counts	671	551	283	388	263	288	655	561	1,008	114	60	40	884	337	
	Column Comparisons	-	-													
<b>Not very important</b>	% within column	24%	23%	21%	26%	22%	23%	24%	22%	23%	25%	25%	19%	23%	22%	**
	Weighted counts	374	318	145	229	145	173	362	325	579	59	37	17	527	164	
	Column Comparisons	-	-													
<b>Irrelevant</b>	% within column	5%	6%	5%	5%	5%	7%	6%	5%	6%	5%	4%	9%	6%	5%	**
	Weighted counts	84	89	36	48	36	54	95	78	148	11	6	8	136	36	
	Column Comparisons	-	-													
<b>NET: Important</b>	% within column	71%	71%	74%	69%	73%	70%	70%	72%	71%	71%	71%	71%	70%	73%	**
	Weighted counts	1,128	999	517	611	481	518	1,074	1,044	1,787	169	106	64	1,581	543	
	Column Comparisons	-	-													
<b>NET: Unimportant</b>	% within column	29%	29%	26%	31%	27%	30%	30%	28%	29%	29%	29%	29%	30%	27%	**
	Weighted counts	459	408	181	277	181	227	457	403	727	70	43	26	663	201	
	Column Comparisons	-	-													
<b>Effective Column n</b>	% within column															
	Weighted counts	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
<b>Unweighted base</b>	Column Comparisons															
	Weighted counts	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
<b>Weighted base</b>	Column Comparisons															
	Weighted counts	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
		Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post												
Essential	% within column	35%	30%	26%	30%	29%	28%	22%	37%	29%	55%	30%
	Weighted counts	56	848	92	107	183	137	62	324	803	94	904
	Column Comparisons								a c d e		A	-
Fairly important	% within column	49%	40%	38%	41%	40%	44%	49%	37%	42%	27%	41%
	Weighted counts	78	1,144	138	146	259	219	136	323	1,174	46	1,222
	Column Comparisons									b		-
Not very important	% within column	9%	24%	29%	23%	25%	23%	22%	20%	24%	7%	23%
	Weighted counts	14	679	105	80	162	112	60	172	681	11	693
	Column Comparisons		A							B		-
Irrelevant	% within column	7%	6%	7%	6%	6%	5%	7%	5%	5%	11%	6%
	Weighted counts	11	163	25	22	35	26	19	47	154	19	174
	Column Comparisons										a	-
NET: Important	% within column	84%	70%	64%	71%	69%	72%	72%	75%	70%	82%	71%
	Weighted counts	134	1,993	230	253	443	356	198	647	1,977	140	2,126
	Column Comparisons	b									a	-
NET: Unimportant	% within column	16%	30%	36%	29%	31%	28%	28%	25%	30%	18%	29%
	Weighted counts	25	842	130	102	198	139	79	219	835	30	867
	Column Comparisons		a							b		-
Effective Column n	% within column											
	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
Unweighted base	Column Comparisons											
	Weighted counts	161	2,772	387	377	705	553	305	606	2,825	101	2,933
Weighted base	Column Comparisons											
	Weighted counts	159	2,834	360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Essential	% within column	52%	67%	41%	52%	54%	49%	53%	52%	53%	64%	63%	52%	33%	25%	29%	54%
	Weighted counts	1,565	860	705	246	545	242	532	761	804	266	613	500	108	77	185	855
	Column Comparisons	-	B								c D E	C D E	D E			-	-
Fairly important	% within column	35%	23%	44%	36%	35%	39%	33%	36%	34%	31%	31%	35%	41%	46%	44%	34%
	Weighted counts	1,054	295	759	171	358	189	336	533	521	130	305	340	137	143	280	546
	Column Comparisons	-		A										b	a B c	-	-
Not very important	% within column	9%	6%	11%	9%	9%	10%	8%	9%	9%	5%	5%	9%	16%	21%	19%	9%
	Weighted counts	268	78	190	42	93	49	85	130	139	20	44	83	55	67	121	143
	Column Comparisons	-		A									b	A B c	A B C	-	-
Irrelevant	% within column	4%	4%	3%	4%	2%	2%	5%	3%	4%	1%	1%	4%	10%	8%	9%	3%
	Weighted counts	106	54	52	19	21	10	55	43	63	3	10	35	32	25	57	41
	Column Comparisons	-						b					a b	A B c	A B c	-	-
NET: Important	% within column	88%	90%	86%	87%	89%	88%	86%	88%	87%	94%	94%	88%	74%	71%	72%	88%
	Weighted counts	2,619	1,155	1,464	417	903	431	868	1,294	1,325	396	918	840	245	220	465	1,402
	Column Comparisons	-	b								c D E	C D E	D E			-	-
NET: Unimportant	% within column	12%	10%	14%	13%	11%	12%	14%	12%	13%	6%	6%	12%	26%	29%	28%	12%
	Weighted counts	374	132	242	61	114	59	140	173	201	23	54	118	87	92	178	185
	Column Comparisons	-		a									a B	A B C	A B C	-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
	Column Comparisons																
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls																	
<b>Essential</b>	% within column	50%	53%	55%	55%	46%	61%	44%	53%	43%	54%	52%	56%	43%	**	35%	53%
	Weighted counts	710	367	489	365	345	928	630	1,334	104	80	47	1,246	317		55	1,510
	Column Comparisons	-		f	f		B						B				A
<b>Fairly important</b>	% within column	36%	36%	33%	32%	39%	32%	38%	35%	42%	33%	40%	34%	40%	**	36%	35%
	Weighted counts	508	255	292	214	294	497	552	869	100	49	36	753	299		57	997
	Column Comparisons	-					a						a				
<b>Not very important</b>	% within column	9%	8%	10%	9%	9%	6%	12%	9%	10%	7%	4%	8%	13%	**	20%	8%
	Weighted counts	125	57	87	60	65	87	179	230	24	11	4	172	96		32	236
	Column Comparisons	-					A						a			B	
<b>Irrelevant</b>	% within column	5%	3%	2%	4%	5%	1%	6%	3%	5%	6%	4%	3%	4%	**	10%	3%
	Weighted counts	65	20	21	24	41	20	86	82	12	9	3	74	32		15	91
	Column Comparisons	-					A									b	
<b>NET: Important</b>	% within column	87%	89%	88%	87%	86%	93%	82%	88%	85%	87%	92%	89%	83%	**	70%	88%
	Weighted counts	1,217	622	780	578	639	1,424	1,182	2,203	204	130	83	1,998	616		111	2,507
	Column Comparisons	-					B						b				A
<b>NET: Unimportant</b>	% within column	13%	11%	12%	13%	14%	7%	18%	12%	15%	13%	8%	11%	17%	**	30%	12%
	Weighted counts	189	77	108	84	106	107	265	312	36	20	7	246	128		47	327
	Column Comparisons	-					A						a			B	
<b>Effective Column n</b>																	
<b>Unweighted base</b>	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
	Column Comparisons																
<b>Unweighted base</b>		1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
<b>Weighted base</b>		1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls	% within column	49%	46%	47%	51%	60%	58%	54%	29%	52%
	Weighted counts	175	165	302	252	167	505	1,514	49	1,565
	Column Comparisons					a b c	b c	B		-
	% within column	36%	39%	41%	38%	31%	29%	35%	34%	35%
Fairly important	Weighted counts	130	137	262	189	87	249	991	59	1,054
	Column Comparisons			f						-
	% within column	10%	12%	10%	8%	6%	8%	8%	18%	9%
Not very important	Weighted counts	35	41	63	39	18	72	233	30	268
	Column Comparisons								a	-
	% within column	6%	3%	2%	3%	2%	5%	3%	19%	4%
Irrelevant	Weighted counts	21	11	14	15	5	40	73	33	106
	Column Comparisons								A	-
	% within column	85%	85%	88%	89%	92%	87%	89%	63%	88%
NET: Important	Weighted counts	305	303	563	441	253	754	2,505	107	2,619
	Column Comparisons							B		-
	% within column	15%	15%	12%	11%	8%	13%	11%	37%	12%
NET: Unimportant	Weighted counts	55	53	77	54	23	112	307	63	374
	Column Comparisons								A	-
	% within column									
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Essential	% within column	31%	31%	31%	34%	29%	34%	31%	28%	34%	14%	20%	35%	46%	59%	53%	32%
	Weighted counts	934	402	533	161	290	169	315	408	526	59	198	338	154	185	339	512
	Column Comparisons	-								a		a	A B	A B c	A B C d	-	-
Fairly important	% within column	34%	29%	38%	31%	36%	32%	36%	38%	30%	28%	32%	38%	38%	33%	36%	34%
	Weighted counts	1,023	372	651	147	363	155	358	558	465	119	312	362	126	104	230	542
	Column Comparisons	-		A					B							-	-
Not very important	% within column	22%	24%	22%	22%	25%	23%	20%	21%	23%	34%	30%	19%	12%	5%	8%	22%
	Weighted counts	672	304	368	106	258	111	197	314	359	143	292	183	39	15	54	354
	Column Comparisons	-									C D E	C D E	d E	e		-	-
Irrelevant	% within column	12%	16%	9%	13%	10%	11%	14%	13%	12%	23%	18%	8%	4%	3%	3%	11%
	Weighted counts	363	209	154	64	107	55	138	187	176	98	171	74	13	8	21	179
	Column Comparisons	-	B								b C D E	C D E	e			-	-
NET: Important	% within column	65%	60%	69%	64%	64%	66%	67%	66%	65%	42%	52%	73%	84%	92%	88%	66%
	Weighted counts	1,957	774	1,183	308	653	324	673	966	992	177	511	701	280	288	568	1,053
	Column Comparisons	-		A								a	A B	A B c	A B C d	-	-
NET: Unimportant	% within column	35%	40%	31%	36%	36%	34%	33%	34%	35%	58%	48%	27%	16%	8%	12%	34%
	Weighted counts	1,036	513	523	170	364	166	335	501	535	242	462	257	52	23	75	533
	Column Comparisons	-	B								b C D E	C D E	d E	e		-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
Column Comparisons																	
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
									NET:		NET:						
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Essential	% within column	30%	36%	29%	28%	32%	24%	39%	31%	30%	41%	26%	30%	36%	**	37%	31%
	Weighted counts	422	254	258	183	239	368	560	778	71	62	23	669	265		59	876
	Column Comparisons	-	d e					A			b d						
Fairly important	% within column	34%	33%	35%	37%	31%	37%	32%	34%	41%	31%	41%	33%	39%	**	36%	34%
	Weighted counts	481	233	309	248	234	561	460	844	97	46	37	732	289		57	966
	Column Comparisons	-					b						a				
Not very important	% within column	23%	20%	24%	22%	23%	26%	18%	23%	21%	20%	23%	23%	20%	**	16%	23%
	Weighted counts	319	137	216	148	171	403	266	571	50	29	21	524	147		25	648
	Column Comparisons	-					B										
Irrelevant	% within column	13%	11%	12%	13%	14%	13%	11%	13%	9%	8%	10%	14%	6%	**	11%	12%
	Weighted counts	184	74	105	83	101	199	160	322	20	12	9	319	43		18	346
	Column Comparisons	-											B				
NET: Important	% within column	64%	70%	64%	65%	64%	61%	71%	64%	70%	72%	67%	62%	74%	**	73%	65%
	Weighted counts	904	487	566	431	473	929	1,021	1,621	169	108	60	1,401	554		116	1,841
	Column Comparisons	-					A						A				
NET: Unimportant	% within column	36%	30%	36%	35%	36%	39%	29%	36%	30%	28%	33%	38%	26%	**	27%	35%
	Weighted counts	503	211	321	231	272	602	427	893	71	42	30	843	190		43	993
	Column Comparisons	-					B						B				
Effective Column n	% within column																
	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
	Column Comparisons																
Unweighted base		1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base		1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income						QJ2: Internet usage		Total
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls	% within column	34%	35%	29%	30%	22%	34%	30%	55%	31%
Essential	Weighted counts	124	124	186	147	62	291	834	93	934
	Column Comparisons	e	e						A	-
	% within column	27%	39%	36%	38%	38%	30%	35%	26%	34%
Fairly important	Weighted counts	99	139	228	189	106	262	980	43	1,023
	Column Comparisons		a		a					-
	% within column	24%	15%	26%	23%	25%	22%	23%	9%	22%
Not very important	Weighted counts	85	55	165	112	69	187	655	15	672
	Column Comparisons			b				B		-
	% within column	15%	11%	10%	9%	14%	15%	12%	11%	12%
Irrelevant	Weighted counts	53	37	61	46	39	126	342	19	363
	Column Comparisons									-
	% within column	62%	74%	65%	68%	61%	64%	65%	80%	65%
NET: Important	Weighted counts	222	263	414	337	168	553	1,814	136	1,957
	Column Comparisons		a e						a	-
	% within column	38%	26%	35%	32%	39%	36%	35%	20%	35%
NET: Unimportant	Weighted counts	138	92	226	158	108	313	998	34	1,036
	Column Comparisons	b				b		b		-
	% within column									
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Essential	% within column	45%	55%	37%	47%	46%	40%	45%	42%	48%	62%	57%	41%	24%	16%	20%	46%
	Weighted counts	1,340	706	634	223	464	195	457	610	730	261	554	396	78	51	129	731
	Column Comparisons	-	B						a		C D E	C D E	D E			-	-
Fairly important	% within column	38%	28%	46%	36%	40%	42%	37%	41%	36%	33%	35%	45%	37%	38%	38%	38%
	Weighted counts	1,150	359	792	170	404	207	370	599	551	138	343	428	123	118	241	606
	Column Comparisons	-		A					b				a b			-	-
Not very important	% within column	11%	9%	13%	12%	10%	14%	10%	12%	10%	4%	7%	10%	21%	25%	23%	11%
	Weighted counts	328	112	216	56	105	67	100	170	158	18	68	93	71	78	148	178
	Column Comparisons	-		a									a	A B C	A B C	-	-
Irrelevant	% within column	6%	9%	4%	6%	4%	4%	8%	6%	6%	0%	1%	4%	18%	21%	19%	5%
	Weighted counts	175	110	64	28	45	22	80	87	88	2	8	41	60	65	125	72
	Column Comparisons	-	B										a B	A B C	A B C	-	-
NET: Important	% within column	83%	83%	84%	82%	85%	82%	82%	82%	84%	95%	92%	86%	61%	54%	58%	84%
	Weighted counts	2,490	1,065	1,425	393	868	401	827	1,209	1,281	399	897	824	201	169	370	1,337
	Column Comparisons	-									C D E	C D E	D E			-	-
NET: Unimportant	% within column	17%	17%	16%	18%	15%	18%	18%	18%	16%	5%	8%	14%	39%	46%	42%	16%
	Weighted counts	503	222	281	85	149	89	181	258	246	20	76	134	131	143	273	249
	Column Comparisons	-											A B	A B C	A B C	-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
Unweighted base	% within column																
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base	% within column																
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages																	
Essential	% within column	43%	43%	48%	47%	40%	54%	35%	46%	37%	45%	42%	47%	38%	**	33%	45%
	Weighted counts	609	303	428	314	295	822	510	1,147	88	68	37	1,057	280		52	1,288
	Column Comparisons	-		f			B						b				a
Fairly important	% within column	39%	40%	37%	38%	39%	38%	39%	39%	38%	32%	46%	38%	41%	**	40%	38%
	Weighted counts	544	281	325	251	293	586	560	970	91	48	41	845	303		63	1,087
	Column Comparisons	-										c					
Not very important	% within column	11%	11%	11%	9%	12%	7%	16%	11%	13%	10%	6%	10%	15%	**	10%	11%
	Weighted counts	150	76	101	61	90	100	226	276	32	15	5	219	109		16	312
	Column Comparisons	-					A						a				
Irrelevant	% within column	7%	6%	4%	5%	9%	2%	10%	5%	12%	13%	7%	6%	7%	**	17%	5%
	Weighted counts	103	38	33	36	67	23	152	121	29	20	6	124	51		27	148
	Column Comparisons	-				d	A		A		a d					B	
NET: Important	% within column	82%	84%	85%	85%	79%	92%	74%	84%	75%	77%	87%	85%	78%	**	72%	84%
	Weighted counts	1,153	584	753	565	588	1,408	1,070	2,117	179	116	78	1,902	583		115	2,375
	Column Comparisons	-					B		b			b c	b				a
NET: Unimportant	% within column	18%	16%	15%	15%	21%	8%	26%	16%	25%	23%	13%	15%	22%	**	28%	16%
	Weighted counts	254	115	135	97	157	123	377	397	61	34	11	343	160		44	459
	Column Comparisons	-					A			a d	d		a			b	
Effective Column n	% within column																
	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
Unweighted base	Column Comparisons																
	Weighted counts	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base	Column Comparisons																
	Weighted counts	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep &amp; Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages	% within column	42%	40%	42%	46%	44%	49%	47%	16%	45%
	Weighted counts	151	142	272	229	121	425	1,311	28	1,340
	Column Comparisons							B		-
	% within column	37%	39%	42%	41%	47%	32%	39%	22%	38%
Fairly important	Weighted counts	135	138	268	203	129	277	1,109	37	1,150
	Column Comparisons			f		f		B		-
	% within column	13%	15%	11%	10%	6%	11%	11%	17%	11%
Not very important	Weighted counts	47	52	72	48	18	92	298	29	328
	Column Comparisons								a	-
	% within column	8%	7%	5%	3%	3%	8%	3%	45%	6%
Irrelevant	Weighted counts	28	23	29	14	9	72	94	76	175
	Column Comparisons								A	-
	% within column	79%	79%	84%	87%	91%	81%	86%	38%	83%
NET: Important	Weighted counts	286	280	540	432	250	702	2,420	65	2,490
	Column Comparisons				a b	a b f		B		-
	% within column	21%	21%	16%	13%	9%	19%	14%	62%	17%
NET: Unimportant	Weighted counts	74	75	100	63	26	164	392	105	503
	Column Comparisons	d e	d e				e		A	-
	% within column									
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Essential	% within column	37%	39%	34%	41%	39%	32%	34%	37%	36%	40%	40%	36%	32%	27%	30%	43%
	Weighted counts	1,096	507	588	198	399	158	341	544	552	168	393	343	106	85	192	677
	Column Comparisons	-	b								e	e				-	-
Fairly important	% within column	39%	30%	46%	38%	38%	47%	37%	41%	38%	39%	39%	41%	35%	40%	38%	39%
	Weighted counts	1,173	386	787	182	385	232	373	595	578	162	380	388	117	126	242	618
	Column Comparisons	-		A			a b d									-	-
Not very important	% within column	17%	17%	17%	15%	18%	12%	20%	17%	17%	18%	18%	17%	18%	13%	15%	14%
	Weighted counts	512	223	289	71	180	60	201	246	266	77	174	162	60	39	100	219
	Column Comparisons	-					c									-	-
Irrelevant	% within column	7%	13%	2%	6%	5%	8%	9%	6%	9%	3%	3%	7%	15%	20%	17%	5%
	Weighted counts	212	170	42	27	53	39	93	82	130	12	25	66	48	61	110	72
	Column Comparisons	-	B				b		a				a B	A B c	A B C	-	-
NET: Important	% within column	76%	69%	81%	79%	77%	80%	71%	78%	74%	79%	80%	76%	67%	68%	67%	82%
	Weighted counts	2,269	894	1,375	380	784	390	714	1,139	1,130	330	774	731	223	211	434	1,295
	Column Comparisons	-		A	d	d	d				d e	D e	d e			-	-
NET: Unimportant	% within column	24%	31%	19%	21%	23%	20%	29%	22%	26%	21%	20%	24%	33%	32%	33%	18%
	Weighted counts	724	393	331	98	233	100	294	328	397	89	199	227	109	101	210	291
	Column Comparisons	-	B				a b c							a B c	a b c	-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
Unweighted base	% within column																
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base	% within column																
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	Ireland	N. Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Essential	% within column	30%	46%	40%	33%	27%	40%	33%	38%	28%	39%	28%	37%	36%	**	29%	37%
	Weighted counts	418	323	354	219	199	610	481	946	66	58	25	825	269		46	1,050
	Column Comparisons	-	d E F	e F	f		b		b		b d						
Fairly important	% within column	39%	39%	39%	39%	40%	41%	38%	40%	40%	33%	38%	39%	40%	**	40%	39%
	Weighted counts	555	272	346	260	295	623	545	994	95	50	34	875	296		63	1,110
	Column Comparisons	-															
Not very important	% within column	21%	10%	17%	20%	21%	16%	18%	17%	19%	15%	21%	17%	18%	**	14%	17%
	Weighted counts	293	69	150	135	158	251	257	427	44	22	19	379	131		23	489
	Column Comparisons	-		c	C	C											
Irrelevant	% within column	10%	5%	4%	7%	12%	3%	11%	6%	14%	13%	14%	7%	6%	**	17%	7%
	Weighted counts	140	34	38	48	92	47	165	147	34	20	12	165	47		27	186
	Column Comparisons	-				C D e	A		A		a	a				B	
NET: Important	% within column	69%	85%	79%	72%	66%	81%	71%	77%	67%	72%	65%	76%	76%	**	69%	76%
	Weighted counts	974	595	700	479	494	1,233	1,026	1,940	161	108	59	1,700	566		109	2,159
	Column Comparisons	-	d E F	e F			B										
NET: Unimportant	% within column	31%	15%	21%	28%	34%	19%	29%	23%	33%	28%	35%	24%	24%	**	31%	24%
	Weighted counts	433	104	188	183	250	298	422	574	78	42	31	544	178		49	675
	Column Comparisons	-		c	C d	C D	A										
Effective Column n	% within column																
	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
Unweighted base	Column Comparisons																
	Weighted counts	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base	Column Comparisons																
	Weighted counts	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email	% within column	31%	37%	32%	42%	39%	39%	39%	2%	37%
Essential	Weighted counts	110	130	203	210	107	335	1,091	3	1,096
	Column Comparisons				a c			B		-
	% within column	36%	40%	47%	39%	45%	32%	41%	12%	39%
Fairly important	Weighted counts	130	143	302	194	123	280	1,150	20	1,173
	Column Comparisons			a F		f		B		-
	% within column	24%	15%	18%	14%	15%	17%	17%	22%	17%
Not very important	Weighted counts	87	53	113	71	41	147	474	37	512
	Column Comparisons	d								-
	% within column	9%	8%	3%	4%	2%	12%	3%	64%	7%
Irrelevant	Weighted counts	33	29	22	20	5	104	97	109	212
	Column Comparisons	c d e	c e				C D E		A	-
	% within column	67%	77%	79%	82%	83%	71%	80%	14%	76%
NET: Important	Weighted counts	240	273	505	404	230	615	2,241	24	2,269
	Column Comparisons		a	A f	A f	A f		B		-
	% within column	33%	23%	21%	18%	17%	29%	20%	86%	24%
NET: Unimportant	Weighted counts	120	82	135	90	46	251	571	146	724
	Column Comparisons	b C D E					c d e		A	-
	% within column									
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Essential	% within column	23%	28%	20%	24%	27%	23%	20%	21%	26%	50%	34%	13%	8%	3%	6%
	Weighted counts	699	355	345	115	272	113	199	303	396	209	333	121	27	8	36
	Column Comparisons	-	B			d			a		B C D E	C D E	E	e		-
Fairly important	% within column	32%	27%	36%	31%	32%	35%	31%	32%	32%	37%	39%	32%	19%	17%	18%
	Weighted counts	954	347	606	150	324	169	309	462	491	154	380	303	63	54	117
	Column Comparisons	-		A							D E	c D E	d E			-
Not very important	% within column	23%	23%	23%	23%	22%	24%	23%	24%	21%	11%	19%	29%	26%	27%	27%
	Weighted counts	682	294	389	111	220	116	236	357	325	46	186	280	87	84	171
	Column Comparisons	-										a	A B	A b	A b	-
Irrelevant	% within column	22%	23%	21%	21%	20%	19%	26%	23%	21%	2%	8%	27%	47%	53%	50%
	Weighted counts	658	291	366	102	201	91	263	344	314	10	74	254	155	165	320
	Column Comparisons	-										a	A B	A B C	A B C	-
NET: Important	% within column	55%	55%	56%	56%	59%	58%	50%	52%	58%	87%	73%	44%	27%	20%	24%
	Weighted counts	1,653	702	951	265	596	283	509	765	888	363	713	424	90	63	153
	Column Comparisons	-				d			a		B C D E	C D E	D E			-
NET: Unimportant	% within column	45%	45%	44%	44%	41%	42%	50%	48%	42%	13%	27%	56%	73%	80%	76%
	Weighted counts	1,340	585	755	213	421	207	499	702	639	56	260	534	242	249	490
	Column Comparisons	-					b	b	b			A	A B	A B C	A B C	-
Effective Column n	% within column															
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339
Unweighted base	Column Comparisons															
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551
Weighted base	Column Comparisons															
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
QC4_6: Thinking about how you communicate with friends and family, how important to you is...		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Essential	Social media	23%	24%	18%	26%	25%	24%	27%	19%	23%	21%	27%	26%	25%	17%	**
	% within column	358	341	128	230	164	177	418	277	585	50	41	23	569	130	
	Weighted counts	-	-		c			B						b		
Fairly important	Column Comparisons	32%	32%	33%	31%	35%	29%	37%	26%	33%	27%	26%	31%	32%	30%	**
	% within column	503	450	231	273	231	219	574	374	823	64	39	28	727	225	
	Weighted counts	-	-					B								
Not very important	Column Comparisons	24%	21%	24%	25%	21%	21%	22%	23%	23%	23%	19%	23%	22%	26%	**
	% within column	387	295	169	218	137	158	340	339	578	55	29	20	491	191	
	Weighted counts	-	-													
Irrelevant	Column Comparisons	21%	23%	24%	19%	20%	26%	13%	32%	21%	29%	27%	21%	20%	27%	**
	% within column	337	320	170	167	130	191	200	458	529	70	40	19	458	198	
	Weighted counts	-	-					A						a		
NET: Important	Column Comparisons	54%	56%	51%	57%	60%	53%	65%	45%	56%	48%	54%	57%	58%	48%	**
	% within column	862	791	359	503	395	396	991	651	1,407	114	80	51	1,296	355	
	Weighted counts	-	-					B						B		
NET: Unimportant	Column Comparisons	46%	44%	49%	43%	40%	47%	35%	55%	44%	52%	46%	43%	42%	52%	**
	% within column	725	616	339	385	267	349	540	797	1,107	125	70	39	949	389	
	Weighted counts	-	-					A						A		
Effective Column n	% within column	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3
	Weighted counts															
Unweighted base	Column Comparisons	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5
	% within column	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5
Weighted base	Columns	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
QC4_6: Thinking about how you communicate with friends and family, how important to you is...		Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Essential	Social media											
	% within column	23%	23%	25%	26%	19%	22%	19%	27%	25%	4%	23%
	Weighted counts	37	662	91	91	123	109	51	234	691	6	699
Column Comparisons										B		-
Fairly important	% within column	28%	32%	28%	27%	35%	37%	42%	27%	33%	11%	32%
	Weighted counts	44	910	102	96	225	183	115	232	934	18	954
	Column Comparisons					f	b f	a b f		B		-
Not very important	% within column	21%	23%	23%	26%	24%	24%	18%	22%	24%	12%	23%
	Weighted counts	34	649	81	94	152	117	49	190	661	20	682
	Column Comparisons									b		-
Irrelevant	% within column	28%	22%	24%	21%	22%	17%	22%	24%	19%	74%	22%
	Weighted counts	44	614	86	74	141	86	61	210	526	126	658
	Column Comparisons										A	-
NET: Important	% within column	51%	55%	54%	53%	54%	59%	60%	54%	58%	14%	55%
	Weighted counts	81	1,572	193	187	348	292	166	466	1,625	24	1,653
	Column Comparisons									B		-
NET: Unimportant	% within column	49%	45%	46%	47%	46%	41%	40%	46%	42%	86%	45%
	Weighted counts	78	1,263	167	168	292	202	110	400	1,186	146	1,340
	Column Comparisons										A	-
Effective Column n												
Unweighted base	Weighted counts	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons											
Unweighted base		161	2,772	387	377	705	553	305	606	2,825	101	2,933
Weighted base		159	2,834	360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Essential	% within column	16%	18%	14%	13%	18%	15%	14%	15%	16%	27%	21%	10%	6%
	Weighted counts	465	228	237	64	183	75	143	221	244	113	209	100	21
	Column Comparisons	-	b								C D E	C D E		
Fairly important	% within column	29%	27%	30%	29%	28%	35%	26%	28%	30%	36%	39%	24%	15%
	Weighted counts	858	351	507	138	289	170	261	405	453	151	383	233	48
	Column Comparisons	-									C D E	C D E	d e	
Not very important	% within column	30%	28%	32%	32%	30%	25%	33%	31%	30%	27%	27%	36%	28%
	Weighted counts	911	361	550	152	306	123	330	455	457	112	263	348	94
	Column Comparisons	-											a b	
Irrelevant	% within column	25%	27%	24%	26%	23%	25%	27%	26%	24%	10%	12%	29%	51%
	Weighted counts	759	347	412	125	239	122	274	386	373	42	119	277	168
	Column Comparisons	-											A B	A B C
NET: Important	% within column	44%	45%	44%	42%	46%	50%	40%	43%	46%	63%	61%	35%	21%
	Weighted counts	1,322	579	744	202	472	245	404	626	697	264	592	333	70
	Column Comparisons	-					d				C D E	C D E	D E	
NET: Unimportant	% within column	56%	55%	56%	58%	54%	50%	60%	57%	54%	37%	39%	65%	79%
	Weighted counts	1,671	708	962	276	545	245	604	841	830	155	381	625	262
	Column Comparisons	-						c					A B	A B C
Effective Column n	% within column													
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183
Unweighted base	Column Comparisons													
		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Essential	% within column	7%	7%	17%	14%	17%	17%	13%	15%	18%	13%	16%	13%	17%
	Weighted counts	21	42	267	198	116	151	87	111	273	184	395	32	25
	Column Comparisons		-	-	-					b				
Fairly important	% within column	14%	14%	30%	27%	32%	29%	29%	25%	35%	22%	29%	24%	26%
	Weighted counts	43	91	481	377	226	256	189	188	544	314	736	58	38
	Column Comparisons		-	-	-					B				
Not very important	% within column	30%	29%	31%	30%	31%	31%	32%	28%	31%	30%	30%	31%	31%
	Weighted counts	95	189	492	420	217	275	210	210	476	431	761	74	47
	Column Comparisons		-	-	-									
Irrelevant	% within column	49%	50%	22%	29%	20%	23%	27%	32%	16%	36%	25%	32%	26%
	Weighted counts	153	321	346	413	140	207	177	236	239	518	623	75	39
	Column Comparisons	A B C	-	-	-				C d		A			
NET: Important	% within column	20%	21%	47%	41%	49%	46%	42%	40%	53%	34%	45%	38%	42%
	Weighted counts	64	133	748	574	341	407	275	299	817	498	1,131	90	63
	Column Comparisons		-	-	-					B				
NET: Unimportant	% within column	80%	79%	53%	59%	51%	54%	58%	60%	47%	66%	55%	62%	58%
	Weighted counts	248	510	838	832	357	481	387	446	714	950	1,384	149	86
	Column Comparisons	A B C	-	-	-						A			
Effective Column n	% within column													
	Weighted counts	156	339	1,000	805	441	559	364	440	913	882	1,137	231	221
Unweighted base	Column Comparisons													
	Weighted counts	253	551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360
Weighted base	Column Comparisons													
	Weighted counts	312	644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		14%	17%	11%	**	14%	16%	12%	15%	12%	16%	22%	18%	16%
Essential	% within column	13	380	84		22	442	42	54	75	81	61	152	455
	Weighted counts		b									a c		b
	Column Comparisons													
% within column		28%	30%	25%	**	29%	29%	25%	26%	32%	32%	38%	24%	30%
Fairly important	Weighted counts	25	667	189		47	811	91	93	204	156	104	210	840
	Column Comparisons											a f		B
	% within column	33%	29%	35%	**	22%	31%	28%	32%	31%	33%	30%	29%	32%
Not very important	Weighted counts	30	650	261		35	877	100	114	199	164	82	252	886
	Column Comparisons			a										B
	% within column	24%	24%	28%	**	35%	25%	36%	26%	25%	19%	11%	29%	22%
Irrelevant	Weighted counts	22	547	210		55	704	128	94	163	93	29	252	631
	Column Comparisons					b		b c D E	d E	d E	e		d E	
	% within column	43%	47%	37%	**	43%	44%	37%	41%	43%	48%	60%	42%	46%
NET: Important	Weighted counts	38	1,047	273		69	1,254	132	147	278	238	165	362	1,295
	Column Comparisons		B								a	A B C d F		B
	% within column	57%	53%	63%	**	57%	56%	63%	59%	57%	52%	40%	58%	54%
NET: Unimportant	Weighted counts	52	1,197	471		90	1,581	228	208	362	257	111	504	1,517
	Column Comparisons			A				d E	E	E	e		E	
	% within column													
Effective Column n	Weighted counts	215	1,257	544	3	99	1,705	238	232	434	340	188	373	1,738
	Column Comparisons													
	% within column													
Unweighted base		350	2,044	884	5	161	2,772	387	377	705	553	305	606	2,825
Weighted base		90	2,245	744	5	159	2,834	360	355	640	495	276	866	2,812
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep &amp; Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		NET: Internet non-user	Total
	% within column	4%	16%
<b>Essential</b>	Weighted counts	8	465
	Column Comparisons		-
	% within column	10%	29%
<b>Fairly important</b>	Weighted counts	16	858
	Column Comparisons		-
	% within column	12%	30%
<b>Not very important</b>	Weighted counts	20	911
	Column Comparisons		-
	% within column	74%	25%
<b>Irrelevant</b>	Weighted counts	126	759
	Column Comparisons	A	-
	% within column	14%	44%
<b>NET: Important</b>	Weighted counts	24	1,322
	Column Comparisons		-
	% within column	86%	56%
<b>NET: Unimportant</b>	Weighted counts	146	1,671
	Column Comparisons	A	-
	% within column		
<b>Effective Column n</b>	Weighted counts	62	1,804
	Column Comparisons		
<b>Unweighted base</b>		101	2,933
<b>Weighted base</b>		170	2,993
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QC4_8: Thinking about how you communicate with friends and family, how important to you is...		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Instant messaging		32%	35%	30%	34%	37%	29%	29%	30%	35%	55%	49%	22%	12%	6%	9%	34%
<b>Essential</b>	<i>% within column</i>																
	<i>Weighted counts</i>	969	450	519	163	372	142	292	438	531	228	477	207	38	18	56	544
	<i>Column Comparisons</i>	-	b			d			a		C D E	C D E	d E			-	-
<b>Fairly important</b>	<i>% within column</i>	29%	28%	31%	27%	28%	34%	29%	31%	28%	33%	35%	31%	20%	14%	17%	30%
	<i>Weighted counts</i>	882	358	524	127	289	168	297	460	421	138	339	295	65	44	109	483
	<i>Column Comparisons</i>	-									d E	D E	d E			-	-
<b>Not very important</b>	<i>% within column</i>	18%	15%	19%	20%	17%	16%	17%	17%	18%	11%	11%	23%	23%	24%	23%	16%
	<i>Weighted counts</i>	526	195	331	96	176	78	176	254	273	46	109	221	75	76	150	248
	<i>Column Comparisons</i>	-		a									A B	a B	A B	-	-
<b>Irrelevant</b>	<i>% within column</i>	21%	22%	19%	19%	18%	21%	24%	21%	20%	1%	5%	25%	46%	56%	51%	20%
	<i>Weighted counts</i>	616	285	332	91	180	103	243	315	302	6	47	235	154	174	327	311
	<i>Column Comparisons</i>	-						b				a	A B	A B C	A B C	-	-
<b>NET: Important</b>	<i>% within column</i>	62%	63%	61%	61%	65%	63%	58%	61%	62%	87%	84%	52%	31%	20%	26%	65%
	<i>Weighted counts</i>	1,850	807	1,043	291	661	310	589	898	952	367	816	502	104	62	166	1,027
	<i>Column Comparisons</i>	-									C D E	C D E	D E	e		-	-
<b>NET: Unimportant</b>	<i>% within column</i>	38%	37%	39%	39%	35%	37%	42%	39%	38%	13%	16%	48%	69%	80%	74%	35%
	<i>Weighted counts</i>	1,143	480	663	187	356	180	419	568	574	52	156	456	228	249	478	559
	<i>Column Comparisons</i>	-											A B	A B C	A B C d	-	-
<b>Effective Column n</b>	<i>% within column</i>																
	<i>Weighted counts</i>	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
<b>Unweighted base</b>	<i>Column Comparisons</i>																
	<i>Weighted counts</i>	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
<b>Weighted base</b>	<i>Column Comparisons</i>																
	<i>Weighted counts</i>	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
								NET: Engl- and	NET: Scotl- and	N.				Unkn- own	Yes – I am house- bound	No – I am not house- bound	
QC4_8: Thinking about how you communicate with friends and family, how important to you is...		C2DE	AB	C1	C2	DE	Work- ing	Not working									
Essential	Instant messaging	30%	33%	36%	32%	29%	39%	26%	33%	28%	32%	34%	35%	23%	**	25%	33%
	% within column	425	227	317	212	213	592	371	823	68	48	30	792	174		39	930
	Weighted counts	-					B					B					
Fairly important	Column Comparisons	28%	31%	30%	30%	26%	34%	25%	30%	24%	25%	29%	30%	27%	**	28%	30%
	% within column	398	216	267	201	197	516	361	760	59	37	26	677	204		45	836
	Weighted counts	-					B										
Not very important	Column Comparisons	20%	14%	17%	21%	19%	17%	18%	18%	19%	15%	19%	15%	25%	**	18%	18%
	% within column	278	101	147	140	138	265	259	441	46	23	17	340	186		29	497
	Weighted counts	-											A				
Irrelevant	Column Comparisons	22%	22%	18%	16%	26%	10%	32%	19%	28%	28%	19%	19%	24%	**	28%	20%
	% within column	305	155	157	109	196	158	457	489	68	42	17	436	180		45	571
	Weighted counts	-				d e		A									
NET: Important	Column Comparisons	59%	63%	66%	62%	55%	72%	51%	63%	53%	57%	62%	65%	51%	**	53%	62%
	% within column	823	443	584	413	410	1,108	732	1,583	126	85	56	1,469	378		84	1,766
	Weighted counts	-	f	f			B					B					
NET: Unimportant	Column Comparisons	41%	37%	34%	38%	45%	28%	49%	37%	47%	43%	38%	35%	49%	**	47%	38%
	% within column	583	255	304	249	335	423	716	931	113	65	34	776	366		75	1,068
	Weighted counts	-				c d		A					A				
Effective Column n	Column Comparisons																
	% within column	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
Unweighted base	Weighted counts																
	Column Comparisons	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
Weighted base	Weighted counts	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
	Column Comparisons	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep &amp; Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							Total	
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £000+ per year	I don't know/ I prefer not to answer	NET: Internet user		
QC4_8: Thinking about how you communicate with friends and family, how important to you is...	Instant messaging	29%	26%	28%	36%	43%	34%	34%	7%	32%
Essential	% within column	103	92	182	178	120	294	955	12	969
	Weighted counts									
	Column Comparisons				b	a B C		B		-
Fairly important	% within column	29%	24%	31%	32%	32%	29%	31%	9%	29%
	Weighted counts	103	86	196	160	87	249	865	15	882
	Column Comparisons							B		-
Not very important	% within column	18%	25%	20%	16%	13%	15%	18%	9%	18%
	Weighted counts	65	88	130	81	35	128	510	15	526
	Column Comparisons		e f					b		-
Irrelevant	% within column	25%	25%	21%	15%	12%	23%	17%	75%	21%
	Weighted counts	89	89	133	76	34	196	481	128	616
	Column Comparisons	d e	d e	e			d e		A	-
NET: Important	% within column	57%	50%	59%	68%	75%	63%	65%	16%	62%
	Weighted counts	206	178	378	338	207	542	1,820	27	1,850
	Column Comparisons			b	a B c	A B C f	b	B		-
NET: Unimportant	% within column	43%	50%	41%	32%	25%	37%	35%	84%	38%
	Weighted counts	154	177	262	157	69	324	991	143	1,143
	Column Comparisons	d E	c D E f	d E			e		A	-
Effective Column n	% within column									
	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
Column Comparisons										
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Essential	% within column	12%	12%	12%	10%	14%	13%	11%	11%	13%	20%	17%	10%	4%	2%	3%	13%
	Weighted counts	363	151	212	46	142	65	110	162	201	82	168	92	13	8	21	206
	Column Comparisons	-									C D E	C D E	d e			-	-
Fairly important	% within column	35%	29%	39%	30%	34%	41%	34%	35%	34%	45%	42%	32%	24%	20%	22%	34%
	Weighted counts	1,040	368	672	142	348	203	347	516	524	190	405	303	79	63	142	532
	Column Comparisons	-		A			a				C D E	C D E	e			-	-
Not very important	% within column	29%	25%	32%	37%	29%	24%	27%	31%	27%	23%	28%	32%	30%	30%	30%	31%
	Weighted counts	866	324	541	176	299	119	271	455	411	94	272	307	99	94	193	485
	Column Comparisons	-		a	b c d											-	-
Irrelevant	% within column	24%	34%	16%	24%	22%	21%	28%	23%	26%	13%	13%	27%	42%	47%	45%	23%
	Weighted counts	725	444	281	113	228	103	280	333	391	53	128	256	141	147	288	363
	Column Comparisons	-	B										A B	A B C	A B C	-	-
NET: Important	% within column	47%	40%	52%	39%	48%	55%	45%	46%	47%	65%	59%	41%	28%	23%	25%	47%
	Weighted counts	1,403	519	884	189	490	268	456	678	724	272	573	395	92	70	163	738
	Column Comparisons	-		A		a	A d				C D E	C D E	d E			-	-
NET: Unimportant	% within column	53%	60%	48%	61%	52%	45%	55%	54%	53%	35%	41%	59%	72%	77%	75%	53%
	Weighted counts	1,590	768	822	289	527	222	552	788	802	147	399	563	240	241	481	848
	Column Comparisons	-	B		b C			c					A B	A B c	A B C	-	-
Effective Column n	% within column																
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156	339	1,000
Unweighted base	% within column																
	Weighted counts	2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253	551	1,625
Weighted base	% within column																
	Weighted counts	2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312	644	1,586
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Essential</b>	% within column	11%	14%	12%	12%	10%	14%	10%	13%	7%	13%	12%	13%	9%	**	18%	12%
	Weighted counts	157	100	106	79	78	220	139	315	18	19	11	297	66		28	335
	Column Comparisons	-					b						b				
<b>Fairly important</b>	% within column	36%	32%	35%	40%	33%	39%	30%	35%	30%	34%	30%	35%	35%	**	34%	35%
	Weighted counts	508	225	307	262	246	603	434	891	71	51	27	778	261		55	985
	Column Comparisons	-					B										
<b>Not very important</b>	% within column	27%	29%	32%	26%	28%	29%	28%	29%	27%	29%	32%	27%	33%	**	22%	29%
	Weighted counts	380	205	281	171	210	448	412	727	66	44	29	615	249		35	831
	Column Comparisons	-											a				
<b>Irrelevant</b>	% within column	26%	24%	22%	23%	28%	17%	32%	23%	35%	24%	25%	25%	23%	**	26%	24%
	Weighted counts	362	169	194	151	211	261	463	581	84	36	23	555	168		41	683
	Column Comparisons	-					A			a c							
<b>NET: Important</b>	% within column	47%	47%	47%	51%	44%	54%	40%	48%	37%	47%	42%	48%	44%	**	52%	47%
	Weighted counts	665	325	413	341	324	822	573	1,206	89	70	38	1,075	327		82	1,320
	Column Comparisons	-					B										
<b>NET: Unimportant</b>	% within column	53%	53%	53%	49%	56%	46%	60%	52%	63%	53%	58%	52%	56%	**	48%	53%
	Weighted counts	742	373	475	322	421	709	875	1,308	150	80	52	1,170	417		76	1,514
	Column Comparisons	-					A										
<b>Effective Column n</b>																	
<b>Unweighted base</b>	Weighted counts	805	441	559	364	440	913	882	1,137	231	221	215	1,257	544	3	99	1,705
	Column Comparisons																
<b>Unweighted base</b>		1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044	884	5	161	2,772
<b>Weighted base</b>		1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245	744	5	159	2,834
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage		Total	
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet	% within column	15%	11%	10%	13%	16%	11%	13%	4%	12%
	Weighted counts	56	41	65	64	44	93	354	7	363
	Column Comparisons							b		-
	% within column	32%	36%	38%	39%	41%	28%	36%	10%	35%
Fairly important	Weighted counts	115	129	244	192	114	245	1,021	17	1,040
	Column Comparisons			f	f	f		B		-
	% within column	23%	27%	29%	33%	28%	30%	30%	11%	29%
Not very important	Weighted counts	81	97	187	162	76	262	846	18	866
	Column Comparisons							B		-
	% within column	30%	25%	23%	15%	15%	31%	21%	75%	24%
Irrelevant	Weighted counts	109	88	144	77	41	266	590	127	725
	Column Comparisons	c D E	d e	d e			c D E		A	-
	% within column	47%	48%	48%	52%	57%	39%	49%	14%	47%
NET: Important	Weighted counts	171	170	309	256	159	338	1,375	25	1,403
	Column Comparisons			f	f	F		B		-
	% within column	53%	52%	52%	48%	43%	61%	51%	86%	53%
NET: Unimportant	Weighted counts	190	185	331	239	118	528	1,436	145	1,590
	Column Comparisons						c d E		A	-
	% within column									
Effective Column n	Weighted counts	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons									
Unweighted base		387	377	705	553	305	606	2,825	101	2,933
Weighted base		360	355	640	495	276	866	2,812	170	2,993
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Jul, Sep & Nov 2017, Jan, Mar, May 2018)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## **Section D: Volume and Use of Postal Services - Sending**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	52%	56%	48%	53%	50%	50%	53%	58%	46%	67%	56%	50%	39%
	Weighted counts	3,077	1,438	1,639	761	764	737	815	1,687	1,390	559	1,081	955	262
	Column Comparisons	-	B						B		B C D E	c D E	D E	
1 or 2	% within column	27%	23%	30%	28%	24%	25%	29%	24%	30%	23%	27%	28%	29%
	Weighted counts	1,592	587	1,004	404	368	372	448	687	904	192	518	532	193
	Column Comparisons	-		A				b		A				
3 or 4	% within column	10%	10%	10%	11%	9%	9%	11%	8%	12%	5%	8%	9%	15%
	Weighted counts	586	247	340	151	139	129	167	236	351	42	158	172	101
	Column Comparisons	-								A		a	a	A B c
5 to 10	% within column	7%	7%	8%	5%	10%	9%	5%	7%	8%	4%	6%	8%	8%
	Weighted counts	432	171	261	73	161	127	71	190	241	31	113	153	55
	Column Comparisons	-				A D	a d						a	a
11 to 20	% within column	2%	2%	2%	1%	3%	3%	1%	2%	2%	1%	2%	2%	4%
	Weighted counts	122	53	69	17	52	38	15	59	63	8	29	48	26
	Column Comparisons	-				a D	d							a b
21+	% within column	3%	2%	3%	1%	3%	5%	1%	2%	3%	0%	2%	2%	5%
	Weighted counts	149	64	85	18	51	71	9	59	91	1	37	48	35
	Column Comparisons	-				a D	A D					a	A	A B c
NET: Any Sent	% within column	48%	44%	52%	47%	50%	50%	47%	42%	54%	33%	44%	50%	61%
	Weighted counts	2,881	1,122	1,759	663	771	738	709	1,231	1,650	274	854	953	411
	Column Comparisons	-		A						A		A	A b	A B C
Effective Column n	% within column													
	Weighted counts	3,586	893	2,694	858	926	884	918	1,721	1,865	515	1,233	1,146	382
Column Comparisons														
Average		2.6	2.4	2.7	1.8	3.3	3.7	1.5	2.3	2.9	.9	2.1	2.8	4.2
Standard Deviation		7.6	7.4	7.8	5.2	9.4	9.9	4.0	7.5	7.7	2.2	7.0	7.6	9.7
Unweighted base		5,834	1,452	4,382	1,395	1,507	1,438	1,494	2,800	3,034	838	2,005	1,865	621
Weighted base		5,958	2,560	3,397	1,424	1,535	1,475	1,524	2,917	3,041	834	1,934	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QD1_1: Items sent in the last month...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Invitations/ greetings cards/ postcards														
% within column		36%	38%	47%	57%	43%	50%	53%	61%	52%	51%	51%	55%	54%
Weighted counts		220	481	1,482	1,595	584	898	682	913	1,609	1,454	2,540	261	161
Column Comparisons														
0														
% within column		26%	27%	28%	25%	29%	27%	27%	24%	28%	26%	27%	23%	22%
Weighted counts		156	350	887	704	397	490	347	357	847	735	1,372	111	66
Column Comparisons														
1 or 2														
% within column		19%	17%	11%	8%	12%	11%	10%	7%	9%	11%	10%	10%	11%
Weighted counts		114	215	355	232	166	188	128	104	270	315	499	48	32
Column Comparisons		A B C	-	-	-	F	f				a		d	D
3 or 4														
% within column		13%	11%	8%	6%	9%	7%	7%	6%	7%	7%	7%	6%	8%
Weighted counts		80	135	253	179	121	131	85	95	227	204	374	27	24
Column Comparisons		A B c	-	-	-									
5 to 10														
% within column		2%	3%	2%	2%	3%	2%	2%	1%	2%	2%	2%	2%	3%
Weighted counts		10	37	77	45	44	33	28	17	59	62	97	12	9
Column Comparisons														
11 to 20														
% within column		5%	5%	3%	2%	4%	3%	2%	1%	2%	3%	2%	4%	2%
Weighted counts		29	64	102	47	53	49	28	19	54	95	123	18	6
Column Comparisons		A b c	-	-	-	f					a			
21+														
% within column		64%	62%	53%	43%	57%	50%	47%	39%	48%	49%	49%	45%	46%
Weighted counts		389	800	1,674	1,207	781	893	615	592	1,456	1,410	2,465	216	137
Column Comparisons		A B C	-	-	-	d E F	F	f				d	d	d
NET: Any Sent														
% within column														
Effective Column n														
Weighted counts		310	692	1,988	1,598	875	1,113	716	882	1,831	1,735	2,252	459	443
Column Comparisons														
Average		4.1	4.1	3.1	2.0	3.7	2.7	2.4	1.7	2.3	2.9	2.5	3.3	2.7
Standard Deviation		10.5	10.1	8.6	6.3	9.7	7.7	6.7	5.9	6.5	8.7	7.2	10.1	10.4
Unweighted base		505	1,125	3,234	2,600	1,424	1,810	1,165	1,435	2,979	2,823	3,663	746	721
Weighted base		609	1,281	3,156	2,802	1,365	1,791	1,297	1,505	3,065	2,864	5,004	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QD1_1: Items sent in the last month...		Internet non-user	Total
Invitations/ greetings cards/ postcards			
<b>0</b>	% within column	51%	<b>52%</b>
	Weighted counts	171	<b>3,077</b>
	Column Comparisons		-
<b>1 or 2</b>	% within column	20%	<b>27%</b>
	Weighted counts	67	<b>1,592</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	17%	<b>10%</b>
	Weighted counts	56	<b>586</b>
	Column Comparisons	A	-
<b>5 to 10</b>	% within column	8%	<b>7%</b>
	Weighted counts	28	<b>432</b>
	Column Comparisons		-
<b>11 to 20</b>	% within column	2%	<b>2%</b>
	Weighted counts	6	<b>122</b>
	Column Comparisons		-
<b>21+</b>	% within column	2%	<b>3%</b>
	Weighted counts	6	<b>149</b>
	Column Comparisons		-
<b>NET: Any Sent</b>	% within column	49%	<b>48%</b>
	Weighted counts	162	<b>2,881</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
		Column Comparisons	
<b>Average</b>		2.0	<b>2.6</b>
<b>Standard Deviation</b>		4.1	<b>7.6</b>
<b>Unweighted base</b>		191	<b>5,834</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,958	2,560	3,397	1,424	1,535	1,475	1,524	2,917	3,041	834	1,934	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,156	2,802	1,365	1,791	1,297	1,505	3,065	2,864	5,004	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards <b>Weighted base</b> <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	179	4,448	1,498	12	297	5,661	779	803	1,199	1,027	533	1,618	5,610
	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet	
	usage	
	NET:	
QD1_1: Items sent in the last month...	Internet	
Invitations/ greetings cards/ postcards	non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,958</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_2: Items sent in the last month...		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	72%	79%	66%	71%	73%	69%	73%	71%	73%	75%	71%	75%	67%
	Weighted counts	4,270	2,034	2,236	1,011	1,126	1,021	1,112	2,063	2,206	622	1,373	1,429	451
	Column Comparisons	-	B								d e	e	b d E	
1 or 2	% within column	21%	16%	25%	20%	20%	22%	22%	21%	22%	19%	21%	19%	26%
	Weighted counts	1,267	413	854	289	314	330	334	609	658	160	406	359	173
	Column Comparisons	-		A										a c
3 or 4	% within column	4%	3%	5%	4%	4%	5%	3%	5%	3%	4%	4%	4%	6%
	Weighted counts	239	70	169	61	54	73	51	136	104	33	69	71	41
	Column Comparisons	-		A										
5 - 10	% within column	3%	2%	3%	4%	2%	3%	2%	3%	2%	2%	4%	2%	1%
	Weighted counts	155	39	116	51	34	41	29	93	62	15	76	41	9
	Column Comparisons	-		A					b					
11 to 20	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	16	3	13	9	6	2	0	12	4	3	6	5	0
	Column Comparisons	-												
21 +	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	14	4	9	4	2	7	1	8	6	2	6	4	0
	Column Comparisons	-												
Net: Any sent	% within column	28%	21%	34%	29%	27%	31%	27%	29%	27%	25%	29%	25%	33%
	Weighted counts	1,691	529	1,162	414	409	454	415	857	834	212	565	479	222
	Column Comparisons	-		A								c		a c
Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Average	Column Comparisons													
		.7	.5	.9	.9	.7	.8	.6	.8	.6	.6	.9	.6	.7
Standard Deviation		2.3	1.9	2.6	2.5	2.1	2.9	1.5	2.6	2.0	1.9	2.9	2.0	1.4
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QD1_2: Items sent in the last month...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Personal letters														
<b>0</b>	% within column	65%	66%	71%	73%	68%	73%	70%	75%	71%	73%	71%	71%	74%
	Weighted counts	395	847	2,231	2,039	931	1,299	913	1,126	2,174	2,078	3,562	339	222
	Column Comparisons			-	-				c					
<b>1 or 2</b>	% within column	28%	27%	22%	20%	24%	21%	21%	19%	21%	21%	22%	21%	18%
	Weighted counts	169	340	708	559	327	381	275	284	653	608	1,088	102	55
	Column Comparisons	a b C	-	-	-								d	d
<b>3 or 4</b>	% within column	4%	5%	4%	4%	5%	4%	4%	4%	4%	4%	4%	5%	6%
	Weighted counts	26	67	128	111	65	64	50	61	133	105	196	23	17
	Column Comparisons		-	-	-									
<b>5 - 10</b>	% within column	2%	2%	2%	3%	2%	2%	4%	2%	3%	2%	3%	2%	1%
	Weighted counts	14	23	72	83	32	40	52	31	88	63	135	12	4
	Column Comparisons		-	-	-									
<b>11 to 20</b>	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	3	11	5	7	5	5	0	10	6	15	1	1
	Column Comparisons		-	-	-									
<b>21 +</b>	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	2	9	5	6	3	2	2	10	4	13	1	0
	Column Comparisons		-	-	-									
<b>Net: Any sent</b>	% within column	35%	34%	29%	27%	32%	27%	30%	25%	29%	27%	29%	29%	26%
	Weighted counts	213	434	928	763	437	492	385	378	894	786	1,445	138	76
	Column Comparisons	a b C	-	-	-	f						d	D	d
<b>Total</b>	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Effective Column n</b>	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
<b>Average</b>	Column Comparisons													
		.9	.8	.8	.7	.9	.7	.8	.6	.8	.6	.8	.7	.6
<b>Standard Deviation</b>		2.5	2.0	2.6	1.9	3.3	2.0	2.2	1.6	2.8	1.7	2.4	2.3	1.4
<b>Unweighted base</b>		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
<b>Weighted base</b>		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income						QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 – £17,499 per year	£17,500 – £29,999 per year	£30,000 – £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_2: Items sent in the last month...		N. Ireland	Urban	Rural	Unknown									
0	Personal letters	83%	72%	70%	**	51%	73%	73%	68%	70%	68%	70%	77%	72%
	% within column													
	Weighted counts	148	3,208	1,053		152	4,118	566	544	840	699	375	1,246	4,026
	Column Comparisons	a B c					A						b c d	
1 or 2	Personal letters	12%	21%	22%	**	34%	21%	19%	25%	23%	24%	21%	17%	21%
	% within column													
	Weighted counts	22	934	332		101	1,166	150	200	280	246	110	280	1,184
	Column Comparisons					B		f	f	f				
3 or 4	Personal letters	2%	4%	5%	**	6%	4%	6%	4%	4%	4%	4%	3%	4%
	% within column													
	Weighted counts	4	171	69		17	223	46	36	43	41	23	51	222
	Column Comparisons													
5 - 10	Personal letters	2%	3%	3%	**	9%	2%	2%	3%	3%	4%	4%	2%	3%
	% within column													
	Weighted counts	4	115	39		27	128	15	21	30	37	21	31	154
	Column Comparisons					B							b	
11 to 20	Personal letters	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	1%	0%	0%
	% within column													
	Weighted counts	0	13	3		1	15	1	1	6	0	4	4	14
	Column Comparisons													
21 +	Personal letters	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	% within column													
	Weighted counts	0	10	3		0	13	1	1	1	3	2	6	13
	Column Comparisons													
Net: Any sent	Personal letters	17%	28%	30%	**	49%	27%	27%	32%	30%	32%	30%	23%	28%
	% within column													
	Weighted counts	31	1,244	445		145	1,546	213	259	360	327	161	372	1,587
	Column Comparisons					B		f	f	f				
Total	Personal letters	100%	100%	100%	**	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% within column													
	Weighted counts	179	4,451	1,498		297	5,664	779	803	1,199	1,027	536	1,618	5,613
	Column Comparisons	-	-	-		-	-	-	-	-	-	-	-	-
Effective Column n	Personal letters													
	% within column													
	Weighted counts	433	2,475	1,105	7	197	3,389	487	499	815	698	382	706	3,462
	Column Comparisons													
Average		.5	.7	.7	.7	1.4	.7	.7	.7	.7	.8	1.0	.7	.7

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QD1_2: Items sent in the last month...		Internet	
Personal letters		non-user	Total
<b>0</b>	% within column	71%	<b>72%</b>
	Weighted counts	237	<b>4,270</b>
	Column Comparisons	-	-
<b>1 or 2</b>	% within column	23%	<b>21%</b>
	Weighted counts	75	<b>1,267</b>
	Column Comparisons	-	-
<b>3 or 4</b>	% within column	5%	<b>4%</b>
	Weighted counts	17	<b>239</b>
	Column Comparisons	-	-
<b>5 - 10</b>	% within column	0%	<b>3%</b>
	Weighted counts	2	<b>155</b>
	Column Comparisons	-	-
<b>11 to 20</b>	% within column	1%	<b>0%</b>
	Weighted counts	2	<b>16</b>
	Column Comparisons	-	-
<b>21 +</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>14</b>
	Column Comparisons	-	-
<b>Net: Any sent</b>	% within column	29%	<b>28%</b>
	Weighted counts	96	<b>1,691</b>
	Column Comparisons	-	-
<b>Total</b>	% within column	<b>100%</b>	<b>100%</b>
	Weighted counts	<b>333</b>	<b>5,961</b>
	Column Comparisons	-	-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
	Column Comparisons		
<b>Average</b>		.6	<b>.7</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_2: Items sent in the last month...	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Personal letters													
<b>Standard Deviation</b>	2.3	1.9	2.6	2.5	2.1	2.9	1.5	2.6	2.0	1.9	2.9	2.0	1.4
<b>Unweighted base</b>	5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_2: Items sent in the last month...	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Personal letters</b>													
<b>Standard Deviation</b>	2.5	2.0	2.6	1.9	3.3	2.0	2.2	1.6	2.8	1.7	2.4	2.3	1.4
<b>Unweighted base</b>	505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
<b>Weighted base</b>	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
<b>Columns</b>	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N.				Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_2: Items sent in the last month...													
Personal letters													
<b>Standard Deviation</b>	1.8	2.4	2.1	1.7	2.5	2.3	1.8	2.0	1.9	2.6	3.0	2.5	2.3
<b>Unweighted base</b>	704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148	5,633
<b>Weighted base</b>	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
<b>Columns</b>	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics		
QJ2:		
Internet usage		
NET:		
Internet		
	non-user	Total
QD1_2: Items sent in the last month...		
Personal letters		
<b>Standard Deviation</b>	1.8	<b>2.3</b>
<b>Unweighted base</b>	191	<b>5,835</b>
<b>Weighted base</b>	333	<b>5,961</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_3: Items sent in the last month... Formal letters to organisations or individuals		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	60%	65%	56%	55%	57%	65%	61%	59%	61%	67%	57%	56%	65%
	Weighted counts	3,557	1,667	1,889	781	877	962	937	1,710	1,847	560	1,096	1,076	435
	Column Comparisons	-	B				A B	a			B C			b c
1 or 2	% within column	29%	25%	32%	30%	29%	27%	30%	30%	28%	25%	31%	31%	24%
	Weighted counts	1,731	628	1,103	432	452	392	454	883	848	205	606	592	165
	Column Comparisons	-		A								a d	a d	
3 or 4	% within column	7%	6%	7%	9%	7%	5%	5%	6%	7%	5%	6%	7%	8%
	Weighted counts	388	165	224	127	106	72	83	187	201	45	118	137	51
	Column Comparisons	-			c d									
5 to 10	% within column	4%	3%	5%	5%	5%	3%	3%	4%	4%	2%	5%	4%	3%
	Weighted counts	233	77	156	68	80	46	40	110	123	20	93	85	20
	Column Comparisons	-		a	d	c d								
11 to 20	% within column	1%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%
	Weighted counts	35	14	21	14	15	2	4	20	15	3	13	12	3
	Column Comparisons	-			c	c								
21+	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
	Weighted counts	17	12	5	2	4	2	9	9	8	1	11	5	0
	Column Comparisons	-												
Net: Any sent	% within column	40%	35%	44%	45%	43%	35%	39%	41%	39%	33%	43%	44%	35%
	Weighted counts	2,404	896	1,508	643	658	513	590	1,211	1,194	274	842	831	239
	Column Comparisons	-		A	C d	C						A d e	A d e	
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Average	Column Comparisons													
	% within column	1.2	1.2	1.2	1.3	1.3	.9	1.4	1.3	1.1	.9	1.6	1.2	.8
Standard Deviation		5.9	7.6	4.1	3.5	3.0	4.9	9.6	7.2	4.3	6.3	8.8	3.1	1.7
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_3: Items sent in the last month... Formal letters to organisations or individuals		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	% within column	64%	64%	58%	61%	52%	63%	59%	64%	56%	64%	59%	59%	58%
	Weighted counts	390	823	1,837	1,719	711	1,126	762	957	1,722	1,820	2,974	283	174
	Column Comparisons	b c	-	-	-		C	c	C		A			
1 or 2	% within column	27%	26%	29%	29%	32%	27%	32%	27%	32%	26%	29%	28%	30%
	Weighted counts	163	327	919	812	441	478	413	399	967	756	1,469	132	91
	Column Comparisons		-	-	-	d f		d f		B				d
3 or 4	% within column	6%	7%	7%	5%	8%	7%	5%	6%	7%	6%	7%	7%	5%
	Weighted counts	38	88	235	154	115	120	67	86	202	185	334	32	16
	Column Comparisons		-	-	-									
5 to 10	% within column	2%	3%	4%	3%	6%	3%	3%	3%	5%	3%	4%	5%	5%
	Weighted counts	15	35	135	98	80	56	45	52	144	85	186	25	15
	Column Comparisons		-	-	-	d				b				
11 to 20	% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%
	Weighted counts	3	6	22	13	13	10	8	4	22	13	30	4	1
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	11	7	8	2	1	6	13	5	15	1	1
	Column Comparisons		-	-	-									
Net: Any sent	% within column	36%	36%	42%	39%	48%	37%	41%	36%	44%	36%	41%	41%	42%
	Weighted counts	219	458	1,322	1,083	657	665	535	548	1,346	1,044	2,033	194	124
	Column Comparisons		-	-	-	D e F				B			d	D
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
Column Comparisons														
Average		.9	.9	1.4	1.0	1.9	1.0	1.1	1.0	1.5	.9	1.2	1.3	1.2
Standard Deviation		2.7	2.2	7.1	4.1	10.3	2.7	5.2	2.9	7.9	2.2	6.2	4.2	4.1
Unweighted base		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
Weighted base		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_3: Items sent in the last month... Formal letters to organisations or individuals		N. Ireland	Urban	Rural	Unknown									
0	% within column	70%	59%	60%	**	51%	60%	61%	61%	59%	52%	48%	67%	59%
	Weighted counts	125	2,646	902		150	3,407	478	486	712	534	258	1,088	3,295
	Column Comparisons	b C					a	d E	d E	d E			b c D E	
1 or 2	% within column	22%	29%	29%	**	31%	29%	28%	30%	30%	33%	35%	24%	30%
	Weighted counts	39	1,298	430		92	1,639	217	238	361	344	187	384	1,663
	Column Comparisons									f	F	f		b
3 or 4	% within column	4%	7%	6%	**	11%	6%	6%	6%	6%	9%	8%	5%	7%
	Weighted counts	7	294	95		33	356	49	51	75	88	43	82	376
	Column Comparisons					b								b
5 to 10	% within column	4%	4%	4%	**	7%	4%	3%	3%	4%	5%	7%	3%	4%
	Weighted counts	7	172	61		22	211	27	25	46	48	36	50	226
	Column Comparisons					b								
11 to 20	% within column	0%	1%	1%	**	0%	1%	1%	0%	0%	1%	1%	0%	1%
	Weighted counts	1	24	11		0	35	6	1	4	10	6	8	35
	Column Comparisons													
21+	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	0	17	0		0	17	2	1	0	3	6	6	17
	Column Comparisons											c		
Net: Any sent	% within column	30%	41%	40%	**	49%	40%	39%	39%	41%	48%	52%	33%	41%
	Weighted counts	54	1,805	596		147	2,258	300	317	488	492	278	530	2,318
	Column Comparisons					b			f	f	a b c F	A B C F		B
Effective Column n	% within column													
	Weighted counts	433	2,475	1,105	7	197	3,389	487	499	815	698	382	706	3,462
Average	Column Comparisons													
		.8	1.3	1.0	.3	1.2	1.2	1.0	1.1	.9	1.3	3.0	.9	1.3
Standard Deviation		1.8	6.7	2.2	.5	1.9	6.0	2.9	6.4	2.0	3.0	16.3	2.6	6.1
Unweighted base		704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148	5,633

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QD1_3: Items sent in the last month...		NET:	
Formal letters to organisations or individuals		Internet non-user	Total
<b>0</b>	% within column	77%	<b>60%</b>
	Weighted counts	255	<b>3,557</b>
	Column Comparisons	A	-
<b>1 or 2</b>	% within column	19%	<b>29%</b>
	Weighted counts	65	<b>1,731</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	2%	<b>7%</b>
	Weighted counts	7	<b>388</b>
	Column Comparisons		-
<b>5 to 10</b>	% within column	2%	<b>4%</b>
	Weighted counts	6	<b>233</b>
	Column Comparisons		-
<b>11 to 20</b>	% within column	0%	<b>1%</b>
	Weighted counts	0	<b>35</b>
	Column Comparisons		-
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>17</b>
	Column Comparisons		-
<b>Net: Any sent</b>	% within column	23%	<b>40%</b>
	Weighted counts	78	<b>2,404</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
	Column Comparisons		
<b>Average</b>		.5	<b>1.2</b>
<b>Standard Deviation</b>		1.2	<b>5.9</b>
<b>Unweighted base</b>		191	<b>5,835</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_3: Items sent in the last month... Formal letters to organisations or individuals	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_3: Items sent in the last month... Formal letters to organisations or individuals	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_3: Items sent in the last month... Formal letters to organisations or individuals	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am houseb- ound	No – I am not houseb- ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QD1_3: Items sent in the last month...	NET:	
Formal letters to organisations or individuals	Internet non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,961</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	74%	76%	73%	73%	72%	77%	73%	76%	77%	71%	77%	74%	
	Weighted counts	4,436	1,948	2,488	1,035	1,099	1,130	1,171	2,119	2,317	638	1,379	1,477	498
	Column Comparisons	-					b	b		a		b		
1 or 2	% within column	19%	19%	19%	20%	20%	18%	18%	20%	18%	16%	21%	17%	22%
	Weighted counts	1,139	489	650	285	305	272	277	589	550	135	404	330	148
	Column Comparisons	-												
3 or 4	% within column	4%	4%	4%	4%	5%	3%	3%	4%	4%	5%	4%	3%	3%
	Weighted counts	234	93	141	64	79	46	45	126	108	41	85	55	21
	Column Comparisons	-												
5 to 10	% within column	2%	1%	3%	2%	3%	2%	2%	2%	2%	2%	3%	2%	1%
	Weighted counts	128	26	102	32	46	24	26	71	57	15	61	39	6
	Column Comparisons	-		A										
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	19	8	11	6	4	2	7	14	5	6	5	6	0
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	6	0	6	3	1	1	1	2	4	0	4	0	0
	Column Comparisons	-												
Net: Any sent	% within column	26%	24%	27%	27%	28%	23%	23%	27%	24%	23%	29%	23%	26%
	Weighted counts	1,525	616	909	389	436	345	356	802	724	196	559	431	175
	Column Comparisons	-				c d			b		c			
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
	Column Comparisons													
Average		.6	.5	.7	.7	.7	.5	.5	.7	.6	.6	.8	.5	.4
Standard Deviation		2.0	1.4	2.4	2.4	1.8	2.2	1.7	2.2	1.9	1.8	2.8	1.6	1.0
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QD1_4: Items sent in the last month...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	Payments for bills/ invoices/ statements													
	% within column	73%	73%	74%	75%	71%	77%	72%	77%	72%	78%	74%	77%	79%
	Weighted counts	443	941	2,341	2,095	965	1,376	935	1,160	2,204	2,220	3,697	369	236
	Column Comparisons		-	-	-		c e		c e		A			
1 or 2	% within column	20%	21%	19%	19%	21%	18%	20%	18%	21%	17%	20%	15%	15%
	Weighted counts	123	271	614	526	293	321	257	269	630	498	986	74	44
	Column Comparisons		-	-	-					b				
3 or 4	% within column	5%	4%	4%	4%	4%	4%	5%	3%	4%	3%	4%	3%	3%
	Weighted counts	31	53	122	112	53	68	63	49	131	99	204	15	10
	Column Comparisons		-	-	-									
5 to 10	% within column	1%	1%	2%	2%	3%	1%	3%	2%	3%	1%	2%	3%	3%
	Weighted counts	7	13	66	62	41	25	38	24	87	39	102	13	9
	Column Comparisons		-	-	-					b				
11 to 20	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
	Weighted counts	2	2	11	8	11	0	5	3	13	5	12	7	0
	Column Comparisons		-	-	-	d							a	
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	2	6	0	5	1	0	0	3	2	6	0	0
	Column Comparisons		-	-	-									
Net: Any sent	% within column	27%	27%	26%	25%	29%	23%	28%	23%	28%	22%	26%	23%	21%
	Weighted counts	165	340	818	707	403	415	362	345	865	644	1,310	108	62
	Column Comparisons		-	-	-	d f		d f		B				
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
	Column Comparisons													
Average		.6	.5	.7	.6	.9	.5	.7	.5	.7	.5	.6	.7	.5
Standard Deviation		1.6	1.3	2.4	1.6	3.3	1.3	1.7	1.4	2.4	1.5	2.1	2.4	1.3
Unweighted base		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
Weighted base		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer
QD1_4: Items sent in the last month...													NET: Internet user
Payments for bills/ invoices/ statements		75%	74%	75%	**	60%	75%	77%	73%	72%	73%	72%	77%
0		134	3,298	1,131		179	4,257	599	586	864	746	388	1,253
Weighted counts													4,190
Column Comparisons							A						
1 or 2		20%	19%	20%	**	25%	19%	17%	20%	21%	20%	18%	18%
Weighted counts		35	839	296		74	1,065	134	159	252	208	94	291
Column Comparisons						b							1,059
3 or 4		3%	4%	3%	**	8%	4%	3%	4%	5%	5%	3%	3%
Weighted counts		5	190	42		23	211	22	36	57	46	16	56
Column Comparisons						b							223
5 to 10		3%	2%	2%	**	7%	2%	3%	2%	2%	2%	6%	1%
Weighted counts		4	103	25		21	107	20	16	23	22	31	17
Column Comparisons						B						a b C d F	119
11 to 20		0%	0%	0%	**	0%	0%	0%	0%	0%	0%	1%	0%
Weighted counts		0	16	2		0	19	3	4	2	2	5	2
Column Comparisons													17
21+		0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%
Weighted counts		0	4	1		1	5	0	1	1	2	2	0
Column Comparisons													5
Net: Any sent		25%	26%	25%	**	40%	25%	23%	27%	28%	27%	28%	23%
Weighted counts		45	1,153	367		118	1,407	179	217	335	281	148	365
Column Comparisons						B							1,422
Effective Column n		433	2,475	1,105	7	197	3,389	487	499	815	698	382	706
Weighted counts													3,462
Column Comparisons													
Average		.6	.7	.5	1.0	1.1	.6	.6	.7	.7	.7	1.0	.4
Standard Deviation		1.5	2.2	1.5	1.3	2.5	2.0	1.6	1.9	1.8	2.8	3.4	1.1
Unweighted base		704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148
													5,633

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
		non-user	
		Total	
QD1_4: Items sent in the last month...			
Payments for bills/ invoices/ statements			
0	% within column	71%	74%
	Weighted counts	238	4,436
	Column Comparisons		-
1 or 2	% within column	22%	19%
	Weighted counts	74	1,139
	Column Comparisons		-
3 or 4	% within column	3%	4%
	Weighted counts	11	234
	Column Comparisons		-
5 to 10	% within column	2%	2%
	Weighted counts	8	128
	Column Comparisons		-
11 to 20	% within column	0%	0%
	Weighted counts	2	19
	Column Comparisons		-
21+	% within column	0%	0%
	Weighted counts	1	6
	Column Comparisons		-
Net: Any sent	% within column	29%	26%
	Weighted counts	95	1,525
	Column Comparisons		-
Effective Column n	% within column		
	Weighted counts	117	3,586
Average	Column Comparisons		
		.7	.6
Standard Deviation		2.3	2.0
Unweighted base		191	5,835

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_4: Items sent in the last month...	N. Ireland	Urban	Rural	Unknown									
Payments for bills/ invoices/ statements	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
Weighted base	D	A	B	C	A	B	A	B	C	D	E	F	A
Columns													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QD1_4: Items sent in the last month...	Internet	
Payments for bills/ invoices/ statements	non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,961</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	62%	71%	55%	61%	60%	61%	65%	61%	62%	59%	55%	62%	71%
	Weighted counts	3,674	1,807	1,867	862	928	899	985	1,783	1,891	494	1,055	1,176	475
	Column Comparisons	-	B										B	A B c
1 or 2	% within column	27%	21%	32%	27%	26%	29%	27%	28%	27%	29%	31%	28%	23%
	Weighted counts	1,634	547	1,087	388	401	426	418	822	812	240	590	535	157
	Column Comparisons	-		A							E	d E	E	
3 or 4	% within column	5%	4%	6%	6%	6%	5%	4%	5%	6%	6%	7%	5%	3%
	Weighted counts	314	97	217	79	99	77	60	143	171	48	128	101	23
	Column Comparisons	-		A							e	d e	e	
5 to 10	% within column	4%	3%	5%	5%	6%	4%	3%	4%	4%	4%	6%	4%	2%
	Weighted counts	253	78	174	68	85	53	47	120	133	36	122	74	14
	Column Comparisons	-		a							e	c d E	e	
11 to 20	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%
	Weighted counts	50	17	33	14	13	12	11	31	19	13	21	13	1
	Column Comparisons	-												
21+	% within column	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%
	Weighted counts	32	13	20	11	10	8	3	18	15	2	17	9	3
	Column Comparisons	-												
Net: Any sent	% within column	38%	29%	45%	39%	40%	39%	35%	39%	38%	41%	45%	38%	29%
	Weighted counts	2,283	752	1,531	561	607	576	539	1,133	1,150	340	878	732	198
	Column Comparisons	-		A							D E	C D E	d E	e
Effective Column n	% within column													
	Weighted counts	3,585	892	2,693	857	926	884	918	1,720	1,865	515	1,232	1,146	382
Average	% within column													
	Weighted counts	1.2	.9	1.4	1.4	1.3	1.1	.9	1.2	1.2	1.2	1.6	1.1	.8
Standard Deviation	% within column													
	Weighted counts	4.0	3.6	4.3	5.8	3.8	3.1	2.6	3.5	4.4	2.9	5.3	3.7	2.6
Unweighted base	% within column													
	Weighted counts	5,833	1,451	4,382	1,394	1,507	1,438	1,494	2,799	3,034	838	2,004	1,865	621
Weighted base	% within column													
	Weighted counts	5,956	2,559	3,397	1,422	1,535	1,475	1,524	2,916	3,041	834	1,933	1,908	673
Columns	% within column													
	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	% within column	78%	74%	60%	64%	56%	63%	59%	68%	54%	70%	62%	62%	59%
	Weighted counts	474	948	1,879	1,795	759	1,120	768	1,027	1,662	2,001	3,079	295	177
	Column Comparisons	A B C d	-	-	-		c		C d E		A			
1 or 2	% within column	18%	21%	29%	26%	31%	27%	28%	24%	32%	22%	27%	27%	29%
	Weighted counts	111	268	908	726	420	488	366	360	984	643	1,373	131	87
	Column Comparisons		-	-	-	f				B				
3 or 4	% within column	2%	3%	5%	5%	7%	4%	7%	4%	6%	4%	5%	5%	6%
	Weighted counts	14	37	169	145	89	80	87	58	199	113	264	24	18
	Column Comparisons		-	-	-	f		f		B				
5 to 10	% within column	1%	2%	5%	3%	6%	5%	4%	3%	5%	3%	4%	5%	4%
	Weighted counts	7	21	156	97	75	81	55	42	162	87	215	23	12
	Column Comparisons		-	-	-	f				B				
11 to 20	% within column	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	2	3	27	23	12	15	13	9	34	12	43	3	3
	Column Comparisons		-	-	-					b				
21+	% within column	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%
	Weighted counts	1	4	15	17	8	7	9	8	24	9	29	2	1
	Column Comparisons		-	-	-									
Net: Any sent	% within column	22%	26%	40%	36%	44%	37%	41%	32%	46%	30%	38%	38%	41%
	Weighted counts	135	333	1,275	1,007	604	672	530	478	1,402	863	1,924	182	122
	Column Comparisons		-	-	-	d F	f	F		B				d
Effective Column n	% within column													
	Weighted counts	310	691	1,987	1,598	875	1,113	716	882	1,830	1,735	2,251	459	443
Column Comparisons														
Average		.5	.6	1.2	1.1	1.4	1.1	1.3	.9	1.5	.8	1.2	1.1	1.2
Standard Deviation		1.5	2.2	3.9	4.1	4.0	3.9	3.7	4.3	4.9	2.6	3.8	4.2	3.3
Unweighted base		505	1,125	3,233	2,600	1,423	1,810	1,165	1,435	2,978	2,823	3,662	746	721
Weighted base		609	1,281	3,154	2,802	1,363	1,791	1,297	1,505	3,064	2,864	5,002	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		N. Ireland	Urban	Rural	Unknown									
0	% within column	69%	62%	59%	**	54%	62%	68%	60%	61%	52%	50%	70%	60%
	Weighted counts	123	2,774	890		159	3,514	528	486	727	531	268	1,134	3,391
	Column Comparisons	c					a	b c D E	d e	D E			b C D E	
1 or 2	% within column	24%	27%	29%	**	28%	27%	23%	28%	30%	34%	34%	21%	28%
	Weighted counts	43	1,200	432		82	1,552	180	226	357	344	179	348	1,592
	Column Comparisons								f	a F	A F	a F		B
3 or 4	% within column	4%	5%	6%	**	10%	5%	4%	6%	5%	7%	8%	4%	5%
	Weighted counts	8	228	86		31	283	34	47	54	75	41	63	304
	Column Comparisons					b								
5 to 10	% within column	2%	4%	4%	**	8%	4%	4%	5%	4%	6%	6%	3%	4%
	Weighted counts	3	186	66		23	230	27	37	45	57	34	52	240
	Column Comparisons					b								
11 to 20	% within column	0%	1%	1%	**	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	35	14		2	47	5	5	12	13	6	9	50
	Column Comparisons													
21+	% within column	0%	1%	1%	**	0%	1%	1%	0%	0%	1%	1%	1%	1%
	Weighted counts	1	23	9		0	32	4	2	5	6	3	12	32
	Column Comparisons													
Net: Any sent	% within column	31%	38%	41%	**	46%	38%	32%	40%	39%	48%	50%	30%	40%
	Weighted counts	56	1,673	608		138	2,145	251	317	473	495	263	484	2,218
	Column Comparisons					b			a f	a F	A b C F	A b C F		B
Effective Column n	Weighted counts	433	2,473	1,105	7	197	3,388	487	499	815	698	380	706	3,461
	Column Comparisons													
Average		1.0	1.1	1.3	.3	1.3	1.2	1.0	1.1	1.2	1.5	1.6	1.0	1.2
Standard Deviation		8.4	3.7	4.9	.6	2.2	4.1	3.3	2.9	5.5	3.6	4.6	3.4	4.1
Unweighted base		704	4,024	1,798	11	321	5,512	792	812	1,326	1,136	619	1,148	5,631

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox		NET: Internet non-user	Total
<b>0</b>	% within column	83%	<b>62%</b>
	Weighted counts	278	<b>3,674</b>
	Column Comparisons	A	-
<b>1 or 2</b>	% within column	10%	<b>27%</b>
	Weighted counts	34	<b>1,634</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	3%	<b>5%</b>
	Weighted counts	11	<b>314</b>
	Column Comparisons		-
<b>5 to 10</b>	% within column	3%	<b>4%</b>
	Weighted counts	11	<b>253</b>
	Column Comparisons		-
<b>11 to 20</b>	% within column	0%	<b>1%</b>
	Weighted counts	0	<b>50</b>
	Column Comparisons		-
<b>21+</b>	% within column	0%	<b>1%</b>
	Weighted counts	0	<b>32</b>
	Column Comparisons		-
<b>Net: Any sent</b>	% within column	17%	<b>38%</b>
	Weighted counts	56	<b>2,283</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,585</b>
	Column Comparisons		
<b>Average</b>		.5	<b>1.2</b>
<b>Standard Deviation</b>		1.4	<b>4.0</b>
<b>Unweighted base</b>		191	<b>5,833</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,956	2,559	3,397	1,422	1,535	1,475	1,524	2,916	3,041	834	1,933	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,154	2,802	1,363	1,791	1,297	1,505	3,064	2,864	5,002	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	179	4,446	1,498	12	297	5,659	779	803	1,199	1,027	531	1,618	5,608
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QD1_5: Items sent in the last month...	NET:	
Smaller parcels - that will fit through a letterbox	Internet non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,956</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	70%	80%	63%	68%	67%	73%	74%	72%	69%	71%	65%	71%	74%
	Weighted counts	4,192	2,054	2,138	961	1,029	1,074	1,128	2,090	2,103	590	1,252	1,347	500
	Column Comparisons	-	B				a b	a b			b		b	B
1 or 2	% within column	21%	14%	27%	23%	22%	20%	20%	21%	22%	23%	25%	21%	20%
	Weighted counts	1,277	357	919	334	343	301	300	609	667	189	477	394	135
	Column Comparisons	-		A							e	c E	e	e
3 or 4	% within column	4%	3%	5%	5%	5%	4%	3%	3%	5%	3%	5%	5%	3%
	Weighted counts	242	75	167	64	79	56	43	100	142	26	95	89	21
	Column Comparisons	-		a										
5 to 10	% within column	3%	2%	4%	3%	4%	2%	3%	3%	3%	2%	5%	3%	2%
	Weighted counts	190	51	139	45	64	36	46	94	96	21	96	54	11
	Column Comparisons	-		A								a c d e		
11 to 20	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	41	17	24	11	17	3	10	20	21	8	9	19	4
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	16	5	10	5	4	6	0	7	8	0	7	5	1
	Column Comparisons	-												
Net: Any sent	% within column	30%	20%	37%	32%	33%	27%	26%	28%	31%	29%	35%	29%	26%
	Weighted counts	1,765	506	1,259	459	506	401	399	831	935	244	684	561	172
	Column Comparisons	-		A	c d	c d					E	a c D E	E	e
Effective Column n	% within column													
	Weighted counts	3,584	892	2,693	856	926	884	919	1,721	1,863	515	1,232	1,146	381
Column Comparisons														
Average		.9	.7	1.0	1.1	1.0	.7	.7	.9	.9	.7	1.2	.8	.6
Standard Deviation		4.2	5.5	2.9	7.4	3.0	2.6	1.8	5.4	2.7	2.1	6.5	2.7	1.8
Unweighted base		5,833	1,451	4,382	1,393	1,507	1,438	1,495	2,801	3,032	838	2,005	1,865	620
Weighted base		5,958	2,560	3,397	1,421	1,535	1,475	1,527	2,921	3,037	834	1,936	1,908	671
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	% within column	83%	78%	69%	72%	66%	71%	69%	75%	66%	75%	70%	69%	70%
	Weighted counts	503	1,001	2,166	2,027	904	1,261	898	1,129	2,034	2,139	3,521	327	207
	Column Comparisons	A B C d	-	-	-				C e		A			
1 or 2	% within column	13%	17%	23%	20%	25%	21%	22%	19%	24%	19%	21%	22%	22%
	Weighted counts	82	217	713	564	343	370	285	279	724	547	1,074	106	66
	Column Comparisons		-	-	-	f				B				
3 or 4	% within column	2%	3%	5%	3%	5%	5%	4%	3%	5%	3%	4%	5%	4%
	Weighted counts	12	33	145	97	64	80	47	51	151	90	202	22	12
	Column Comparisons		-	-	-					b				
5 to 10	% within column	1%	2%	3%	3%	3%	4%	4%	2%	4%	3%	3%	4%	3%
	Weighted counts	8	19	102	88	37	65	54	34	115	72	160	17	10
	Column Comparisons		-	-	-					b				
11 to 20	% within column	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	1	5	21	19	13	9	8	11	29	12	34	4	2
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	3	9	7	7	2	5	2	12	4	14	1	1
	Column Comparisons		-	-	-									
Net: Any sent	% within column	17%	22%	31%	28%	34%	29%	31%	25%	34%	25%	30%	31%	30%
	Weighted counts	106	277	990	775	464	526	399	376	1,031	725	1,483	150	91
	Column Comparisons		-	-	-	F		f		B			d	d
Effective Column n	% within column													
	Weighted counts	310	691	1,987	1,598	876	1,111	716	882	1,830	1,735	2,250	458	443
Column Comparisons														
Average		.5	.5	1.0	.8	1.2	.8	.9	.7	1.1	.6	.9	.9	.9
Standard Deviation		2.4	2.1	5.3	2.4	7.7	2.1	2.6	2.3	5.5	2.1	4.4	3.2	2.8
Unweighted base		505	1,124	3,233	2,600	1,425	1,808	1,165	1,435	2,978	2,823	3,662	746	721
Weighted base		609	1,279	3,156	2,802	1,368	1,788	1,297	1,505	3,065	2,864	5,004	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 4



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		N. Ireland	Urban	Rural	Unknown									
0	% within column	77%	71%	68%	**	56%	71%	73%	70%	67%	64%	59%	79%	70%
	Weighted counts	137	3,172	1,011		167	4,025	569	563	804	662	317	1,276	3,905
	Column Comparisons	b c					A	c d E	d E	e			a b C D E	
1 or 2	% within column	17%	21%	24%	**	31%	21%	20%	21%	25%	26%	30%	15%	22%
	Weighted counts	31	922	352		92	1,185	154	166	294	262	160	239	1,230
	Column Comparisons					b			f	F	a F	a b F		B
3 or 4	% within column	4%	4%	4%	**	7%	4%	3%	6%	5%	5%	4%	2%	4%
	Weighted counts	7	177	65		21	221	24	47	57	54	20	40	240
	Column Comparisons					b			f					b
5 to 10	% within column	2%	3%	4%	**	6%	3%	3%	3%	3%	4%	5%	3%	3%
	Weighted counts	4	133	57		16	174	23	24	35	39	26	43	181
	Column Comparisons													
11 to 20	% within column	0%	1%	0%	**	0%	1%	1%	0%	0%	1%	2%	1%	1%
	Weighted counts	0	34	6		0	41	6	1	4	6	8	14	39
	Column Comparisons													
21+	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	0	12	3		0	15	2	1	2	3	4	4	16
	Column Comparisons													
Net: Any sent	% within column	23%	29%	32%	**	44%	29%	27%	30%	33%	36%	41%	21%	30%
	Weighted counts	42	1,279	484		130	1,636	209	240	393	364	219	340	1,705
	Column Comparisons					B		f	f	a F	a b F	A B c F		B
Effective Column n	% within column													
	Weighted counts	433	2,474	1,104	7	197	3,387	487	499	814	698	382	705	3,460
Column Comparisons														
Average		.6	.9	.9	.2	1.0	.9	.7	.7	.8	1.0	1.9	.7	.9
Standard Deviation		2.3	4.6	2.9	.4	1.8	4.3	2.2	1.9	2.3	3.1	11.7	2.4	4.3
Unweighted base		704	4,026	1,796	11	321	5,512	792	812	1,325	1,136	621	1,147	5,631
Weighted base		179	4,451	1,495	12	297	5,661	779	803	1,198	1,027	536	1,616	5,610

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QD1_6: Items sent in the last month...		NET:	
Larger parcels - that will not fit through a letterbox		Internet non-user	Total
	% within column	85%	70%
0	Weighted counts	282	4,192
	Column Comparisons	A	-
	% within column	11%	21%
1 or 2	Weighted counts	38	1,277
	Column Comparisons		-
	% within column	1%	4%
3 or 4	Weighted counts	3	242
	Column Comparisons		-
	% within column	3%	3%
5 to 10	Weighted counts	9	190
	Column Comparisons		-
	% within column	1%	1%
11 to 20	Weighted counts	2	41
	Column Comparisons		-
	% within column	0%	0%
21+	Weighted counts	0	16
	Column Comparisons		-
	% within column	15%	30%
Net: Any sent	Weighted counts	52	1,765
	Column Comparisons		-
	% within column		
Effective Column n	Weighted counts	117	3,584
	Column Comparisons		
Average		.5	.9
Standard Deviation		1.9	4.2
Unweighted base		191	5,833
Weighted base		333	5,958

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
	A	A	B	A	B	C	D	A	B	A	B	C	D
Columns													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox	Demographics												
	Age		SEG				Working status		UK nation				
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	N. Ireland	Urban	Rural	Unknown	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QD1_6: Items sent in the last month...	NET:	
Larger parcels - that will not fit through a letterbox	Internet non-user	Total
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_7: Items sent in the last month... Items requiring a signature		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	75%	81%	70%	73%	72%	77%	77%	74%	76%	74%	69%	74%	83%
	Weighted counts	4,450	2,065	2,385	1,037	1,105	1,142	1,167	2,143	2,306	613	1,325	1,415	559
	Column Comparisons	-	B				b				b		b	a B C
1 or 2	% within column	19%	15%	23%	21%	20%	18%	18%	20%	18%	18%	24%	21%	14%
	Weighted counts	1,154	374	780	296	314	267	278	592	562	149	457	392	98
	Column Comparisons	-		A							E	a D E	d E	
3 or 4	% within column	3%	2%	3%	3%	3%	2%	2%	3%	3%	4%	4%	3%	1%
	Weighted counts	169	51	118	43	53	35	38	84	86	29	69	51	9
	Column Comparisons	-		a										
5 to 10	% within column	3%	2%	3%	3%	3%	2%	2%	3%	2%	4%	3%	2%	1%
	Weighted counts	149	54	95	36	50	27	35	83	66	36	64	42	5
	Column Comparisons	-									c d E	d e	e	
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	17	9	7	2	6	3	6	6	10	1	11	4	1
	Column Comparisons	-												
21+	% within column	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	18	5	12	8	8	2	0	8	10	5	6	4	2
	Column Comparisons	-												
Net: Any sent	% within column	25%	19%	30%	27%	28%	23%	23%	26%	24%	26%	31%	26%	17%
	Weighted counts	1,507	494	1,012	386	430	333	357	772	734	221	607	493	115
	Column Comparisons	-		A		c					d E	a c D E	D E	
Effective Column n	% within column													
	Weighted counts	3,585	892	2,693	857	926	884	918	1,720	1,865	515	1,232	1,146	382
Column Comparisons														
Average		.7	.6	.8	.9	.9	.5	.5	.7	.7	.8	.9	.6	.7
Standard Deviation		3.4	4.0	2.8	5.4	3.3	2.1	1.5	2.5	4.0	2.9	3.2	2.3	6.6
Unweighted base		5,833	1,451	4,382	1,394	1,507	1,438	1,494	2,799	3,034	838	2,004	1,865	621
Weighted base		5,956	2,559	3,397	1,422	1,535	1,475	1,524	2,916	3,041	834	1,933	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
QD1_7: Items sent in the last month...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	% within column	88%	85%	73%	77%	71%	74%	74%	80%	69%	81%	74%	75%	74%
	Weighted counts	538	1,095	2,290	2,160	962	1,328	957	1,203	2,116	2,314	3,723	360	221
	Column Comparisons	A B C	-	-	-				C d e		A			
1 or 2	% within column	10%	12%	21%	17%	23%	20%	20%	15%	24%	15%	20%	18%	20%
	Weighted counts	58	156	669	485	318	351	255	230	722	426	982	85	60
	Column Comparisons		-	-	-	F	f	f		B				
3 or 4	% within column	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
	Weighted counts	11	20	88	81	35	53	41	41	91	77	142	17	8
	Column Comparisons		-	-	-									
5 to 10	% within column	0%	1%	3%	2%	3%	2%	3%	2%	3%	1%	2%	3%	3%
	Weighted counts	2	8	83	66	39	43	39	27	106	40	124	15	8
	Column Comparisons		-	-	-					B				
11 to 20	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	12	4	3	10	3	1	13	4	14	1	1
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	2	12	5	7	6	3	3	15	3	17	0	0
	Column Comparisons		-	-	-					b				
Net: Any sent	% within column	12%	15%	27%	23%	29%	26%	26%	20%	31%	19%	26%	25%	26%
	Weighted counts	71	186	864	643	401	463	341	302	947	550	1,280	117	77
	Column Comparisons		-	-	-	F	f	f		B				d
Effective Column n	% within column													
	Weighted counts	310	691	1,987	1,598	875	1,113	716	882	1,830	1,735	2,251	459	443
Average	Column Comparisons													
		.2	.4	.8	.6	.8	.8	.7	.5	.9	.4	.7	.6	.6
Standard Deviation		.7	4.8	4.0	2.4	3.0	4.6	2.5	2.3	4.3	1.8	3.6	1.5	1.7
Unweighted base		505	1,125	3,233	2,600	1,423	1,810	1,165	1,435	2,978	2,823	3,662	746	721
Weighted base		609	1,281	3,154	2,802	1,363	1,791	1,297	1,505	3,064	2,864	5,002	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QD1_7: Items sent in the last month...		Internet	
Items requiring a signature		non-user	Total
	% within column	87%	75%
0	Weighted counts	289	4,450
	Column Comparisons	A	-
	% within column	11%	19%
1 or 2	Weighted counts	36	1,154
	Column Comparisons		-
	% within column	1%	3%
3 or 4	Weighted counts	5	169
	Column Comparisons		-
	% within column	1%	3%
5 to 10	Weighted counts	2	149
	Column Comparisons		-
	% within column	0%	0%
11 to 20	Weighted counts	0	17
	Column Comparisons		-
	% within column	0%	0%
21+	Weighted counts	1	18
	Column Comparisons		-
	% within column	13%	25%
Net: Any sent	Weighted counts	44	1,507
	Column Comparisons		-
	% within column		
Effective Column n	Weighted counts	117	3,585
	Column Comparisons		
Average		.3	.7
Standard Deviation		1.6	3.4
Unweighted base		191	5,833

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_7: Items sent in the last month... Items requiring a signature	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,956	2,559	3,397	1,422	1,535	1,475	1,524	2,916	3,041	834	1,933	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_7: Items sent in the last month... Items requiring a signature	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,154	2,802	1,363	1,791	1,297	1,505	3,064	2,864	5,002	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_7: Items sent in the last month... Items requiring a signature <b>Weighted base</b> <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	179	4,446	1,498	12	297	5,659	779	803	1,199	1,027	531	1,618	5,608
	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QD1_7: Items sent in the last month...	Internet	
Items requiring a signature	non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,956</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
0	% within column	90%	97%	86%	89%	89%	92%	92%	90%	91%	91%	87%	92%	94%
	Weighted counts	5,393	2,476	2,917	1,271	1,360	1,361	1,402	2,623	2,770	756	1,685	1,751	632
	Column Comparisons	-	B				b						B	B
1 or 2	% within column	7%	3%	10%	7%	8%	6%	7%	7%	7%	7%	9%	7%	5%
	Weighted counts	416	70	346	103	126	85	101	208	208	56	172	128	32
	Column Comparisons	-		A								d e		
3 or 4	% within column	1%	0%	2%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%
	Weighted counts	73	5	68	25	20	14	13	44	29	11	36	11	7
	Column Comparisons	-		A										
5 to 10	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts	65	11	54	21	22	11	11	36	29	10	38	13	2
	Column Comparisons	-		A										
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	5	1	3	3	1	1	0	2	3	1	3	0	1
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	9	0	9	1	5	3	0	7	2	0	4	4	0
	Column Comparisons	-		a										
Net: Any sent	% within column	10%	3%	14%	11%	11%	8%	8%	10%	9%	9%	13%	8%	6%
	Weighted counts	568	88	480	153	175	114	125	298	270	78	252	156	41
	Column Comparisons	-		A		c						C D e		
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Average	Column Comparisons													
		.3	.1	.4	.3	.4	.2	.2	.3	.2	.2	.4	.2	.1
Standard Deviation		1.9	.6	2.5	2.1	2.3	2.2	.7	2.5	1.1	1.2	2.7	1.7	.7
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QD1_8: Items sent in the last month...		Age		SEG					Working status		UK nation			
Other important items which involve postal or delivery services		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
0	% within column	93%	94%	90%	91%	89%	91%	90%	92%	89%	92%	90%	91%	92%
	Weighted counts	569	1,200	2,846	2,548	1,212	1,633	1,162	1,385	2,733	2,641	4,516	436	275
	Column Comparisons	b	-	-	-						a			
1 or 2	% within column	5%	5%	7%	7%	8%	7%	7%	6%	8%	6%	7%	6%	6%
	Weighted counts	29	60	226	190	105	121	94	96	243	169	358	30	18
	Column Comparisons		-	-	-					b				
3 or 4	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	8	15	45	28	26	20	18	9	44	29	64	5	2
	Column Comparisons		-	-	-									
5 to 10	% within column	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
	Weighted counts	2	4	33	31	20	13	20	12	42	18	56	5	2
	Column Comparisons		-	-	-					b				
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	3	1	1	2	1	0	3	2	4	0	0
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	5	4	3	2	2	2	4	5	8	1	0
	Column Comparisons		-	-	-									
Net: Any sent	% within column	7%	6%	10%	9%	11%	9%	10%	8%	11%	8%	10%	9%	8%
	Weighted counts	40	81	313	254	156	158	135	119	335	223	491	41	23
	Column Comparisons		-	-	-					b				
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
	Column Comparisons													
Average		.2	.1	.3	.3	.4	.2	.3	.2	.3	.2	.3	.2	.2
Standard Deviation		1.3	1.0	1.9	1.9	2.2	1.6	2.1	1.7	2.0	1.8	2.0	1.4	1.0
Unweighted base		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
Weighted base		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services		N. Ireland	Urban	Rural	Unknown									
<b>0</b>	% within column	93%	91%	90%	**	75%	91%	91%	89%	90%	89%	87%	94%	90%
	Weighted counts	166	4,040	1,344		224	5,169	706	712	1,078	911	467	1,519	5,063
	Column Comparisons						A						b c d e	
<b>1 or 2</b>	% within column	6%	7%	8%	**	17%	6%	7%	9%	8%	8%	8%	5%	7%
	Weighted counts	10	292	124		50	365	55	69	94	78	44	76	403
	Column Comparisons					B								b
<b>3 or 4</b>	% within column	1%	1%	1%	**	5%	1%	1%	2%	1%	2%	2%	1%	1%
	Weighted counts	1	55	17		13	60	7	13	14	20	10	9	69
	Column Comparisons					B								
<b>5 to 10</b>	% within column	1%	1%	1%	**	3%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts	1	56	9		8	57	10	7	10	14	13	10	65
	Column Comparisons					b								
<b>11 to 20</b>	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	1	4		1	4	0	1	1	1	1	0	4
	Column Comparisons													
<b>21+</b>	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	7	1		0	9	1	0	2	1	1	4	9
	Column Comparisons													
<b>Net: Any sent</b>	% within column	7%	9%	10%	**	25%	9%	9%	11%	10%	11%	13%	6%	10%
	Weighted counts	12	411	154		73	495	73	91	121	115	69	99	550
	Column Comparisons					B			f	f	f	f		b
<b>Effective Column n</b>	% within column													
	Weighted counts	433	2,475	1,105	7	197	3,389	487	499	815	698	382	706	3,462
<b>Average</b>	Column Comparisons													
		.1	.3	.2	4.2	.6	.3	.2	.2	.3	.3	.4	.2	.3
<b>Standard Deviation</b>		.7	2.0	1.2	12.6	1.7	1.9	1.3	1.0	1.7	2.2	1.8	2.4	2.0
<b>Unweighted base</b>		704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148	5,633

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services		NET: Internet non-user	Total
<b>0</b>	% within column	95%	<b>90%</b>
	Weighted counts	317	<b>5,393</b>
	Column Comparisons	a	-
<b>1 or 2</b>	% within column	3%	<b>7%</b>
	Weighted counts	11	<b>416</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	1%	<b>1%</b>
	Weighted counts	4	<b>73</b>
	Column Comparisons		-
<b>5 to 10</b>	% within column	0%	<b>1%</b>
	Weighted counts	0	<b>65</b>
	Column Comparisons		-
<b>11 to 20</b>	% within column	0%	<b>0%</b>
	Weighted counts	1	<b>5</b>
	Column Comparisons		-
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>9</b>
	Column Comparisons		-
<b>Net: Any sent</b>	% within column	5%	<b>10%</b>
	Weighted counts	17	<b>568</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
	Column Comparisons		
<b>Average</b>		.1	<b>.3</b>
<b>Standard Deviation</b>		1.2	<b>1.9</b>
<b>Unweighted base</b>		191	<b>5,835</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_8: Items sent in the last month... Other important items which involve postal or delivery services	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_8: Items sent in the last month... Other important items which involve postal or delivery services	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1_8: Items sent in the last month... Other important items which involve postal or delivery services	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am houseb- ound	No – I am not houseb- ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QD1_8: Items sent in the last month...	NET:	
Other important items which involve postal or delivery services	Internet non-user	<b>Total</b>
<b>Weighted base</b>	333	<b>5,961</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>None</b>	% within column	26%	30%	23%	23%	24%	26%	29%	28%	23%	39%	27%	24%	19%	16%
	Weighted counts	1,525	756	769	331	374	378	442	829	695	326	517	457	125	99
	Column Comparisons	-	B					a	B		B C D E	d E	d e		
<b>1 or 2</b>	% within column	28%	29%	27%	29%	24%	28%	30%	27%	28%	28%	30%	27%	26%	23%
	Weighted counts	1,642	731	911	407	369	409	456	784	858	235	574	522	173	137
	Column Comparisons	-						b							
<b>3 or 4</b>	% within column	18%	17%	19%	20%	18%	16%	19%	17%	20%	15%	17%	18%	23%	21%
	Weighted counts	1,084	440	643	280	277	237	289	482	601	128	325	349	155	126
	Column Comparisons	-								a				a b	
<b>5 to 10</b>	% within column	18%	16%	19%	19%	19%	18%	15%	17%	18%	11%	16%	19%	18%	27%
	Weighted counts	1,056	405	650	272	290	260	234	506	549	92	308	369	121	165
	Column Comparisons	-		a								a	A b	a	A B c d
<b>11 to 20</b>	% within column	6%	5%	7%	6%	8%	6%	5%	6%	6%	5%	6%	6%	7%	7%
	Weighted counts	367	117	250	86	120	92	69	187	180	40	116	121	50	40
	Column Comparisons	-		A		d									
<b>21+</b>	% within column	5%	4%	5%	3%	7%	7%	2%	4%	5%	2%	5%	5%	7%	7%
	Weighted counts	286	111	175	48	105	98	34	128	158	13	94	90	49	41
	Column Comparisons	-				A D	a D					a	a	A	A
<b>Net: Any sent</b>	% within column	74%	70%	77%	77%	76%	74%	71%	72%	77%	61%	73%	76%	81%	84%
	Weighted counts	4,433	1,805	2,629	1,093	1,161	1,097	1,082	2,088	2,345	508	1,417	1,451	549	509
	Column Comparisons	-		A	d					A		A	A	A b c	A B c
<b>Total</b>	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,958	2,560	3,397	1,424	1,535	1,475	1,524	2,917	3,041	834	1,934	1,908	673	609
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Effective Column n</b>	% within column														
	Weighted counts	3,586	893	2,694	858	926	884	918	1,721	1,865	515	1,233	1,146	382	310
	Column Comparisons														
<b>Average</b>		5.0	4.4	5.5	4.7	6.0	5.9	3.6	4.9	5.2	3.0	5.0	5.1	6.1	6.5
<b>Standard Deviation</b>		10.4	9.2	11.3	9.3	11.4	13.3	6.3	10.5	10.4	8.6	11.1	9.7	10.6	12.0
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters		Demographics													
		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
None	% within column	17%	22%	29%	18%	25%	26%	33%	25%	26%	25%	26%	28%	40%	26%
	Weighted counts	224	701	824	251	449	334	490	770	751	1,248	123	83	72	1,157
	Column Comparisons	-	-	-		C	C	C D e						a B C	
1 or 2	% within column	24%	27%	28%	25%	28%	28%	28%	28%	27%	28%	28%	25%	27%	28%
	Weighted counts	309	852	790	347	505	363	426	862	772	1,384	135	74	49	1,250
	Column Comparisons	-	-	-											
3 or 4	% within column	22%	19%	17%	20%	19%	17%	16%	18%	19%	19%	17%	17%	13%	18%
	Weighted counts	281	614	469	267	347	222	247	539	539	929	80	51	23	784
	Column Comparisons	-	-	-											
5 to 10	% within column	22%	19%	16%	22%	17%	18%	14%	18%	17%	18%	16%	21%	12%	17%
	Weighted counts	286	610	445	300	310	230	215	554	497	896	76	62	22	771
	Column Comparisons	-	-	-	d F								d		
11 to 20	% within column	7%	6%	6%	7%	6%	6%	5%	6%	6%	6%	7%	6%	4%	6%
	Weighted counts	90	201	165	101	100	83	82	196	163	311	32	17	7	268
	Column Comparisons	-	-	-											
21+	% within column	7%	6%	4%	7%	4%	5%	3%	5%	5%	5%	7%	4%	4%	5%
	Weighted counts	90	177	109	98	79	65	44	144	141	236	31	12	7	218
	Column Comparisons	-	-	-	d F										
Net: Any sent	% within column	83%	78%	71%	82%	75%	74%	67%	75%	74%	75%	74%	72%	60%	74%
	Weighted counts	1,057	2,455	1,978	1,113	1,342	964	1,015	2,295	2,113	3,756	354	215	107	3,291
	Column Comparisons	-	-	-	D E F	F	f				d	D	D		
Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	1,281	3,156	2,802	1,365	1,791	1,297	1,505	3,065	2,864	5,004	477	298	179	4,448
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column														
	Weighted counts	692	1,988	1,598	875	1,113	716	882	1,831	1,735	2,252	459	443	433	2,474
	Column Comparisons														
Average		6.3	5.7	4.3	7.0	4.8	4.9	3.7	5.1	5.0	5.0	6.0	5.0	3.5	5.0
Standard Deviation		11.3	11.6	8.8	14.1	9.3	10.0	7.6	10.9	10.0	10.2	12.4	11.8	7.5	10.8
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters		Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
None	% within column	24%	**	22%	26%	32%	24%	24%	20%	18%	30%	25%	30%	26%
	Weighted counts	362		65	1,460	249	195	293	205	99	484	1,421	100	1,525
	Column Comparisons					b c D E		e			c D E			-
1 or 2	% within column	26%	**	23%	28%	28%	30%	26%	28%	29%	27%	28%	24%	28%
	Weighted counts	391		68	1,574	215	243	307	287	154	436	1,560	81	1,642
	Column Comparisons													-
3 or 4	% within column	20%	**	18%	18%	17%	16%	20%	18%	19%	18%	18%	18%	18%
	Weighted counts	298		55	1,029	132	129	242	189	101	290	1,021	61	1,084
	Column Comparisons													-
5 to 10	% within column	19%	**	21%	18%	13%	20%	20%	20%	18%	15%	18%	20%	18%
	Weighted counts	280		63	993	102	161	244	201	97	250	982	66	1,056
	Column Comparisons						a	a	a					-
11 to 20	% within column	7%	**	11%	6%	6%	7%	5%	8%	7%	5%	6%	5%	6%
	Weighted counts	99		33	334	45	53	64	87	38	80	349	16	367
	Column Comparisons			b										-
21+	% within column	5%	**	5%	5%	4%	3%	4%	6%	8%	5%	5%	3%	5%
	Weighted counts	68		14	272	34	22	50	58	44	78	275	10	286
	Column Comparisons									b c				-
Net: Any sent	% within column	76%	**	78%	74%	68%	76%	76%	80%	82%	70%	75%	70%	74%
	Weighted counts	1,136		232	4,201	529	608	907	822	434	1,134	4,188	233	4,433
	Column Comparisons						a	a f	A F	A c F				-
Total	% within column	100%	**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	1,498		297	5,661	779	803	1,199	1,027	533	1,618	5,610	333	5,958
	Column Comparisons	-		-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column													
	Weighted counts	1,105	7	197	3,389	487	499	815	698	381	706	3,462	117	3,586
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters

	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Average</b>	5.0	4.4	5.5	4.7	6.0	5.9	3.6	4.9	5.2	3.0	5.0	5.1	6.1	6.5
<b>Standard Deviation</b>	10.4	9.2	11.3	9.3	11.4	13.3	6.3	10.5	10.4	8.6	11.1	9.7	10.6	12.0
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters

	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Average</b>	6.3	5.7	4.3	7.0	4.8	4.9	3.7	5.1	5.0	5.0	6.0	5.0	3.5	5.0
<b>Standard Deviation</b>	11.3	11.6	8.8	14.1	9.3	10.0	7.6	10.9	10.0	10.2	12.4	11.8	7.5	10.8
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) Net: All Letters	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total		
Average	5.1	2.7	5.5	5.0	4.4	4.4	4.5	5.9	7.5	4.7	5.1	3.9	5.0
Standard Deviation	9.2	2.9	7.7	10.6	9.8	9.6	7.1	12.1	15.4	9.9	10.6	6.6	10.4
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) All Letters v2			
		Invitations/ greetings cards/ postcards	Personal letters	Formal letters to organisations or individuals	Payments for bills/ invoices/ statements
<b>None</b>	% within column	52%	72%	60%	74%
	Column Comparisons		A C	A	A b C
	Weighted counts	3,077	4,270	3,557	4,436
<b>1 or 2</b>	% within column	27%	21%	29%	19%
	Column Comparisons	B D	d	a B D	
	Weighted counts	1,592	1,267	1,731	1,139
<b>3 or 4</b>	% within column	10%	4%	7%	4%
	Column Comparisons	B C D		B D	
	Weighted counts	586	239	388	234
<b>5 to 10</b>	% within column	7%	3%	4%	2%
	Column Comparisons	B C D		B D	
	Weighted counts	432	155	233	128
<b>11 to 20</b>	% within column	2%	0%	1%	0%
	Column Comparisons	B C D			
	Weighted counts	122	16	35	19
<b>21+</b>	% within column	3%	0%	0%	0%
	Column Comparisons	B C D			
	Weighted counts	149	14	17	6
<b>Net: Any sent</b>	% within column	48%	28%	40%	26%
	Column Comparisons	B C D	d	B D	
	Weighted counts	2,881	1,691	2,404	1,525
<b>Total</b>	% within column	100%	100%	100%	100%
	Column Comparisons	-	-	-	-
	Weighted counts	5,958	5,961	5,961	5,961
		% within column			
<b>Effective Column n</b>	Column Comparisons				
	Weighted counts	3,586	3,586	3,586	3,586
<b>Average</b>		2.6	.7	1.2	.6
<b>Standard Deviation</b>		7.6	2.3	5.9	2.0

Weight: Demographic, Geographic & Evaluative Weight

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) All Letters v2				
Invitations/greetings cards/postcards		Personal letters	Formal letters to organisations or individuals	Payments for bills/invoices/statements
A		B	C	D

Weight: Demographic, Geographic & Evaluative Weight

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)?  
Smaller parcels - that will fit through a letterbox

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
0%	% within column	42%	64%	32%	44%	39%	48%	38%	40%	45%	27%	29%	54%	69%	68%
	Weighted counts	971	481	490	250	236	277	208	458	514	91	258	393	138	92
	Column Comparisons	-	B				b d						A B	A B c	A B c
1-10%	% within column	10%	8%	12%	11%	11%	8%	11%	11%	9%	9%	11%	9%	8%	18%
	Weighted counts	235	58	178	62	67	45	62	127	109	29	95	70	17	25
	Column Comparisons	-		a											
11-20%	% within column	4%	4%	5%	4%	5%	4%	5%	4%	4%	5%	5%	3%	5%	2%
	Weighted counts	99	29	69	21	30	21	27	51	48	15	48	23	11	2
	Column Comparisons	-													
21-30%	% within column	3%	1%	4%	2%	5%	3%	4%	4%	3%	4%	5%	3%	1%	0%
	Weighted counts	77	9	68	10	28	19	20	44	34	15	40	20	2	0
	Column Comparisons	-		A											
31-40%	% within column	3%	2%	3%	2%	3%	3%	3%	3%	2%	3%	5%	2%	0%	0%
	Weighted counts	66	13	53	12	20	16	19	38	28	10	44	12	0	0
	Column Comparisons	-										c d			
41-50%	% within column	5%	1%	6%	5%	6%	4%	3%	5%	4%	9%	6%	3%	2%	1%
	Weighted counts	107	10	97	25	37	26	19	56	51	29	52	20	4	1
	Column Comparisons	-		A							c d e	c			
51-60%	% within column	3%	1%	3%	1%	3%	3%	2%	3%	2%	3%	4%	2%	1%	0%
	Weighted counts	57	10	48	8	17	20	13	30	28	11	33	12	2	0
	Column Comparisons	-		a											
61-70%	% within column	3%	1%	4%	3%	3%	3%	3%	3%	3%	7%	3%	1%	1%	1%
	Weighted counts	67	4	62	18	16	19	14	34	32	24	30	9	2	1
	Column Comparisons	-		A							C d				
71-80%	% within column	3%	2%	3%	2%	4%	2%	3%	3%	3%	4%	3%	2%	3%	0%
	Weighted counts	61	12	49	13	22	12	14	31	30	14	27	14	6	0
	Column Comparisons	-													
81-90%	% within column	3%	2%	4%	4%	2%	3%	3%	2%	4%	4%	4%	2%	0%	1%
	Weighted counts	68	11	56	20	14	15	18	23	45	15	38	14	0	2
	Column Comparisons	-		a						a					
91-100%	% within column	19%	16%	21%	21%	19%	17%	22%	20%	19%	25%	23%	18%	8%	8%
	Weighted counts	445	120	324	116	113	99	117	227	218	84	205	130	15	10
	Column Comparisons	-		a							c D E	c D E	d e		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)?  
Smaller parcels - that will fit through a letterbox

		Demographics													
		Age		SEG				Working status			UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
0%	% within column	69%	47%	37%	49%	45%	38%	35%	38%	51%	42%	49%	45%	47%	41%
	Weighted counts	230	599	373	296	303	203	169	528	442	802	89	54	26	692
	Column Comparisons	-	-	-	e F	f				A					
1-10%	% within column	12%	10%	11%	9%	10%	11%	11%	10%	11%	10%	15%	12%	10%	10%
	Weighted counts	41	124	111	54	70	58	54	138	92	188	27	15	5	163
	Column Comparisons	-	-	-											
11-20%	% within column	4%	4%	5%	3%	4%	5%	5%	5%	3%	4%	3%	5%	5%	5%
	Weighted counts	13	50	49	20	30	25	23	68	26	85	5	6	3	76
	Column Comparisons	-	-	-											
21-30%	% within column	1%	3%	3%	3%	3%	4%	2%	4%	2%	3%	2%	4%	3%	4%
	Weighted counts	2	43	35	21	22	23	12	62	16	66	4	5	2	63
	Column Comparisons	-	-	-					b						
31-40%	% within column	0%	2%	3%	1%	3%	4%	3%	3%	2%	3%	2%	1%	1%	4%
	Weighted counts	0	30	35	8	22	21	14	49	17	60	4	1	0	62
	Column Comparisons	-	-	-											b
41-50%	% within column	2%	5%	4%	6%	4%	4%	5%	5%	4%	5%	5%	3%	5%	5%
	Weighted counts	5	63	44	34	29	19	26	75	31	91	9	4	3	86
	Column Comparisons	-	-	-											
51-60%	% within column	1%	3%	2%	3%	2%	3%	2%	3%	1%	3%	1%	2%	2%	3%
	Weighted counts	2	33	25	19	13	14	11	45	13	52	2	2	1	46
	Column Comparisons	-	-	-					b						
61-70%	% within column	1%	3%	3%	3%	3%	2%	3%	3%	2%	3%	2%	1%	0%	3%
	Weighted counts	3	40	26	21	20	12	14	46	21	60	4	1	0	46
	Column Comparisons	-	-	-											
71-80%	% within column	2%	2%	4%	1%	2%	5%	3%	3%	3%	3%	1%	3%	2%	3%
	Weighted counts	6	20	41	8	12	26	14	38	22	53	3	4	1	49
	Column Comparisons	-	-	-			c d								
81-90%	% within column	1%	3%	3%	3%	3%	4%	3%	3%	2%	3%	2%	3%	1%	3%
	Weighted counts	2	36	32	17	19	19	13	48	19	59	4	4	1	51
	Column Comparisons	-	-	-											
91-100%	% within column	8%	18%	21%	17%	19%	20%	23%	21%	18%	20%	15%	20%	20%	19%
	Weighted counts	26	229	216	104	125	104	112	289	153	382	28	24	11	320
	Column Comparisons	-	-	-											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox													
<b>0%</b>	% within column	46%	**	19%	44%	39%	36%	41%	36%	42%	58%	42%	**
	Weighted counts	280		27	945	98	114	192	176	112	279	943	
	Column Comparisons				A						a B C D e		
<b>1-10%</b>	% within column	12%	**	11%	10%	10%	11%	13%	8%	10%	9%	10%	**
	Weighted counts	72		16	220	26	34	63	40	27	45	226	
	Column Comparisons												
<b>11-20%</b>	% within column	4%	**	4%	4%	4%	4%	5%	3%	4%	5%	4%	**
	Weighted counts	22		6	93	11	13	24	15	11	25	96	
	Column Comparisons												
<b>21-30%</b>	% within column	2%	**	10%	3%	3%	5%	4%	5%	3%	1%	3%	**
	Weighted counts	14		13	64	7	15	19	23	7	6	74	
	Column Comparisons			B									
<b>31-40%</b>	% within column	1%	**	6%	3%	3%	2%	2%	6%	1%	2%	3%	**
	Weighted counts	4		9	57	7	8	10	28	2	10	64	
	Column Comparisons			b									
<b>41-50%</b>	% within column	3%	**	11%	4%	8%	4%	3%	6%	6%	2%	5%	**
	Weighted counts	21		16	91	19	13	17	32	15	11	102	
	Column Comparisons			b									
<b>51-60%</b>	% within column	2%	**	9%	2%	3%	3%	3%	3%	2%	1%	2%	**
	Weighted counts	11		12	45	7	10	14	15	6	5	55	
	Column Comparisons			B									
<b>61-70%</b>	% within column	3%	**	10%	2%	3%	4%	3%	4%	2%	1%	3%	**
	Weighted counts	20		13	53	7	13	14	22	6	6	59	
	Column Comparisons			B									
<b>71-80%</b>	% within column	2%	**	6%	2%	2%	5%	3%	4%	2%	1%	3%	**
	Weighted counts	12		8	53	4	15	12	18	5	7	60	
	Column Comparisons			b									

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)?  
Smaller parcels - that will fit through a letterbox

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>81-90%</b>	% within column	3%	2%	4%	4%	2%	3%	3%	2%	4%	4%	4%	2%	0%	1%
	Weighted counts	68	11	56	20	14	15	18	23	45	15	38	14	0	2
	Column Comparisons	-		a						a					
<b>91-100%</b>	% within column	19%	16%	21%	21%	19%	17%	22%	20%	19%	25%	23%	18%	8%	8%
	Weighted counts	445	120	324	116	113	99	117	227	218	84	205	130	15	10
	Column Comparisons	-		a							c D E	c D E	d e		
<b>I don't know</b>	% within column	2%	0%	2%	1%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%
	Weighted counts	36	0	36	8	7	9	12	21	15	3	13	15	3	1
	Column Comparisons	-		A											
<b>Effective Column n</b>	% within column														
	Weighted counts	1,513	257	1,256	360	400	386	366	703	810	219	599	487	128	78
	Column Comparisons														
<b>Unweighted base</b>		2,392	406	1,986	570	632	611	579	1,111	1,281	347	948	770	203	124
<b>Weighted base</b>		2,288	757	1,532	563	607	576	542	1,138	1,150	341	883	732	198	135
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)?  
Smaller parcels - that will fit through a letterbox

		Demographics													
		Age		SEG				Working status			UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>81-90%</b>	% within column	1%	3%	3%	3%	3%	4%	3%	3%	2%	3%	2%	3%	1%	3%
	Weighted counts	2	36	32	17	19	19	13	48	19	59	4	4	1	51
	Column Comparisons	-	-	-											
<b>91-100%</b>	% within column	8%	18%	21%	17%	19%	20%	23%	21%	18%	20%	15%	20%	20%	19%
	Weighted counts	26	229	216	104	125	104	112	289	153	382	28	24	11	320
	Column Comparisons	-	-	-											
<b>I don't know</b>	% within column	1%	1%	2%	1%	1%	1%	3%	2%	2%	2%	2%	1%	3%	1%
	Weighted counts	4	15	21	8	7	6	15	22	14	30	3	1	2	25
	Column Comparisons	-	-	-											
<b>Effective Column n</b>	% within column														
	Weighted counts	207	873	639	416	457	314	325	911	592	954	190	201	167	1,020
	Column Comparisons														
<b>Unweighted base</b>		327	1,381	1,011	658	723	497	514	1,440	936	1,509	301	318	264	1,613
<b>Weighted base</b>		333	1,281	1,007	609	672	530	478	1,406	864	1,929	182	122	56	1,679
<b>Columns</b>		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
		Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		% within column												
<b>81-90%</b>		3%	**	6%	3%	1%	4%	5%	3%	3%	1%	3%	**	<b>3%</b>
Weighted counts		16		9	59	3	13	22	14	8	7	66		<b>68</b>
Column Comparisons				b										-
<b>91-100%</b>		21%	**	7%	20%	23%	21%	16%	21%	24%	16%	20%	**	<b>19%</b>
Weighted counts		125		9	436	58	66	74	105	66	76	442		<b>445</b>
Column Comparisons					a						b			-
<b>I don't know</b>		2%	**	1%	2%	2%	1%	2%	1%	1%	2%	2%	**	<b>2%</b>
Weighted counts		10		1	35	4	3	11	7	3	8	35		<b>36</b>
Column Comparisons														-
<b>Effective Column n</b>		% within column												
Weighted counts		491	1	100	1,413	176	219	355	346	202	213	1,482	27	<b>1,513</b>
Column Comparisons														
<b>Unweighted base</b>		777	2	158	2,234	279	347	562	547	320	337	2,343	43	<b>2,392</b>
<b>Weighted base</b>		608	2	138	2,151	251	317	473	496	268	484	2,222	56	<b>2,288</b>
<b>Columns</b>		B	C	A	B	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics														
		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	Average	32.1	21.2	37.7	32.2	32.7	29.5	34.3	32.5	31.7	44.4	40.1	25.9	13.3	10.8	12.3
	Column Comparisons	-		A							C D E	C D E	D E			-
Effective Column n	Average		305.6	1,460.3	355.2	395.1	378.7	356.0	688.2	793.0	216.0	589.3	474.5	126.0	77.7	203.8
	Column Comparisons															
Standard Deviation		39.0	36.5	39.0	39.9	38.2	38.1	39.8	38.8	39.2	39.0	39.2	38.2	29.1	27.5	28.4
Unweighted base		2,346	406	1,940	562	623	598	563	1,090	1,256	342	931	751	199	123	322
Weighted base		2,252	757	1,496	555	600	568	530	1,118	1,135	337	870	717	195	134	329
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)</b>	Average	29.5	35.5	28.9	30.1	34.2	36.9	35.1	27.4	33.0	25.2	30.1	28.9	32.6	30.7	**
	Column Comparisons	-	-				c	B		b						
	Average	857.6	624.0	407.6	450.2	309.6	315.3	892.5	579.9	1,071.9	193.4	213.3	176.3	1,010.1	488.1	.6
<b>Effective Column n</b>		Column Comparisons														
<b>Standard Deviation</b>		38.2	39.7	38.0	38.5	39.1	40.3	39.1	38.4	39.1	36.7	39.4	39.2	38.6	39.9	
<b>Unweighted base</b>		1,358	988	645	713	490	498	1,413	918	1,481	296	314	255	1,581	764	1
<b>Weighted base</b>		1,267	986	601	666	523	462	1,385	850	1,899	179	120	54	1,653	598	1
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
<b>Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)</b>	<i>Average</i>										
	38.8	31.7	34.6	37.0	30.1	37.6	35.1	22.4	32.4	**	<b>32.1</b>
	<i>Column Comparisons</i>										
	b		f	F	f	c F	f				-
<b>Effective Column n</b>	<i>Average</i>										
	99.3	1,385.2	173.7	216.1	350.7	340.1	199.8	216.0	1,455.9	27.2	
	<i>Column Comparisons</i>										
<b>Standard Deviation</b>											
	31.7	39.4	39.5	39.7	37.8	38.9	41.1	36.5	39.2	32.1	<b>39.0</b>
<b>Unweighted base</b>											
	157	2,189	274	342	548	538	316	328	2,298	43	<b>2,346</b>
<b>Weighted base</b>											
	137	2,115	246	314	461	489	265	476	2,187	56	<b>2,252</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox

	Demographics														
	Methodology			Quarter				Gender		Age					
				Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+	65+
	Total	CAPI	Online	2017	2017	2018	2018	Male	Female	years	years	years	years	years	(Net)
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox	Demographics														
	SEG						Working status		UK nation				Rurality		
							Work-	Not	NET:	NET:	N.				Unkn-
	ABC1	C2DE	AB	C1	C2	DE	ing	work-	Engl-	Scotl-	Wales	Ireland	Urban	Rural	own
Columns	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_1 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- per year	£17,- £29,- per year	£30,- £50,- per year	£50,- £49,- per year	£50,- £000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
											Total
Columns	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox								Demographics									SEG						
								Methodology			Quarter				Gender			Age					
								Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female		16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
0%	% within column	40%	63%	31%	41%	37%	43%	40%	35%	44%	22%	26%	49%	74%	71%	73%	43%						
	Column Comparisons	-	B							a			A B	A B C	A B C	-	-						
1-10%	% within column	8%	5%	9%	8%	8%	8%	8%	7%	9%	6%	9%	9%	4%	11%	7%	7%						
	Column Comparisons	-		a												-	-						
11-20%	% within column	5%	3%	6%	6%	4%	4%	5%	6%	4%	5%	6%	5%	2%	2%	2%	5%						
	Column Comparisons	-														-	-						
21-30%	% within column	4%	1%	6%	4%	5%	4%	4%	7%	2%	8%	6%	3%	0%	1%	1%	4%						
	Column Comparisons	-		A					B		c d	d				-	-						
31-40%	% within column	3%	1%	4%	2%	4%	4%	3%	3%	3%	5%	4%	2%	1%	0%	1%	4%						
	Column Comparisons	-		a												-	-						
41-50%	% within column	4%	2%	5%	4%	5%	3%	5%	5%	4%	8%	5%	3%	3%	0%	2%	4%						
	Column Comparisons	-		a												-	-						
51-60%	% within column	3%	3%	3%	2%	3%	3%	3%	3%	3%	4%	5%	2%	1%	0%	1%	3%						
	Column Comparisons	-														-	-						
61-70%	% within column	2%	0%	3%	2%	2%	3%	2%	3%	1%	4%	3%	1%	0%	0%	0%	1%						
	Column Comparisons	-		a												-	-						
71-80%	% within column	2%	2%	3%	2%	3%	1%	3%	3%	2%	4%	3%	2%	0%	0%	0%	2%						
	Column Comparisons	-														-	-						
81-90%	% within column	4%	3%	5%	3%	4%	4%	5%	3%	6%	6%	5%	3%	6%	2%	4%	4%						
	Column Comparisons	-								a						-	-						
91-100%	% within column	22%	16%	25%	24%	22%	21%	22%	25%	20%	28%	28%	20%	8%	10%	9%	21%						
	Column Comparisons	-		A							D e	c D e	d			-	-						
I don't know	% within column	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	1%	2%	2%	1%						
	Column Comparisons	-														-	-						
NET: 1-50%	% within column	25%	13%	29%	24%	27%	23%	24%	28%	22%	32%	30%	21%	10%	14%	12%	23%						
	Column Comparisons	-		A					b		c D e	c D e	d			-	-						
NET: 51-100%	% within column	34%	24%	38%	34%	34%	33%	35%	36%	32%	45%	43%	28%	15%	12%	14%	32%						
	Column Comparisons	-		A							C D E	C D E	d e			-	-						
Effective Column n	% within column	1,241%	181%	1,061%	302%	335%	312%	291%	551%	690%	173%	499%	391%	115%	63%	179%	720%						
	Column Comparisons																						
Unweighted base		1,925	280	1,645	469	520	484	452	855	1,070	268	774	606	179	98	277	1,116						
Weighted base		1,770	509	1,260	464	506	401	399	832	938	244	685	561	174	106	279	994						
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A						

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>0%</b>	% within column	36%	48%	39%	37%	35%	32%	52%	39%	49%	44%	47%	38%	46%	**	22%	42%
	Column Comparisons	-	d e F					A						a			A
<b>1-10%</b>	% within column	9%	5%	9%	8%	11%	8%	8%	8%	11%	8%	7%	8%	8%	**	7%	8%
	Column Comparisons	-				c											
<b>11-20%</b>	% within column	4%	6%	4%	6%	3%	6%	3%	5%	4%	5%	5%	5%	4%	**	5%	5%
	Column Comparisons	-					b										
<b>21-30%</b>	% within column	5%	4%	3%	5%	5%	6%	2%	5%	1%	3%	5%	4%	4%	**	9%	4%
	Column Comparisons	-					b									b	
<b>31-40%</b>	% within column	2%	4%	4%	2%	2%	4%	2%	3%	5%	2%	3%	4%	1%	**	5%	3%
	Column Comparisons	-					b						b				
<b>41-50%</b>	% within column	5%	4%	4%	5%	6%	5%	3%	5%	4%	3%	2%	5%	3%	**	11%	4%
	Column Comparisons	-														b	
<b>51-60%</b>	% within column	2%	3%	3%	2%	2%	4%	2%	3%	2%	2%	0%	3%	2%	**	5%	3%
	Column Comparisons	-															
<b>61-70%</b>	% within column	3%	2%	1%	3%	3%	3%	1%	2%	1%	2%	1%	2%	1%	**	7%	2%
	Column Comparisons	-					b									b	
<b>71-80%</b>	% within column	2%	3%	2%	3%	1%	3%	1%	3%	1%	2%	1%	3%	2%	**	10%	2%
	Column Comparisons	-														B	
<b>81-90%</b>	% within column	5%	4%	4%	6%	3%	4%	5%	5%	2%	4%	2%	4%	4%	**	7%	4%
	Column Comparisons	-															
<b>91-100%</b>	% within column	23%	16%	26%	22%	25%	25%	19%	22%	20%	23%	24%	22%	23%	**	10%	23%
	Column Comparisons	-		c		c	b										a
<b>I don't know</b>	% within column	2%	1%	1%	1%	3%	1%	2%	1%	1%	2%	3%	1%	2%	**	2%	1%
	Column Comparisons	-						a									
<b>NET: 1-50%</b>	% within column	26%	23%	24%	25%	28%	29%	18%	25%	24%	21%	21%	26%	20%	**	37%	24%
	Column Comparisons	-					B						b			b	
<b>NET: 51-100%</b>	% within column	36%	28%	36%	37%	35%	38%	27%	35%	25%	33%	29%	35%	32%	**	39%	33%
	Column Comparisons	-					B										

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		QJ6: Annual household income					QJ2: Internet usage			Total
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 500 - 999 per year	£30,- £49,- 500 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>0%</b>	% within column Column Comparisons	33%	35%	40%	32%	43%	55%	40%	**	<b>40%</b>
							A b c D			-
<b>1-10%</b>	% within column Column Comparisons	12%	9%	8%	8%	5%	7%	8%	**	<b>8%</b>
										-
<b>11-20%</b>	% within column Column Comparisons	6%	4%	5%	4%	6%	5%	5%	**	<b>5%</b>
										-
<b>21-30%</b>	% within column Column Comparisons	4%	7%	3%	6%	4%	3%	4%	**	<b>4%</b>
										-
<b>31-40%</b>	% within column Column Comparisons	4%	3%	3%	5%	2%	1%	3%	**	<b>3%</b>
										-
<b>41-50%</b>	% within column Column Comparisons	4%	3%	6%	5%	3%	4%	4%	**	<b>4%</b>
										-
<b>51-60%</b>	% within column Column Comparisons	3%	2%	2%	4%	3%	3%	3%	**	<b>3%</b>
										-
<b>61-70%</b>	% within column Column Comparisons	2%	3%	3%	3%	2%	0%	2%	**	<b>2%</b>
										-
<b>71-80%</b>	% within column Column Comparisons	2%	2%	1%	4%	3%	2%	2%	**	<b>2%</b>
										-
<b>81-90%</b>	% within column Column Comparisons	2%	7%	5%	4%	3%	3%	4%	**	<b>4%</b>
										-
<b>91-100%</b>	% within column Column Comparisons	27%	24%	21%	25%	25%	15%	23%	**	<b>22%</b>
								b		-
<b>I don't know</b>	% within column Column Comparisons	2%	1%	2%	1%	0%	2%	1%	**	<b>1%</b>
										-
<b>NET: 1-50%</b>	% within column Column Comparisons	30%	26%	25%	27%	21%	19%	25%	**	<b>25%</b>
										-
<b>NET: 51-100%</b>	% within column Column Comparisons	36%	37%	33%	40%	36%	23%	34%	**	<b>34%</b>
			f		f					-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
<b>Effective Column n</b> <i>% within column</i> <i>Column Comparisons</i>	1,241%	181%	1,061%	302%	335%	312%	291%	551%	690%	173%	499%	391%	115%	63%	179%	720%
<b>Unweighted base</b>	1,925	280	1,645	469	520	484	452	855	1,070	268	774	606	179	98	277	1,116
<b>Weighted base</b>	1,770	509	1,260	464	506	401	399	832	938	244	685	561	174	106	279	994
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
Effective Column n	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
% within column	522%	348%	372%	250%	272%	720%	515%	777%	170%	159%	135%	832%	407%	1%	92%	1,149%
Column Comparisons																
Unweighted base	809	539	577	387	422	1,116	798	1,205	264	247	209	1,291	632	2	143	1,782
Weighted base	775	464	530	399	376	1,034	726	1,487	150	91	42	1,280	487	2	130	1,640
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	Demographics									
	QJ6: Annual household income						QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user		
	500 per year	499 per year	999 per year	999 per year	per year				Total	
<b>Effective Column n</b>	155%	172%	295%	279%	177%	164%	1,214%	24%	<b>1,241%</b>	
<i>% within column</i>										
<i>Column Comparisons</i>										
<b>Unweighted base</b>	240	267	458	432	274	254	1,883	37	<b>1,925</b>	
<b>Weighted base</b>	209	240	395	365	219	342	1,708	53	<b>1,770</b>	
<b>Columns</b>	A	B	C	D	E	F	A	B	<b>A</b>	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)</b>	35.5	23.2	40.6	35.1	36.7	34.0	36.1	38.1	33.2	48.1	44.4	29.6	15.4	13.1	14.6
<i>Average</i>															
<i>Column Comparisons</i>	-		A					b		C D E	C D E	D E			-
		208.8	1,212.4	299.8	328.1	305.0	287.6	545.3	674.3	170.7	493.4	382.9	114.3	61.3	176.2
<b>Effective Column n</b>															
<i>Column Comparisons</i>															
<b>Standard Deviation</b>	40.1	37.5	40.1	40.6	39.8	39.8	40.3	39.9	40.2	38.6	39.9	39.6	32.2	31.2	31.7
<b>Unweighted base</b>	1,892	278	1,614	465	509	473	445	846	1,046	264	763	594	176	95	271
<b>Weighted base</b>	1,745	506	1,239	461	496	395	393	823	922	241	677	552	172	103	275
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)</b>	33.8	37.8	29.6	37.5	37.7	37.9	40.2	28.7	36.5	28.0	34.3	32.3	36.4	33.2	**
<i>Average</i>	-	-		c	c	c	B		b						
<i>Column Comparisons</i>															
<i>Average</i>	709.6	509.8	342.8	366.7	246.6	264.4	711.6	501.5	883.1	175.5	168.1	144.0	827.6	401.7	.6
<b>Effective Column n</b>															
<i>Column Comparisons</i>															
<b>Standard Deviation</b>	39.8	40.4	37.8	41.2	40.3	40.7	39.8	39.5	40.1	38.7	41.1	41.0	39.8	40.8	
<b>Unweighted base</b>	1,101	791	532	569	382	409	1,104	778	1,185	261	243	203	1,273	618	1
<b>Weighted base</b>	986	759	461	525	394	365	1,027	709	1,467	148	89	41	1,267	477	1
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)</b>	41.6	35.1	38.4	38.9	35.4	41.3	36.4	24.8	35.9	**	<b>35.5</b>
<i>Average</i>											
<i>Column Comparisons</i>			f	f	f	F	f				-
<b>Effective Column n</b>	90.9	1,129.4	152.8	168.8	289.3	276.8	176.8	164.4	1,204.2	23.3	
<i>Average</i>											
<i>Column Comparisons</i>											
<b>Standard Deviation</b>	34.0	40.5	40.8	40.9	39.8	39.9	41.2	37.1	40.3	34.4	<b>40.1</b>
<b>Unweighted base</b>	141	1,751	236	262	447	427	274	246	1,852	36	<b>1,892</b>
<b>Weighted base</b>	127	1,618	206	236	386	362	219	336	1,685	52	<b>1,745</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2\_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox

	Demographics														
	Methodology			Quarter				Gender		Age					
				Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+	65+
	Total	CAPI	Online	2017	2017	2018	2018	Male	Female	years	years	years	years	years	(Net)
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	Demographics														
	SEG						Working status		UK nation				Rurality		
							Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	ABC1	C2DE	AB	C1	C2	DE									
Columns	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QD2_2 (Avg): Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income				QJ2: Internet usage			
	Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £50,- 999 per year	£50,- £100+ per year	I don't prefer not to answer	NET: Internet user	NET: non-user	Total
	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	18%	12%	20%	19%	20%	19%	16%	20%	17%	25%	21%	11%	11%	**	8%	19%
	Weighted counts	282	42	241	72	84	65	61	155	127	74	155	42	8		11	154
	Column Comparisons	-		a							C e	C e				-	-
	% within column	80%	87%	78%	79%	79%	80%	83%	79%	81%	73%	77%	88%	87%	**	90%	79%
No	Weighted counts	1,235	294	940	294	340	275	326	620	614	215	556	352	61		112	635
	Column Comparisons	-	b										A B			-	-
	% within column	2%	0%	2%	2%	1%	2%	1%	1%	2%	2%	2%	1%	2%	**	1%	1%
	Weighted counts	24	1	23	7	6	6	6	11	13	6	11	5	1		2	10
I don't know	Column Comparisons	-														-	-
	% within column																
	Weighted counts	1,159	126	1,033	272	320	282	286	531	628	213	552	307	53	33	86	628
	Column Comparisons																
Effective Column n		1,716	187	1,529	402	473	417	424	786	930	316	817	455	79	49	128	929
Unweighted base		1,541	336	1,204	373	429	345	393	786	755	295	722	399	70	54	124	799
Weighted base																	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Yes	% within column	17%	22%	17%	21%	13%	22%	12%	19%	14%	14%	10%	20%	14%	**	53%	15%
	Weighted counts	128	77	77	78	50	221	61	253	15	11	3	229	53		64	218
	Column Comparisons	-					B						b			B	
No	% within column	81%	77%	82%	77%	84%	77%	87%	79%	85%	83%	86%	79%	85%	**	43%	83%
	Weighted counts	599	269	367	286	313	780	441	1,050	92	65	28	908	325		53	1,182
	Column Comparisons	-						A					a			A	
I don't know	% within column	2%	1%	1%	2%	2%	1%	1%	2%	1%	3%	3%	2%	1%	**	4%	1%
	Weighted counts	14	5	5	6	8	15	7	20	1	2	1	18	6		4	19
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	532	283	345	249	283	747	404	765	134	149	111	811	347	1	96	1,063
	Column Comparisons																
Unweighted base		787	419	510	368	419	1,106	598	1,133	198	220	165	1,201	513	2	142	1,574
Weighted base		741	351	449	370	371	1,016	509	1,323	108	78	32	1,155	384	2	121	1,419
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
		QJ6: Annual household income					QJ2: Internet usage		
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		500 per year	499 per year	999 per year	999 per year	per year			
		% within column							Total
<b>Yes</b>		20%	20%	18%	20%	18%	14%	17%	** 18%
	Weighted counts	38	46	61	72	31	34	262	282
	Column Comparisons								-
<b>No</b>		77%	78%	81%	79%	80%	85%	81%	** 80%
	Weighted counts	142	180	275	288	142	208	1,217	1,235
	Column Comparisons						B		-
<b>I don't know</b>		3%	3%	1%	1%	2%	2%	1%	** 2%
	Weighted counts	5	6	2	3	4	4	22	24
	Column Comparisons								-
<b>Effective Column n</b>									
		147	180	278	278	151	126	1,136	21 1,159
<b>Unweighted base</b>		217	266	411	412	224	186	1,681	31 1,716
<b>Weighted base</b>		184	232	339	363	177	245	1,500	36 1,541
<b>Columns</b>		A	B	C	D	E	F	A	B A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Up to £1.00	% within column	21%	26%	18%	20%	20%	21%	23%	23%	19%	28%	21%	20%	19%	17%
	Weighted counts	1,255	655	600	286	309	311	349	674	581	237	401	384	128	104
	Column Comparisons	-	B						b		B C d E				
£1.01 to £2.00	% within column	11%	14%	10%	12%	11%	9%	13%	11%	11%	9%	10%	11%	14%	16%
	Weighted counts	674	347	327	173	166	139	197	326	349	75	195	212	92	100
	Column Comparisons	-	B												a b c
£2.01 to £4.00	% within column	12%	11%	13%	11%	10%	13%	13%	13%	11%	11%	10%	11%	13%	21%
	Weighted counts	712	274	438	162	155	194	201	370	342	91	197	210	88	126
	Column Comparisons	-		a											A B C d
£4.01 to £6.00	% within column	10%	10%	11%	10%	10%	10%	11%	9%	12%	8%	9%	11%	13%	13%
	Weighted counts	618	255	363	145	157	148	167	264	354	68	176	207	87	80
	Column Comparisons	-								a					
£6.01 to £10.00	% within column	13%	12%	15%	13%	14%	13%	14%	13%	14%	11%	13%	15%	13%	13%
	Weighted counts	802	307	494	183	214	195	210	378	424	95	257	279	89	82
	Column Comparisons	-		a											
£10.01 to £20.00	% within column	13%	10%	15%	13%	15%	12%	10%	11%	14%	11%	14%	12%	14%	8%
	Weighted counts	753	252	500	189	224	181	159	331	422	95	276	237	95	50
	Column Comparisons	-		A		d				a		e			
£20.01 to £30.00	% within column	6%	4%	7%	6%	6%	7%	3%	6%	5%	5%	7%	6%	4%	3%
	Weighted counts	333	98	235	91	98	98	46	169	164	44	134	110	29	17
	Column Comparisons	-		A	d	d	d					e			
£30.01 to £40.00	% within column	3%	2%	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%	2%	1%
	Weighted counts	154	51	103	29	48	41	35	70	83	23	65	49	11	6
	Column Comparisons	-		a											
£40.01 to £50.00	% within column	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	0%	1%
	Weighted counts	79	26	53	20	15	27	18	36	43	11	41	22	1	4
	Column Comparisons	-													
Over £50	% within column	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	3%	3%	1%	1%
	Weighted counts	134	55	79	40	38	28	28	70	64	13	56	52	9	5
	Column Comparisons	-													
I don't know	% within column	7%	9%	5%	7%	7%	7%	7%	7%	7%	9%	7%	7%	6%	6%
	Weighted counts	413	233	180	97	102	104	109	216	198	78	127	131	44	34
	Column Comparisons	-	B												

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Up to £1.00</b>	% within column	18%	18%	25%	16%	20%	21%	28%	19%	23%	21%	24%	20%	23%	22%
	Weighted counts	231	566	689	214	352	271	418	583	669	1,041	112	61	41	962
	Column Comparisons	-	-	-		c	c	C D e		a					
<b>£1.01 to £2.00</b>	% within column	15%	11%	11%	9%	13%	10%	13%	11%	12%	12%	10%	10%	12%	11%
	Weighted counts	192	355	319	125	230	128	191	327	344	576	46	30	22	512
	Column Comparisons	-	-	-		c		c							
<b>£2.01 to £4.00</b>	% within column	17%	13%	11%	12%	13%	12%	10%	10%	14%	12%	8%	12%	9%	12%
	Weighted counts	214	397	315	167	230	157	158	319	389	622	37	36	17	524
	Column Comparisons	-	-	-						a					
<b>£4.01 to £6.00</b>	% within column	13%	11%	9%	13%	10%	11%	9%	10%	10%	11%	9%	9%	7%	10%
	Weighted counts	167	353	265	171	181	137	128	321	297	536	43	26	12	447
	Column Comparisons	-	-	-	f										
<b>£6.01 to £10.00</b>	% within column	13%	15%	11%	17%	14%	13%	10%	14%	12%	14%	12%	14%	9%	14%
	Weighted counts	171	486	315	232	254	163	153	443	358	687	57	41	16	613
	Column Comparisons	-	-	-	e F	f									
<b>£10.01 to £20.00</b>	% within column	11%	13%	12%	14%	12%	13%	12%	14%	11%	12%	17%	12%	12%	12%
	Weighted counts	145	414	338	191	223	163	175	426	323	611	83	37	21	547
	Column Comparisons	-	-	-					b						
<b>£20.01 to £30.00</b>	% within column	4%	6%	5%	7%	5%	7%	4%	7%	4%	6%	6%	5%	4%	5%
	Weighted counts	45	182	151	91	91	87	64	213	119	285	27	14	6	238
	Column Comparisons	-	-	-					B						
<b>£30.01 to £40.00</b>	% within column	1%	3%	2%	4%	2%	3%	2%	3%	2%	3%	3%	2%	2%	2%
	Weighted counts	16	92	62	50	42	34	28	104	50	132	12	6	4	111
	Column Comparisons	-	-	-					b						
<b>£40.01 to £50.00</b>	% within column	0%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%
	Weighted counts	6	49	30	23	26	22	8	55	23	61	10	6	1	53
	Column Comparisons	-	-	-					b						
<b>Over £50</b>	% within column	1%	3%	2%	3%	2%	3%	1%	3%	1%	2%	3%	3%	2%	2%
	Weighted counts	14	83	52	39	43	34	18	87	43	110	14	8	3	105
	Column Comparisons	-	-	-					b						
<b>I don't know</b>	% within column	6%	5%	9%	4%	6%	7%	10%	6%	8%	6%	7%	11%	18%	7%
	Weighted counts	78	170	243	61	109	95	148	179	230	316	32	33	32	319
	Column Comparisons	-	-	-			c	C d		a			a b	A B c	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Up to £1.00</b>	19%	**	20%	21%	30%	20%	18%	16%	16%	24%	21%	27%	<b>21%</b>
<i>Weighted counts</i>	290		59	1,195	232	164	221	169	83	385	1,163	91	<b>1,255</b>
<i>Column Comparisons</i>					b C D E f					c d e		a	-
<b>£1.01 to £2.00</b>	11%	**	7%	12%	13%	12%	11%	10%	10%	12%	11%	16%	<b>11%</b>
<i>Weighted counts</i>	161		21	654	98	95	136	103	52	190	619	54	<b>674</b>
<i>Column Comparisons</i>												a	-
<b>£2.01 to £4.00</b>	13%	**	17%	12%	11%	15%	14%	11%	9%	11%	12%	14%	<b>12%</b>
<i>Weighted counts</i>	188		50	662	83	122	172	114	46	175	660	47	<b>712</b>
<i>Column Comparisons</i>			b			e	e						-
<b>£4.01 to £6.00</b>	11%	**	8%	10%	8%	11%	10%	11%	10%	11%	10%	9%	<b>10%</b>
<i>Weighted counts</i>	170		25	593	64	89	120	114	52	179	587	31	<b>618</b>
<i>Column Comparisons</i>													-
<b>£6.01 to £10.00</b>	13%	**	11%	14%	10%	14%	16%	14%	18%	12%	14%	10%	<b>13%</b>
<i>Weighted counts</i>	188		34	768	77	109	189	141	98	188	765	34	<b>802</b>
<i>Column Comparisons</i>							a		a f				-
<b>£10.01 to £20.00</b>	14%	**	12%	13%	12%	12%	13%	17%	13%	10%	13%	5%	<b>13%</b>
<i>Weighted counts</i>	205		36	717	90	100	158	173	71	161	733	18	<b>753</b>
<i>Column Comparisons</i>							f			b			-
<b>£20.01 to £30.00</b>	6%	**	6%	6%	4%	4%	6%	8%	9%	4%	6%	3%	<b>6%</b>
<i>Weighted counts</i>	95		18	315	35	34	71	81	47	66	324	9	<b>333</b>
<i>Column Comparisons</i>								a b f	a b f				-
<b>£30.01 to £40.00</b>	3%	**	5%	2%	1%	3%	3%	4%	5%	2%	3%	2%	<b>3%</b>
<i>Weighted counts</i>	43		14	139	6	22	32	39	29	25	149	5	<b>154</b>
<i>Column Comparisons</i>			b			a	a	a f	A c F				-
<b>£40.01 to £50.00</b>	2%	**	5%	1%	1%	1%	1%	3%	2%	1%	1%	0%	<b>1%</b>
<i>Weighted counts</i>	26		15	64	5	7	11	27	12	18	77	2	<b>79</b>
<i>Column Comparisons</i>			B										-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Over £50	% within column	2%	2%	2%	3%	3%	2%	2%	2%	2%	2%	3%	3%	1%	1%
	Weighted counts	134	55	79	40	38	28	28	70	64	13	56	52	9	5
	Column Comparisons	-													
I don't know	% within column	7%	9%	5%	7%	7%	7%	7%	7%	7%	9%	7%	7%	6%	6%
	Weighted counts	413	233	180	97	102	104	109	216	198	78	127	131	44	34
	Column Comparisons	-	B												
I prefer not to say	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	35	10	25	11	7	9	8	18	17	5	12	15	1	2
	Column Comparisons	-													
Net: Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column														
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310
	Column Comparisons														
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
Over £50	% within column	1%	3%	2%	3%	2%	3%	1%	3%	1%	2%	3%	3%	2%	2%
	Weighted counts	14	83	52	39	43	34	18	87	43	110	14	8	3	105
	Column Comparisons	-	-	-					b						
I don't know	% within column	6%	5%	9%	4%	6%	7%	10%	6%	8%	6%	7%	11%	18%	7%
	Weighted counts	78	170	243	61	109	95	148	179	230	316	32	33	32	319
	Column Comparisons	-	-	-			c	C d		a			a b	A B c	
I prefer not to say	% within column	0%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	0%	2%	0%
	Weighted counts	2	12	23	4	8	7	16	14	20	30	1	1	3	21
	Column Comparisons	-	-	-										b c	
Net: Total	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column														
	Weighted counts	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475
	Column Comparisons														
Unweighted base		1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027
Weighted base		1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
				Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?	% within column	2%	**	1%	2%	2%	1%	1%	2%	5%	2%	2%	0%	2%
	Weighted counts	29		3	131	19	12	13	23	27	40	133	0	134
	Column Comparisons									b C		b		-
	% within column	6%	**	7%	7%	9%	6%	6%	4%	3%	10%	7%	13%	7%
I don't know	Weighted counts	93		20	393	66	45	73	44	18	168	369	44	413
	Column Comparisons					d e					b c D E		A	-
	% within column	1%	**	1%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%
I prefer not to say	Weighted counts	11		2	33	3	6	3	0	1	22	34	0	35
	Column Comparisons													-
	% within column	100%	**	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Total	Weighted counts	1,498		297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	5,962
	Column Comparisons	-		-	-	-	-	-	-	-	-	-	-	-
	% within column													
Effective Column n	Weighted counts	1,105	7	197	3,390	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons													
Unweighted base		1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Average spend on postage in the last month (£)	<i>Average</i>	8.8	7.5	9.8	9.2	9.5	9.2	7.5	8.6	9.0	8.0	10.2	9.1	7.4	6.0
<b>QD4 (Avg): Spend on postage in the last month (£)</b>	<i>Column Comparisons</i>	-		A	d	D	d				e	A c D E	d E		
<b>Effective Column n</b>	<i>Average</i>		940.6	3,070.1	788.5	853.7	818.9	856.3	1,588.2	1,720.4	453.4	1,150.0	1,062.6	355.2	291.7
	<i>Column Comparisons</i>														
<b>Standard Deviation</b>		11.3	10.8	11.6	11.7	11.6	11.5	10.5	11.4	11.2	11.0	12.5	11.6	9.2	8.1
<b>Unweighted base</b>		5,381	1,262	4,119	1,279	1,384	1,328	1,390	2,583	2,798	737	1,865	1,730	575	474
<b>Weighted base</b>		5,514	2,321	3,193	1,317	1,425	1,361	1,410	2,688	2,826	752	1,798	1,762	629	573
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Average spend on postage in the last month (£)															
QD4 (Avg): Spend on postage in the last month (£)	Average	6.7	9.4	8.1	10.3	8.7	9.4	6.9	10.1	7.3	8.7	10.0	9.1	7.7	8.7
	Column Comparisons	-	-	-	d F	F	F		B			d			
	Average	649.2	1,866.0	1,439.1	834.9	1,031.3	660.3	778.8	1,717.5	1,572.6	2,413.0	444.4	432.1	405.7	2,314.0
Effective Column n															
Column Comparisons															
Standard Deviation		8.7	11.7	10.9	12.1	11.4	11.9	9.7	12.2	9.9	11.2	12.4	11.9	10.6	11.3
Unweighted base		1,048	3,038	2,343	1,359	1,679	1,075	1,268	2,796	2,560	3,421	697	657	606	3,706
Weighted base		1,201	2,978	2,536	1,303	1,675	1,195	1,341	2,876	2,615	4,662	443	264	144	4,112
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Average spend on postage in the last month (£)	Average	9.2	**	10.7	8.7	7.1	7.9	8.3	10.8	12.5	7.8	9.0	5.0	8.8
QD4 (Avg): Spend on postage in the last month (£)	Column Comparisons			b					A B C F	A B C F		B		-
Effective Column n	Average	1,041.2	4.3	187.9	3,127.2	438.0	466.9	771.2	672.8	371.4	621.0	3,253.3	100.5	
	Column Comparisons													
Standard Deviation		11.5	5.2	13.2	11.2	10.5	10.2	10.0	12.3	14.0	11.1	11.5	7.4	11.3
Unweighted base		1,668	7	305	5,076	713	760	1,244	1,088	602	974	5,211	161	5,381
Weighted base		1,395	7	275	5,239	709	752	1,123	984	517	1,428	5,210	290	5,514
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics																
		Methodology			Quarter				Gender		Age						SEG	
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE
Royal Mail	% within column	92%	91%	92%	93%	92%	91%	91%	90%	93%	90%	92%	91%	94%	92%	93%	92%	92%
	Weighted counts	2,627	878	1,750	669	694	632	631	1,242	1,385	375	979	847	258	169	426	1,465	1,162
	Column Comparisons	-								a						-	-	-
Citipost	% within column	1%	0%	1%	0%	1%	1%	1%	1%	0%	2%	1%	0%	0%	0%	0%	1%	1%
	Weighted counts	18	3	15	1	4	5	8	14	5	7	10	2	0	0	0	10	8
	Column Comparisons	-														-	-	-
Collect+	% within column	6%	3%	7%	5%	6%	5%	6%	5%	6%	7%	8%	4%	2%	1%	2%	6%	5%
	Weighted counts	158	31	127	36	46	37	39	72	86	29	81	40	5	2	8	101	57
	Column Comparisons	-		a							d e	c d e				-	-	-
DHL	% within column	7%	5%	9%	6%	8%	8%	7%	9%	5%	13%	11%	3%	2%	0%	1%	8%	6%
	Weighted counts	208	44	164	46	58	55	49	127	81	54	116	32	6	1	7	127	81
	Column Comparisons	-		a					b		C D E	C D E				-	-	-
FedEx	% within column	5%	3%	6%	6%	4%	5%	6%	6%	4%	11%	7%	3%	0%	1%	1%	6%	4%
	Weighted counts	147	24	123	45	30	33	39	88	59	45	76	24	1	2	2	96	52
	Column Comparisons	-		A					b		C D e	C D e				-	-	-
Hermes	% within column	15%	11%	17%	12%	17%	17%	14%	15%	16%	18%	18%	13%	8%	13%	10%	15%	15%
	Weighted counts	435	108	327	89	129	116	100	201	233	73	195	121	22	23	45	239	195
	Column Comparisons	-		A							d	c d				-	-	-
Interlink	% within column	1%	1%	1%	0%	1%	1%	2%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	23	8	16	1	6	5	11	18	5	6	12	5	0	0	0	16	7
	Column Comparisons	-							b							-	-	-
DPD	% within column	7%	8%	7%	6%	8%	6%	9%	9%	5%	13%	10%	4%	1%	2%	1%	7%	7%
	Weighted counts	208	72	136	42	59	44	63	127	81	54	109	39	3	3	6	113	95
	Column Comparisons	-							b		C D E	C D e				-	-	-
Parcelforce	% within column	8%	6%	9%	7%	9%	5%	9%	9%	6%	7%	10%	7%	3%	4%	4%	8%	7%
	Weighted counts	218	53	165	49	68	38	63	125	93	29	108	64	9	8	18	130	88
	Column Comparisons	-		a					b			d				-	-	-
TNT Express	% within column	2%	2%	2%	2%	1%	2%	2%	3%	1%	3%	3%	1%	0%	1%	0%	2%	2%
	Weighted counts	54	15	40	11	10	17	16	42	13	13	33	8	0	1	1	33	21
	Column Comparisons	-							B		c d	c d				-	-	-
UPS	% within column	3%	3%	4%	3%	4%	2%	4%	5%	2%	4%	5%	1%	2%	1%	2%	4%	3%
	Weighted counts	96	24	72	20	33	17	25	69	27	17	58	13	6	2	7	61	35
	Column Comparisons	-							B			C				-	-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income		
QD5: Which of the following companies have you used to send parcels in the last month?		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year
Royal Mail	% within column	91%	92%	92%	91%	92%	92%	91%	93%	93%	96%	92%	91%	**	79%	92%	92%	93%
	Weighted counts	677	788	607	555	1,553	1,055	2,214	209	139	65	1,911	715		127	2,500	292	361
	Column Comparisons														A			
Citipost	% within column	1%	0%	1%	1%	1%	0%	1%	0%	1%	0%	1%	0%	**	4%	0%	0%	1%
	Weighted counts	9	1	5	3	18	0	17	1	1	0	17	1		7	11	1	5
	Column Comparisons					b									B			
Collect+	% within column	7%	6%	4%	5%	7%	3%	5%	7%	8%	8%	6%	4%	**	10%	5%	5%	4%
	Weighted counts	50	50	28	30	115	39	125	15	12	6	125	33		16	142	16	16
	Column Comparisons					b									b			
DHL	% within column	9%	7%	7%	6%	9%	4%	7%	9%	4%	4%	8%	4%	**	23%	6%	8%	6%
	Weighted counts	65	63	46	35	158	46	180	19	7	3	175	33		37	171	24	23
	Column Comparisons					B						b			B			
FedEx	% within column	8%	4%	5%	3%	7%	3%	5%	6%	4%	3%	6%	2%	**	17%	4%	7%	3%
	Weighted counts	61	34	31	21	111	35	125	14	6	2	128	19		28	119	21	12
	Column Comparisons	d f				B						b			B			
Hermes	% within column	17%	14%	15%	15%	16%	13%	15%	17%	19%	12%	16%	14%	**	23%	15%	14%	17%
	Weighted counts	122	117	101	94	275	154	360	39	28	8	322	112		37	398	43	66
	Column Comparisons														b			
Interlink	% within column	1%	1%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%	**	3%	1%	1%	1%
	Weighted counts	8	9	3	3	20	2	22	1	0	0	20	4		6	18	2	2
	Column Comparisons					b									b			
DPD	% within column	7%	7%	8%	6%	9%	5%	7%	7%	5%	5%	7%	7%	**	16%	7%	6%	7%
	Weighted counts	54	59	56	39	149	56	181	16	8	3	151	57		26	182	21	28
	Column Comparisons					b									B			
Parcelforce	% within column	9%	7%	8%	6%	9%	5%	8%	7%	8%	11%	8%	6%	**	10%	7%	9%	7%
	Weighted counts	70	60	53	35	155	61	184	16	12	7	172	46		16	202	28	26
	Column Comparisons					b												

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics						
		QJ6: Annual household income				QJ2: Internet usage		
		£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QD5: Which of the following companies have you used to send parcels in the last month?		93%	90%	90%	92%	92%	79%	92%
<b>Royal Mail</b>	% within column							
	Weighted counts	583	535	290	566	2,561	57	2,627
	Column Comparisons					b		-
<b>Citipost</b>	% within column	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	2	7	3	0	18	0	18
	Column Comparisons							-
<b>Collect+</b>	% within column	6%	5%	9%	4%	6%	5%	6%
	Weighted counts	40	33	30	23	155	3	158
	Column Comparisons							-
<b>DHL</b>	% within column	7%	10%	12%	4%	7%	14%	7%
	Weighted counts	42	58	39	23	197	10	208
	Column Comparisons		f	f				-
<b>FedEx</b>	% within column	3%	6%	10%	4%	5%	12%	5%
	Weighted counts	21	39	33	22	138	9	147
	Column Comparisons			b C f			a	-
<b>Hermes</b>	% within column	16%	19%	14%	11%	15%	7%	15%
	Weighted counts	97	113	45	69	428	5	435
	Column Comparisons							-
<b>Interlink</b>	% within column	0%	1%	1%	1%	1%	3%	1%
	Weighted counts	2	9	2	6	21	2	23
	Column Comparisons							-
<b>DPD</b>	% within column	6%	8%	8%	8%	7%	14%	7%
	Weighted counts	37	50	26	48	195	10	208
	Column Comparisons							-
<b>Parcelforce</b>	% within column	8%	10%	9%	4%	8%	3%	8%
	Weighted counts	48	58	30	27	215	3	218
	Column Comparisons							-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics																
		Methodology			Quarter				Gender		Age						SEG	
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE
TNT Express	% within column	2%	2%	2%	2%	1%	2%	2%	3%	1%	3%	3%	1%	0%	1%	0%	2%	2%
	Weighted counts	54	15	40	11	10	17	16	42	13	13	33	8	0	1	1	33	21
	Column Comparisons	-							B		c d	c d				-	-	-
UPS	% within column	3%	3%	4%	3%	4%	2%	4%	5%	2%	4%	5%	1%	2%	1%	2%	4%	3%
	Weighted counts	96	24	72	20	33	17	25	69	27	17	58	13	6	2	7	61	35
	Column Comparisons	-							B			C				-	-	-
Yodel	% within column	5%	3%	6%	6%	5%	4%	4%	6%	4%	6%	7%	3%	1%	2%	1%	5%	4%
	Weighted counts	137	31	106	43	39	29	27	82	56	25	75	32	2	3	5	83	55
	Column Comparisons	-		a					b		d	c d				-	-	-
UK Mail	% within column	2%	1%	3%	2%	2%	2%	3%	3%	2%	5%	3%	1%	0%	1%	0%	3%	2%
	Weighted counts	66	10	56	15	14	15	22	39	27	21	35	8	1	1	2	45	21
	Column Comparisons	-		a							C d	c				-	-	-
Other	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%	5%	1%	3%	1%	1%
	Weighted counts	33	14	19	10	7	11	4	18	15	1	9	8	14	1	15	18	15
	Column Comparisons	-												a B c		-	-	-
I don't know	% within column	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%
	Weighted counts	39	17	22	8	14	7	11	25	14	9	6	16	4	4	8	15	25
	Column Comparisons	-														-	-	-
Total	% within column	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%	99%	100%	99%	100%
	Weighted counts	2,852	951	1,901	718	755	690	689	1,373	1,479	415	1,063	918	275	181	456	1,584	1,268
	Column Comparisons	-		a												-	-	-
Effective Column n	% within column																	
	Weighted counts	1,889	323	1,566	454	489	478	467	861	1,028	270	724	610	178	108	285	1,084	805
	Column Comparisons																	
Unweighted base		2,985	510	2,475	718	773	756	738	1,360	1,625	426	1,144	964	281	170	451	1,713	1,272
Weighted base		2,864	960	1,904	718	758	694	694	1,379	1,486	415	1,065	927	275	182	457	1,595	1,270
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income		
		AB	C1	C2	DE	Work- ing	Not working	NET: Eng- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year
QD5: Which of the following companies have you used to send parcels in the last month?																		
TNT Express	% within column	4%	0%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	**	9%	1%	1%	1%
	Weighted counts	30	4	16	5	42	11	49	3	2	1	46	8		14	40	2	5
	Column Comparisons	D f		d		b									B			
UPS	% within column	4%	3%	3%	2%	4%	2%	4%	2%	3%	1%	4%	2%	**	7%	3%	3%	2%
	Weighted counts	33	27	20	15	70	24	87	4	5	1	78	18		11	85	11	10
	Column Comparisons					b									b			
Yodel	% within column	6%	4%	4%	4%	6%	3%	5%	4%	5%	4%	5%	4%	**	8%	5%	4%	4%
	Weighted counts	45	37	28	26	101	34	119	8	8	2	106	32		13	124	12	14
	Column Comparisons					b												
UK Mail	% within column	3%	2%	2%	1%	3%	1%	2%	3%	2%	1%	3%	1%	**	7%	2%	3%	1%
	Weighted counts	24	20	14	7	46	16	55	7	3	1	59	7		12	54	8	5
	Column Comparisons											b			B			
Other	% within column	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	2%	**	0%	1%	0%	1%
	Weighted counts	5	13	10	5	16	17	31	1	0	0	20	13		0	33	1	5
	Column Comparisons																	
I don't know	% within column	1%	1%	1%	3%	1%	2%	1%	1%	1%	2%	1%	2%	**	1%	1%	3%	2%
	Weighted counts	5	10	5	20	20	19	33	3	2	1	26	12		1	38	10	6
	Column Comparisons				c d e													
Total	% within column	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	**	100%	100%	100%	100%
	Weighted counts	733	851	656	612	1,685	1,148	2,411	224	149	68	2,066	783		161	2,691	317	390
	Column Comparisons																	
Effective Column n	% within column																	
	Weighted counts	512	572	389	416	1,093	784	1,197	240	245	207	1,263	624	2	118	1,771	227	266
	Column Comparisons																	
Unweighted base	% within column																	
	Weighted counts	809	904	615	657	1,727	1,239	1,891	380	387	327	1,996	986	3	186	2,799	359	421
	Column Comparisons																	
Weighted base	% within column																	
	Weighted counts	741	853	658	612	1,694	1,151	2,422	224	150	68	2,077	784	3	161	2,703	318	390
	Column Comparisons																	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics						
		QJ6: Annual household income				QJ2: Internet usage		
		£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QD5: Which of the following companies have you used to send parcels in the last month?	% within column	1%	3%	5%	1%	2%	2%	2%
	Weighted counts	8	17	18	5	53	2	54
	Column Comparisons	a b c f						-
	% within column	3%	4%	4%	3%	3%	6%	3%
TNT Express	Weighted counts	19	26	14	16	92	4	96
	Column Comparisons							-
	% within column	5%	7%	6%	4%	5%	4%	5%
UPS	Weighted counts	30	41	18	22	134	3	137
	Column Comparisons							-
	% within column	3%	2%	3%	2%	2%	4%	2%
Yodel	Weighted counts	18	11	11	12	63	3	66
	Column Comparisons							-
	% within column	2%	1%	1%	2%	1%	0%	1%
UK Mail	Weighted counts	10	4	2	11	33	0	33
	Column Comparisons							-
	% within column	1%	1%	1%	2%	1%	3%	1%
Other	Weighted counts	5	6	3	9	37	2	39
	Column Comparisons							-
	% within column	100%	100%	99%	99%	100%	100%	100%
I don't know	Weighted counts	623	593	319	611	2,771	72	2,852
	Column Comparisons							-
	% within column							
Total	Weighted counts	455	423	246	271	1,852	33	1,889
	Column Comparisons							-
	% within column							
Effective Column n	Weighted counts	719	668	389	429	2,927	52	2,985
	Column Comparisons							-
	% within column							
Unweighted base	Weighted counts	625	595	322	614	2,783	72	2,864
	Column Comparisons							-
	% within column							

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD5: Which of the following companies have you used to send parcels in the last month?	Demographics																
	Methodology			Quarter				Gender		Age						SEG	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD5: Which of the following companies have you used to send parcels in the last month?	Demographics																
	SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income	
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year
Columns	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD5: Which of the following companies have you used to send parcels in the last month?	Demographics						Total
	QJ6: Annual household income				QJ2: Internet usage		
	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	
	C	D	E	F	A	B	
	Columns						

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

								Demographics									
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	3%	4%	2%	3%	2%	2%	4%	4%	2%	3%	4%	3%	1%	1%	1%	3%
	Weighted counts	84	37	47	23	19	12	30	50	34	13	43	23	2	2	4	53
	Column Comparisons	-														-	-
	% within column	97%	96%	98%	97%	98%	98%	96%	96%	98%	97%	96%	97%	99%	99%	99%	97%
No	Weighted counts	2,780	923	1,858	695	740	682	664	1,328	1,452	402	1,021	903	273	180	454	1,541
	Column Comparisons	-														-	-
	% within column																
	Weighted counts	1,889	323	1,566	454	489	478	467	861	1,028	270	724	610	178	108	285	1,084
Effective Column n																	
Unweighted base		2,985	510	2,475	718	773	756	738	1,360	1,625	426	1,144	964	281	170	451	1,713
Weighted base		2,864	960	1,904	718	758	694	694	1,379	1,486	415	1,065	927	275	182	457	1,595
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics																	
Yes	% within column	2%	5%	2%	2%	2%	3%	2%	3%	2%	4%	1%	4%	1%	**	4%	3%
	Weighted counts	31	34	19	16	14	54	26	72	5	5	1	73	10		6	78
	Column Comparisons	-											b				
No	% within column	98%	95%	98%	98%	98%	97%	98%	97%	98%	96%	99%	96%	99%	**	96%	97%
	Weighted counts	1,239	707	834	642	597	1,640	1,125	2,350	219	144	67	2,004	774		155	2,625
	Column Comparisons	-											a				
Effective Column n	% within column																
	Weighted counts	805	512	572	389	416	1,093	784	1,197	240	245	207	1,263	624	2	118	1,771
	Column Comparisons																
Unweighted base		1,272	809	904	615	657	1,727	1,239	1,891	380	387	327	1,996	986	3	186	2,799
Weighted base		1,270	741	853	658	612	1,694	1,151	2,422	224	150	68	2,077	784	3	161	2,703
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							Total	
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non- user
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics	% within column	3%	3%	2%	3%	2%	4%	3%	0%	3%
	Weighted counts	9	11	15	17	5	27	83	0	84
	Column Comparisons									-
	% within column	97%	97%	98%	97%	98%	96%	97%	100%	97%
No	Weighted counts	309	378	610	578	317	587	2,700	72	2,780
	Column Comparisons									-
	% within column									
	Weighted counts	227	266	455	423	246	271	1,852	33	1,889
Effective Column n	Column Comparisons									
Unweighted base		359	421	719	668	389	429	2,927	52	2,985
Weighted base		318	390	625	595	322	614	2,783	72	2,864
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD6: And how did you send these parcels?														
At a Post Office, using Royal Mail or Parcelforce over the counter services	% within column	81%	80%	82%	79%	84%	79%	83%	79%	83%	75%	80%	83%	87%
	Weighted counts	2,327	771	1,556	569	634	550	575	1,090	1,237	312	848	766	238
	Column Comparisons	-								a			a	a
Royal Mail postbox (using stamps)	% within column	26%	19%	30%	29%	26%	28%	22%	28%	25%	36%	33%	21%	13%
	Weighted counts	749	180	569	210	196	194	150	381	368	151	352	194	35
	Column Comparisons	-		A	d						C D E	C D E	d e	
Online collection and delivery services, i.e. organised pick-up from home	% within column	10%	8%	11%	10%	9%	10%	10%	11%	8%	11%	12%	8%	3%
	Weighted counts	278	74	204	71	66	72	68	152	126	46	132	79	9
	Column Comparisons	-		a							d	d		
Non-Post Office counter services	% within column	11%	7%	14%	12%	10%	11%	12%	14%	9%	13%	12%	11%	9%
	Weighted counts	323	63	260	84	79	79	81	189	134	55	133	98	24
	Column Comparisons	-		A					b					
Other method	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	3%
	Weighted counts	35	13	22	15	8	7	5	13	21	2	11	10	8
	Column Comparisons	-												
I don't know	% within column	1%	1%	1%	1%	2%	1%	2%	2%	1%	2%	1%	1%	1%
	Weighted counts	38	14	24	5	12	9	12	23	15	8	12	13	3
	Column Comparisons	-												
Effective Column n	% within column													
	Weighted counts	1,889	323	1,566	454	489	478	467	861	1,028	270	724	610	178
	Column Comparisons													
Unweighted base		2,985	510	2,475	718	773	756	738	1,360	1,625	426	1,144	964	281
Weighted base		2,864	960	1,904	718	758	694	694	1,379	1,486	415	1,065	927	275
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age		SEG					Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: Engl- and	NET: Scotl- and Wales
QD6: And how did you send these parcels?													
<b>At a Post Office, using Royal Mail or Parcelforce over the counter services</b>	% within column	89%	88%	81%	82%	78%	83%	84%	79%	81%	83%	81%	84%
	Weighted counts	162	400	1,293	1,035	581	712	553	482	1,364	952	1,956	188
	Column Comparisons	a b	-	-	-								
<b>Royal Mail postbox (using stamps)</b>	% within column	9%	11%	26%	26%	31%	22%	26%	26%	30%	20%	26%	25%
	Weighted counts	17	52	421	328	229	192	172	157	511	231	639	56
	Column Comparisons		-	-	-	d				B			
<b>Online collection and delivery services, i.e. organised pick-up from home</b>	% within column	6%	4%	9%	10%	11%	8%	10%	11%	11%	8%	9%	11%
	Weighted counts	12	20	147	131	81	66	66	64	185	91	226	25
	Column Comparisons		-	-	-					b			
<b>Non-Post Office counter services</b>	% within column	8%	8%	12%	10%	14%	11%	10%	10%	13%	9%	11%	13%
	Weighted counts	14	38	197	126	101	95	65	61	216	102	265	28
	Column Comparisons		-	-	-					b			
<b>Other method</b>	% within column	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	Weighted counts	3	12	17	18	7	10	9	9	22	13	27	5
	Column Comparisons		-	-	-								
<b>I don't know</b>	% within column	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	2	6	18	20	5	13	6	14	21	17	33	2
	Column Comparisons		-	-	-								
<b>Effective Column n</b>	% within column												
	Weighted counts	108	285	1,084	805	512	572	389	416	1,093	784	1,197	240
	Column Comparisons												
<b>Unweighted base</b>		170	451	1,713	1,272	809	904	615	657	1,727	1,239	1,891	380
<b>Weighted base</b>		182	457	1,595	1,270	741	853	658	612	1,694	1,151	2,422	224
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
							Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QD6: And how did you send these parcels?		N. Ireland	Urban	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound							
		84%	81%	82%	**	64%	82%	80%	83%	82%	80%	83%	80%	82%
At a Post Office, using Royal Mail or Parcelforce over the counter services		57	1,683	642		103	2,224	254	323	514	477	268	492	2,271
Column Comparisons							A							
		23%	28%	21%	**	48%	25%	26%	24%	25%	31%	28%	23%	26%
Royal Mail postbox (using stamps)		16	582	167		77	672	84	94	156	182	90	143	725
Column Comparisons			b				B							
		9%	10%	9%	**	18%	9%	10%	8%	9%	12%	16%	6%	10%
Online collection and delivery services, i.e. organised pick-up from home		6	207	71		30	248	32	31	57	72	50	36	273
Column Comparisons						b					f	b c f		
		12%	12%	10%	**	21%	11%	9%	10%	12%	14%	14%	8%	11%
Non-Post Office counter services		8	242	81		34	288	30	40	73	83	46	50	313
Column Comparisons							B							
		2%	1%	2%	**	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other method		1	20	15		1	33	4	6	7	8	4	7	35
Column Comparisons														
		1%	1%	1%	**	1%	1%	3%	1%	1%	2%	1%	1%	1%
I don't know		1	28	9		1	37	8	4	5	10	4	7	36
Column Comparisons														
		207	1,263	624	2	118	1,771	227	266	455	423	246	271	1,852
Effective Column n														
Unweighted base		327	1,996	986	3	186	2,799	359	421	719	668	389	429	2,927
Weighted base		68	2,077	784	3	161	2,703	318	390	625	595	322	614	2,783
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD6: And how did you send these parcels?			Total
<b>At a Post Office, using Royal Mail or Parcelforce over the counter services</b>	<i>% within column</i>	70%	<b>81%</b>
	<i>Weighted counts</i>	50	<b>2,327</b>
	<i>Column Comparisons</i>		-
<b>Royal Mail postbox (using stamps)</b>	<i>% within column</i>	30%	<b>26%</b>
	<i>Weighted counts</i>	21	<b>749</b>
	<i>Column Comparisons</i>		-
<b>Online collection and delivery services, i.e. organised pick-up from home</b>	<i>% within column</i>	3%	<b>10%</b>
	<i>Weighted counts</i>	2	<b>278</b>
	<i>Column Comparisons</i>		-
<b>Non-Post Office counter services</b>	<i>% within column</i>	14%	<b>11%</b>
	<i>Weighted counts</i>	10	<b>323</b>
	<i>Column Comparisons</i>		-
<b>Other method</b>	<i>% within column</i>	0%	<b>1%</b>
	<i>Weighted counts</i>	0	<b>35</b>
	<i>Column Comparisons</i>		-
<b>I don't know</b>	<i>% within column</i>	3%	<b>1%</b>
	<i>Weighted counts</i>	2	<b>38</b>
	<i>Column Comparisons</i>		-
<b>Effective Column n</b>	<i>% within column</i>		
	<i>Weighted counts</i>	33	<b>1,889</b>
	<i>Column Comparisons</i>		
<b>Unweighted base</b>		52	<b>2,985</b>
<b>Weighted base</b>		72	<b>2,864</b>
<b>Columns</b>		<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method-ology		Quarter				Gender		Age						SEG			
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lower cost of postage	% within column	38%	33%	39%	37%	49%	35%	29%	37%	38%	35%	42%	34%	27%	**	34%	35%	41%	39%
	Weighted counts	218	49	169	58	68	51	41	118	100	33	104	60	11		22	115	103	66
	Column Comparisons	-				d										-	-	-	
More convenient for me to drop the parcel off	% within column	25%	15%	29%	27%	27%	23%	23%	27%	23%	26%	26%	24%	29%	**	24%	26%	25%	24%
	Weighted counts	147	23	124	43	37	34	32	86	61	24	65	42	11		15	84	63	41
	Column Comparisons	-		a												-	-	-	
More convenient for me to have the parcel collected	% within column	29%	31%	28%	21%	25%	33%	36%	26%	31%	36%	26%	32%	12%	**	19%	26%	32%	23%
	Weighted counts	167	45	121	33	35	48	51	84	82	34	64	56	5		12	87	80	39
	Column Comparisons	-														-	-	-	
Better ability to track the delivery	% within column	22%	9%	26%	22%	19%	20%	25%	21%	23%	27%	23%	22%	5%	**	9%	21%	22%	21%
	Weighted counts	126	14	113	35	27	30	35	66	60	25	57	38	2		6	70	56	35
	Column Comparisons	-		A												-	-	-	
Quicker delivery	% within column	19%	13%	21%	21%	18%	17%	21%	20%	19%	24%	24%	16%	5%	**	4%	18%	20%	19%
	Weighted counts	112	19	93	33	25	24	30	63	49	23	58	28	2		3	60	52	33
	Column Comparisons	-		a												-	-	-	
More convenient for the recipient to take the delivery	% within column	14%	8%	15%	12%	15%	14%	14%	16%	11%	12%	12%	19%	10%	**	6%	11%	17%	13%
	Weighted counts	79	12	67	18	21	21	20	51	28	11	30	33	4		4	36	43	22
	Column Comparisons	-														-	-	-	
Parcel less likely to get lost	% within column	12%	5%	15%	12%	12%	14%	11%	13%	11%	14%	18%	6%	2%	**	6%	13%	12%	13%
	Weighted counts	71	8	64	19	16	21	16	41	30	13	44	11	1		4	41	30	21
	Column Comparisons	-		a								c				-	-	-	
Ability to set a specific date/time for delivery	% within column	13%	6%	15%	11%	13%	13%	13%	15%	9%	20%	14%	10%	1%	**	2%	13%	12%	17%
	Weighted counts	73	9	64	17	18	19	18	49	24	19	35	18	0		2	43	29	28
	Column Comparisons	-		a					b							-	-	-	
Guarantee that the parcel would arrive on time	% within column	14%	7%	17%	11%	16%	15%	15%	16%	12%	18%	18%	8%	8%	**	11%	14%	15%	16%
	Weighted counts	83	10	73	17	22	22	22	51	32	16	45	14	3		7	46	37	27
	Column Comparisons	-		a												-	-	-	
Guarantee that the parcel would arrive intact	% within column	10%	5%	12%	7%	11%	12%	11%	11%	9%	13%	12%	8%	3%	**	3%	10%	11%	14%
	Weighted counts	58	8	51	11	15	17	15	34	25	12	30	14	1		2	31	27	23
	Column Comparisons	-		a												-	-	-	
Recommended by others	% within column	9%	1%	11%	8%	8%	7%	11%	9%	9%	16%	11%	4%	0%	**	1%	7%	11%	9%
	Weighted counts	50	1	49	13	11	11	16	27	23	15	28	6	0		1	22	28	14
	Column Comparisons	-		A							c					-	-	-	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Demographics																			
		SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,000 - per year	£11,000 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
<b>QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?</b>	% within column	31%	40%	42%	38%	38%	37%	42%	48%	33%	36%	42%	**	34%	38%	45%	42%	38%	39%
	Weighted counts	49	52	51	145	72	172	22	19	5	152	66		19	199	26	30	47	55
	Column Comparisons																		
<b>Lower cost of postage</b>	% within column	27%	24%	26%	23%	30%	25%	25%	26%	30%	27%	22%	**	23%	26%	25%	23%	36%	24%
	Weighted counts	43	31	32	89	56	118	13	10	4	112	35		13	133	14	17	45	34
	Column Comparisons																	f	
<b>More convenient for me to drop the parcel off</b>	% within column	30%	31%	32%	27%	30%	30%	28%	21%	28%	28%	30%	**	45%	27%	44%	23%	26%	29%
	Weighted counts	48	40	40	105	57	139	15	8	4	119	47		26	141	25	17	33	41
	Column Comparisons													b					
<b>More convenient for me to have the parcel collected</b>	% within column	22%	19%	26%	22%	20%	22%	19%	25%	16%	22%	20%	**	29%	21%	32%	18%	25%	24%
	Weighted counts	34	24	32	84	38	104	10	10	2	94	32		16	110	18	13	31	34
	Column Comparisons																		
<b>Better ability to track the delivery</b>	% within column	17%	21%	20%	21%	14%	20%	11%	19%	10%	21%	14%	**	23%	19%	24%	16%	18%	22%
	Weighted counts	27	27	24	82	27	96	6	8	1	90	22		13	99	13	11	22	32
	Column Comparisons																		
<b>Quicker delivery</b>	% within column	8%	13%	22%	14%	12%	14%	16%	10%	16%	15%	11%	**	16%	13%	20%	17%	13%	10%
	Weighted counts	13	17	27	53	23	64	9	4	2	62	17		9	70	11	13	17	15
	Column Comparisons			d															
<b>More convenient for the recipient to take the delivery</b>	% within column	13%	10%	14%	14%	8%	13%	6%	12%	10%	14%	8%	**	18%	12%	21%	8%	14%	13%
	Weighted counts	20	14	16	53	15	62	3	5	1	58	13		10	61	12	6	17	18
	Column Comparisons																		
<b>Parcel less likely to get lost</b>	% within column	9%	7%	16%	14%	9%	13%	11%	14%	7%	15%	5%	**	16%	12%	15%	12%	12%	13%
	Weighted counts	15	9	20	55	16	60	6	6	1	64	9		9	64	9	8	15	19
	Column Comparisons										b								

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet non-user	Total
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?					
<b>Lower cost of postage</b>	% within column	42%	24%	38%	** 38%
	Weighted counts	38	22	214	218
	Column Comparisons				-
<b>More convenient for me to drop the parcel off</b>	% within column	26%	14%	25%	** 25%
	Weighted counts	24	13	140	147
	Column Comparisons				-
<b>More convenient for me to have the parcel collected</b>	% within column	28%	28%	29%	** 29%
	Weighted counts	25	26	163	167
	Column Comparisons				-
<b>Better ability to track the delivery</b>	% within column	14%	17%	22%	** 22%
	Weighted counts	13	16	122	126
	Column Comparisons				-
<b>Quicker delivery</b>	% within column	19%	16%	19%	** 19%
	Weighted counts	18	15	110	112
	Column Comparisons				-
<b>More convenient for the recipient to take the delivery</b>	% within column	15%	11%	14%	** 14%
	Weighted counts	14	10	78	79
	Column Comparisons				-
<b>Parcel less likely to get lost</b>	% within column	11%	8%	12%	** 12%
	Weighted counts	10	8	67	71
	Column Comparisons				-
<b>Ability to set a specific date/time for delivery</b>	% within column	18%	6%	12%	** 13%
	Weighted counts	16	6	68	73
	Column Comparisons				-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, AA, AB, AC, AD, AE, AF, AG, AH, AI, AJ, AK, AL, AM, AN, AO, AP, AQ, AR, AS, AT, AU, AV, AW, AX, AY, AZ, BA, BB, BC, BD, BE, BF, BG, BH, BI, BJ, BK, BL, BM, BN, BO, BP, BQ, BR, BS, BT, BU, BV, BW, BX, BY, BZ, CA, CB, CC, CD, CE, CF, CG, CH, CI, CJ, CK, CL, CM, CN, CO, CP, CQ, CR, CS, CT, CU, CV, CW, CX, CY, CZ, DA, DB, DC, DD, DE, DF, DG, DH, DI, DJ, DK, DL, DM, DN, DO, DP, DQ, DR, DS, DT, DU, DV, DW, DX, DY, DZ, EA, EB, EC, ED, EE, EF, EG, EH, EI, EJ, EK, EL, EM, EN, EO, EP, EQ, ER, ES, ET, EU, EV, EW, EX, EY, EZ, FA, FB, FC, FD, FE, FF, FG, FH, FI, FJ, FK, FL, FM, FN, FO, FP, FQ, FR, FS, FT, FU, FV, FW, FX, FY, FZ, GA, GB, GC, GD, GE, GF, GG, GH, GI, GJ, GK, GL, GM, GN, GO, GP, GQ, GR, GS, GT, GU, GV, GW, GX, GY, GZ, HA, HB, HC, HD, HE, HF, HG, HH, HI, HJ, HK, HL, HM, HN, HO, HP, HQ, HR, HS, HT, HU, HV, HW, HX, HY, HZ, IA, IB, IC, ID, IE, IF, IG, IH, II, IJ, IK, IL, IM, IN, IO, IP, IQ, IR, IS, IT, IU, IV, IW, IX, IY, IZ, JA, JB, JC, JD, JE, JF, JG, JH, JI, JJ, JK, JL, JM, JN, JO, JP, JQ, JR, JS, JT, JU, JV, JW, JX, JY, JZ, KA, KB, KC, KD, KE, KF, KG, KH, KI, KJ, KK, KL, KM, KN, KO, KP, KQ, KR, KS, KT, KU, KV, KW, KX, KY, KZ, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, LM, LN, LO, LP, LQ, LR, LS, LT, LU, LV, LW, LX, LY, LZ, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, MM, MN, MO, MP, MQ, MR, MS, MT, MU, MV, MW, MX, MY, MZ, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, NM, NN, NO, NP, NQ, NR, NS, NT, NU, NV, NW, NX, NY, NZ, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, OM, ON, OO, OP, OQ, OR, OS, OT, OU, OV, OW, OX, OY, OZ, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, PM, PN, PO, PP, PQ, PR, PS, PT, PU, PV, PW, PX, PY, PZ, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, QM, QN, QO, QP, QQ, QR, QS, QT, QU, QV, QW, QX, QY, QZ, RA, RB, RC, RD, RE, RF, RG, RH, RI, RJ, RK, RL, RM, RN, RO, RP, RQ, RR, RS, RT, RU, RV, RW, RX, RY, RZ, SA, SB, SC, SD, SE, SF, SG, SH, SI, SJ, SK, SL, SM, SN, SO, SP, SQ, SR, SS, ST, SU, SV, SW, SX, SY, SZ, TA, TB, TC, TD, TE, TF, TG, TH, TI, TJ, TK, TL, TM, TN, TO, TP, TQ, TR, TS, TT, TU, TV, TW, TX, TY, TZ, UA, UB, UC, UD, UE, UF, UG, UH, UI, UJ, UK, UL, UM, UN, UO, UP, UQ, UR, US, UT, UU, UV, UW, UX, UY, UZ, VA, VB, VC, VD, VE, VF, VG, VH, VI, VJ, VK, VL, VM, VN, VO, VP, VQ, VR, VS, VT, VU, VV, VW, VX, VY, VZ, WA, WB, WC, WD, WE, WF, WG, WH, WI, WJ, WK, WL, WM, WN, WO, WP, WQ, WR, WS, WT, WU, WV, WW, WX, WY, WZ, XA, XB, XC, XD, XE, XF, XG, XH, XI, XJ, XK, XL, XM, XN, XO, XP, XQ, XR, XS, XT, XU, XV, XW, XX, XY, XZ, YA, YB, YC, YD, YE, YF, YG, YH, YI, YJ, YK, YL, YM, YN, YO, YP, YQ, YR, YS, YT, YU, YV, YW, YX, YY, YZ, ZA, ZB, ZC, ZD, ZE, ZF, ZG, ZH, ZI, ZJ, ZK, ZL, ZM, ZN, ZO, ZP, ZQ, ZR, ZS, ZT, ZU, ZV, ZW, ZX, ZY, ZZ.

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method-ology			Quarter				Gender		Age						SEG		
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Guarantee that the parcel would arrive on time	% within column	14%	7%	17%	11%	16%	15%	15%	16%	12%	18%	18%	8%	8%	**	11%	14%	15%	16%
	Weighted counts	83	10	73	17	22	22	22	51	32	16	45	14	3		7	46	37	27
	Column Comparisons	-		a												-	-	-	
Guarantee that the parcel would arrive intact	% within column	10%	5%	12%	7%	11%	12%	11%	11%	9%	13%	12%	8%	3%	**	3%	10%	11%	14%
	Weighted counts	58	8	51	11	15	17	15	34	25	12	30	14	1		2	31	27	23
	Column Comparisons	-		a												-	-	-	
Recommended by others	% within column	9%	1%	11%	8%	8%	7%	11%	9%	9%	16%	11%	4%	0%	**	1%	7%	11%	9%
	Weighted counts	50	1	49	13	11	11	16	27	23	15	28	6	0		1	22	28	14
	Column Comparisons	-		A							c					-	-	-	
Ability to select an express service	% within column	8%	5%	9%	7%	7%	8%	8%	9%	6%	13%	9%	5%	0%	**	1%	8%	7%	11%
	Weighted counts	44	7	37	10	10	12	12	29	15	12	23	9	0		1	26	18	19
	Column Comparisons	-														-	-	-	
Lower cost of insurance	% within column	9%	2%	11%	8%	11%	7%	8%	10%	7%	8%	12%	6%	4%	**	5%	8%	10%	10%
	Weighted counts	50	3	47	13	15	11	11	31	19	8	29	10	2		3	25	25	16
	Column Comparisons	-		a												-	-	-	
Other	% within column	8%	10%	7%	8%	7%	6%	8%	7%	8%	5%	4%	8%	26%	**	24%	10%	5%	11%
	Weighted counts	44	15	29	13	10	9	12	22	22	5	9	14	10		16	31	12	19
	Column Comparisons	-											a B c			-	-	-	
Effective Column n		442	56	386	115	107	110	110	218	224	63	188	137	35	19	54	259	183	138
Unweighted base		665	84	581	173	161	166	165	328	337	95	283	206	53	28	81	389	276	208
Weighted base		580	147	433	157	137	147	139	317	262	94	246	174	39	26	65	328	252	168
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Demographics																				
		SEG			Working status		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er 500 per year	£11,- 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year	
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?																				
Guarantee that the parcel would arrive on time	% within column	12%	15%	15%	16%	10%	15%	10%	11%	6%	18%	5%	**	31%	13%	23%	7%	15%	17%	
	Weighted counts	18	19	18	62	20	72	5	4	1	75	8		17	65	13	5	18	24	
	Column Comparisons										B			b						
Guarantee that the parcel would arrive intact	% within column	5%	10%	11%	12%	6%	11%	4%	7%	7%	12%	4%	**	23%	9%	12%	5%	12%	14%	
	Weighted counts	8	13	14	46	11	52	2	3	1	52	6		13	45	7	4	15	20	
	Column Comparisons				b						b			b						
Recommended by others	% within column	5%	8%	15%	10%	6%	9%	7%	8%	7%	9%	7%	**	22%	7%	13%	8%	9%	8%	
	Weighted counts	8	10	18	38	11	42	4	3	1	39	12		12	38	7	6	12	11	
	Column Comparisons													b						
Ability to select an express service	% within column	5%	5%	9%	7%	8%	8%	6%	4%	6%	9%	4%	**	11%	7%	16%	2%	4%	6%	
	Weighted counts	7	7	11	28	15	38	3	2	1	38	6		6	38	9	1	5	9	
	Column Comparisons										b									
Lower cost of insurance	% within column	5%	11%	10%	8%	10%	9%	8%	8%	0%	10%	6%	**	21%	7%	11%	8%	9%	10%	
	Weighted counts	8	14	12	31	19	43	4	3	0	40	10		12	38	7	6	11	15	
	Column Comparisons													b						
Other	% within column	8%	4%	5%	5%	13%	7%	10%	4%	11%	6%	11%	**	5%	8%	8%	14%	5%	4%	
	Weighted counts	13	6	6	19	24	35	5	2	2	26	17		3	41	4	10	7	5	
	Column Comparisons					a														
Effective Column n																				
		Weighted counts	120	88	95	279	160	263	60	74	45	301	141	0	44	398	50	59	101	111
		Column Comparisons																		
Unweighted base			181	133	143	420	240	395	91	112	67	453	212	0	66	599	75	89	152	167
Weighted base			159	130	122	383	190	472	53	40	14	422	158	0	57	523	57	72	124	143

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?					Total	
Guarantee that the parcel would arrive on time	% within column	10%	13%	14%	**	14%
	Weighted counts	10	12	81		83
	Column Comparisons					-
Guarantee that the parcel would arrive intact	% within column	5%	10%	10%	**	10%
	Weighted counts	4	9	56		58
	Column Comparisons					-
Recommended by others	% within column	8%	7%	9%	**	9%
	Weighted counts	7	7	48		50
	Column Comparisons					-
Ability to select an express service	% within column	13%	8%	8%	**	8%
	Weighted counts	12	8	43		44
	Column Comparisons					-
Lower cost of insurance	% within column	7%	7%	8%	**	9%
	Weighted counts	7	6	48		50
	Column Comparisons					-
Other	% within column	7%	11%	8%	**	8%
	Weighted counts	7	10	44		44
	Column Comparisons					-
Effective Column n	% within column					
	Weighted counts	73	48	433	8	442
	Column Comparisons					
Unweighted base		110	72	651	12	665
Weighted base		92	92	566	11	580

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Demographics																	
	Method-ology			Quarter				Gender		Age						SEG		
	Onli-		Q3	Q4	Q1	Q2	Fem-		16-24	25-44	45-64	65-74	75+	65+				
	Total	CAPI	ne	2017	2017	2018	2018	Male	ale	years	years	years	years	years	(Net)	ABC1	C2DE	AB
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C
Columns																		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Demographics																	
	SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	I am hou...	No – I am hou...	Und- er £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
Columns	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		
	I don't know/ I prefer not to answer		NET: Internet on- NET: Internet on-		
	£50,000+ per year		NET: Internet on- NET: Internet on-		
	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
I paid for the postage	% within column	90%	89%	91%	91%	91%	89%	90%	90%	91%	87%	91%	90%	91%	90%	91%
	Weighted counts	2,586	855	1,731	656	693	614	623	1,239	1,347	361	972	837	251	164	415
	Column Comparisons	-														-
	% within column	17%	15%	18%	17%	15%	18%	18%	15%	19%	19%	17%	17%	15%	17%	16%
I used a pre-paid returns label	Weighted counts	487	146	342	123	112	126	126	207	281	80	179	156	41	32	72
	Column Comparisons	-								a						-
	% within column	2%	2%	2%	2%	1%	2%	2%	2%	1%	3%	1%	1%	2%	3%	2%
	Weighted counts	48	17	32	12	11	14	12	31	17	14	13	12	5	5	10
I don't know	Column Comparisons	-														-
	% within column															
	Weighted counts	1,889	323	1,566	454	489	478	467	861	1,028	270	724	610	178	108	285
	Column Comparisons															
Effective Column n																
Unweighted base		2,985	510	2,475	718	773	756	738	1,360	1,625	426	1,144	964	281	170	451
Weighted base		2,864	960	1,904	718	758	694	694	1,379	1,486	415	1,065	927	275	182	457
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
I paid for the postage	% within column	90%	90%	91%	90%	93%	87%	91%	90%	90%	92%	89%	90%	90%	92%	**
	Weighted counts	1,441	1,145	671	770	611	534	1,540	1,033	2,184	207	134	61	1,866	718	
	Column Comparisons	-	-			f										
I used a pre-paid returns label	% within column	17%	16%	18%	17%	15%	18%	17%	16%	17%	18%	19%	20%	18%	15%	**
	Weighted counts	279	208	137	142	97	112	291	189	404	41	29	13	372	115	
	Column Comparisons	-	-													
I don't know	% within column	1%	2%	1%	1%	1%	4%	1%	2%	2%	1%	2%	1%	1%	2%	**
	Weighted counts	19	29	6	13	7	22	24	24	43	2	3	1	31	16	
	Column Comparisons	-	-				c d e									
Effective Column n	% within column															
	Weighted counts	1,084	805	512	572	389	416	1,093	784	1,197	240	245	207	1,263	624	2
	Column Comparisons															
Unweighted base		1,713	1,272	809	904	615	657	1,727	1,239	1,891	380	387	327	1,996	986	3
Weighted base		1,595	1,270	741	853	658	612	1,694	1,151	2,422	224	150	68	2,077	784	3
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?	% within column	88%	90%	88%	93%	91%	90%	90%	88%	90%	82%	90%
	Weighted counts	142	2,444	280	363	571	538	291	542	2,517	59	2,586
	Column Comparisons									b		-
	% within column	18%	17%	18%	17%	15%	18%	20%	16%	17%	16%	17%
I paid for the postage	Weighted counts	29	458	59	66	91	110	63	99	476	12	487
	Column Comparisons											-
	% within column	3%	2%	2%	2%	2%	1%	1%	2%	2%	5%	2%
	Weighted counts	4	44	6	7	11	7	5	12	45	4	48
I used a pre-paid returns label	Column Comparisons											-
	% within column											
	Weighted counts	118	1,771	227	266	455	423	246	271	1,852	33	1,889
	Column Comparisons											
I don't know	Weighted counts	186	2,799	359	421	719	668	389	429	2,927	52	2,985
	Column Comparisons											
	Weighted counts	161	2,703	318	390	625	595	322	614	2,783	72	2,864
	Column Comparisons											
Effective Column n	Weighted counts	A	B	A	B	C	D	E	F	A	B	A
	Column Comparisons											
	Weighted counts											
	Column Comparisons											
Unweighted base	Weighted counts											
	Column Comparisons											
	Weighted counts											
	Column Comparisons											
Weighted base	Weighted counts											
	Column Comparisons											
	Weighted counts											
	Column Comparisons											
Columns	Weighted counts											
	Column Comparisons											
	Weighted counts											
	Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?			Demographics													
			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Royal Mail Small Parcel 1st class: Signed For	% within column	35%	37%	35%	35%	39%	34%	33%	40%	31%	43%	45%	28%	21%	21%	
	Weighted counts	1,014	355	660	254	292	238	230	550	465	178	476	263	58	39	
	Column Comparisons	-							B		C D E	C D E				
Royal Mail Small Parcel 1st class: Not Signed For	% within column	30%	33%	29%	31%	27%	30%	32%	26%	34%	28%	27%	31%	41%	34%	
	Weighted counts	865	319	546	224	208	209	224	363	502	115	283	292	112	63	
	Column Comparisons	-	b							A				a B		
Royal Mail Small Parcel 2nd class: Signed For	% within column	16%	10%	19%	16%	18%	14%	15%	17%	15%	19%	20%	13%	8%	13%	
	Weighted counts	453	96	358	113	133	100	107	236	217	78	209	120	23	23	
	Column Comparisons	-		A							d	c d				
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	31%	17%	38%	27%	35%	32%	31%	29%	34%	32%	30%	31%	31%	38%	
	Weighted counts	894	161	732	196	264	221	213	395	499	135	315	289	86	69	
	Column Comparisons	-		A						a						
Royal Mail Medium Parcel 1st class : Signed For	% within column	17%	12%	19%	18%	17%	17%	16%	19%	15%	18%	22%	15%	9%	5%	
	Weighted counts	479	117	362	128	125	117	109	261	218	75	236	135	25	9	
	Column Comparisons	-		A					b		d E	C D E	e			
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	17%	13%	19%	19%	19%	15%	17%	17%	18%	16%	16%	18%	24%	16%	
	Weighted counts	497	128	369	133	141	105	118	229	268	66	167	171	65	29	
	Column Comparisons	-		a												
Royal Mail Medium Parcel 2nd class: Signed For	% within column	9%	4%	12%	10%	12%	8%	8%	11%	8%	13%	13%	6%	4%	3%	
	Weighted counts	271	40	231	70	95	54	53	155	116	54	142	60	10	5	
	Column Comparisons	-		A		c d			b		c d e	C D E				
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	17%	8%	22%	19%	19%	16%	14%	16%	19%	16%	17%	17%	16%	22%	
	Weighted counts	493	79	415	133	147	113	101	219	275	66	183	161	44	39	
	Column Comparisons	-		A												
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	8%	4%	10%	8%	7%	9%	7%	8%	7%	11%	12%	4%	2%	2%	
	Weighted counts	218	36	182	55	55	61	47	111	107	47	129	33	6	3	
	Column Comparisons	-		A							C D e	C D E				
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	11%	9%	13%	11%	14%	10%	11%	12%	11%	15%	13%	10%	7%	4%	
	Weighted counts	326	85	241	78	105	67	75	169	156	64	142	93	19	7	
	Column Comparisons	-		a							c d e	d e				
Other	% within column	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	
	Weighted counts	34	15	19	11	9	4	10	14	20	2	7	14	6	5	
	Column Comparisons	-														

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 9

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Royal Mail Small Parcel 1st class: Signed For	% within column	21%	36%	35%	37%	35%	38%	32%	41%	28%	37%	27%	29%	32%	38%
	Weighted counts	97	569	445	271	298	248	198	688	319	888	62	43	22	786
	Column Comparisons	-	-	-					B						b
Royal Mail Small Parcel 1st class: Not Signed For	% within column	38%	30%	30%	29%	31%	30%	30%	30%	31%	30%	29%	37%	32%	29%
	Weighted counts	175	480	385	213	268	200	185	507	354	723	65	56	22	605
	Column Comparisons	-	-	-											
Royal Mail Small Parcel 2nd class: Signed For	% within column	10%	16%	15%	17%	15%	16%	14%	17%	14%	16%	13%	16%	14%	16%
	Weighted counts	46	260	193	129	132	105	88	291	159	391	29	24	10	330
	Column Comparisons	-	-	-											
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	34%	32%	30%	30%	34%	29%	32%	30%	32%	31%	32%	31%	38%	31%
	Weighted counts	156	510	383	220	290	189	194	516	370	750	72	46	26	643
	Column Comparisons	-	-	-											
Royal Mail Medium Parcel 1st class : Signed For	% within column	7%	16%	17%	17%	16%	18%	16%	20%	12%	17%	16%	11%	16%	18%
	Weighted counts	33	261	218	128	132	118	101	338	138	415	36	17	11	366
	Column Comparisons	-	-	-					B						
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	21%	16%	19%	16%	17%	19%	19%	18%	17%	17%	18%	22%	16%	16%
	Weighted counts	94	257	240	115	142	125	115	298	195	413	41	33	11	342
	Column Comparisons	-	-	-											
Royal Mail Medium Parcel 2nd class: Signed For	% within column	3%	9%	10%	10%	8%	11%	9%	11%	7%	10%	9%	9%	10%	10%
	Weighted counts	15	143	128	76	67	72	56	187	79	231	20	13	7	200
	Column Comparisons	-	-	-					b						
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	18%	18%	16%	17%	19%	16%	17%	18%	16%	17%	19%	20%	18%	17%
	Weighted counts	83	288	206	126	161	102	104	301	188	408	43	31	12	345
	Column Comparisons	-	-	-											
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	2%	8%	7%	9%	7%	8%	6%	10%	4%	8%	5%	6%	8%	9%
	Weighted counts	10	127	92	70	57	52	40	169	47	193	10	9	6	182
	Column Comparisons	-	-	-					B						b
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	6%	11%	12%	10%	11%	12%	12%	13%	9%	11%	11%	11%	12%	12%
	Weighted counts	27	173	152	78	96	79	74	224	99	277	24	16	8	244
	Column Comparisons	-	-	-					b						
Other	% within column	2%	2%	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	11	25	9	15	10	3	6	20	14	27	5	1	1	24
	Column Comparisons	-	-	-											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 9



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics															
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage					
			Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total	
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?															
Royal Mail Small Parcel 1st class: Signed For		% within column	29%	**	54%	34%	31%	34%	33%	40%	40%	34%	35%	37%	35%
		Weighted counts	228		87	928	100	133	209	236	130	207	982	26	1,014
		Column Comparisons			B										-
Royal Mail Small Parcel 1st class: Not Signed For		% within column	33%	**	16%	31%	31%	34%	31%	26%	24%	33%	30%	33%	30%
		Weighted counts	259		26	839	98	133	196	157	79	202	839	24	865
		Column Comparisons			a										-
Royal Mail Small Parcel 2nd class: Signed For		% within column	16%	**	21%	16%	17%	17%	13%	19%	20%	12%	16%	25%	16%
		Weighted counts	123		34	419	54	65	82	114	64	74	435	18	453
		Column Comparisons													-
Royal Mail Small Parcel 2nd class: Not Signed For		% within column	32%	**	29%	31%	41%	34%	32%	32%	31%	22%	31%	23%	31%
		Weighted counts	250		47	847	131	134	202	192	101	134	875	16	894
		Column Comparisons				c d e F	f	f	f	f					-
Royal Mail Medium Parcel 1st class : Signed For		% within column	14%	**	34%	16%	18%	13%	16%	21%	22%	12%	17%	13%	17%
		Weighted counts	113		54	425	59	49	100	126	69	76	469	9	479
		Column Comparisons			B					b f	b f				-
Royal Mail Medium Parcel 1st class : Not Signed For		% within column	20%	**	13%	18%	18%	21%	20%	17%	14%	13%	17%	16%	17%
		Weighted counts	155		21	476	57	82	128	102	46	82	484	11	497
		Column Comparisons													-
Royal Mail Medium Parcel 2nd class: Signed For		% within column	9%	**	19%	9%	13%	10%	8%	12%	12%	6%	9%	10%	9%
		Weighted counts	71		31	240	40	39	47	69	39	36	264	7	271
		Column Comparisons			B										-
Royal Mail Medium Parcel 2nd class: Not Signed For		% within column	19%	**	17%	17%	19%	17%	18%	19%	17%	14%	17%	9%	17%
		Weighted counts	149		28	465	62	66	113	111	54	87	485	6	493
		Column Comparisons													-
Royal Mail Special Delivery: Guaranteed next day by 9am		% within column	5%	**	21%	7%	8%	6%	6%	12%	10%	4%	7%	17%	8%
		Weighted counts	36		33	185	25	22	41	73	31	27	206	12	218
		Column Comparisons			B					b c F			a		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	11%	9%	13%	11%	14%	10%	11%	12%	11%	15%	13%	10%	7%	4%
	Weighted counts	326	85	241	78	105	67	75	169	156	64	142	93	19	7
	Column Comparisons	-		a							c d e	d e			
Other	% within column	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%
	Weighted counts	34	15	19	11	9	4	10	14	20	2	7	14	6	5
	Column Comparisons	-													
I don't remember the name of the Royal Mail product(s)	% within column	4%	2%	5%	5%	5%	3%	3%	4%	4%	6%	4%	3%	3%	3%
	Weighted counts	111	24	88	36	36	22	18	55	56	25	42	32	8	5
	Column Comparisons	-		a											
None of the above	% within column	8%	10%	6%	8%	7%	9%	7%	8%	7%	7%	7%	9%	5%	8%
	Weighted counts	216	96	121	59	50	59	48	111	106	27	78	82	15	14
	Column Comparisons	-	b												
NET: Small Parcel	% within column	80%	79%	81%	77%	80%	82%	82%	80%	81%	82%	81%	78%	80%	79%
	Weighted counts	2,295	756	1,539	550	609	568	568	1,096	1,198	341	867	723	220	144
	Column Comparisons	-													
NET: Medium Parcel	% within column	42%	30%	48%	46%	43%	40%	39%	43%	42%	38%	45%	42%	41%	37%
	Weighted counts	1,208	285	923	333	326	274	274	587	621	156	483	390	113	67
	Column Comparisons	-		A											
NET: 1st class	% within column	67%	71%	65%	68%	66%	66%	67%	69%	65%	70%	70%	65%	65%	57%
	Weighted counts	1,918	684	1,235	492	501	457	468	948	971	292	741	602	179	104
	Column Comparisons	-	b								e	e			
NET: 2nd class	% within column	49%	28%	59%	47%	54%	48%	46%	47%	51%	52%	50%	45%	42%	60%
	Weighted counts	1,397	269	1,128	336	407	335	319	646	751	218	536	418	116	109
	Column Comparisons	-		A											c d
NET: Signed For	% within column	48%	47%	49%	50%	52%	46%	45%	53%	44%	57%	58%	42%	29%	32%
	Weighted counts	1,383	448	935	356	394	321	313	731	652	237	619	387	81	59
	Column Comparisons	-							B		C D E	C D E	d		
NET: Not Signed For	% within column	58%	51%	61%	54%	57%	59%	61%	53%	62%	54%	50%	61%	73%	73%
	Weighted counts	1,654	494	1,160	391	433	408	422	735	920	224	529	569	200	132
	Column Comparisons	-		A						A			a B	A B c	A B c
NET: Special Delivery	% within column	18%	12%	21%	17%	20%	17%	17%	19%	16%	23%	25%	13%	9%	5%
	Weighted counts	513	115	398	123	154	118	117	268	245	94	262	122	26	9
	Column Comparisons	-		A							C D E	C D E	e		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	6%	11%	12%	10%	11%	12%	12%	13%	9%	11%	11%	11%	12%	12%
	Weighted counts	27	173	152	78	96	79	74	224	99	277	24	16	8	244
	Column Comparisons	-	-	-					b						
Other	% within column	2%	2%	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	11	25	9	15	10	3	6	20	14	27	5	1	1	24
	Column Comparisons	-	-	-											
I don't remember the name of the Royal Mail product(s)	% within column	3%	3%	4%	4%	3%	5%	4%	4%	4%	4%	5%	5%	5%	3%
	Weighted counts	13	54	57	29	25	34	23	61	46	89	12	8	3	71
	Column Comparisons	-	-	-											
None of the above	% within column	6%	7%	9%	7%	7%	7%	11%	7%	9%	8%	7%	8%	7%	8%
	Weighted counts	29	108	108	53	56	44	64	110	103	183	16	13	5	161
	Column Comparisons	-	-	-						a					
NET: Small Parcel	% within column	80%	82%	78%	80%	84%	79%	77%	82%	77%	81%	73%	78%	82%	81%
	Weighted counts	364	1,307	987	594	713	518	470	1,391	891	1,957	165	117	56	1,677
	Column Comparisons	-	-	-		f			b						
NET: Medium Parcel	% within column	39%	42%	43%	43%	41%	44%	41%	45%	39%	42%	46%	45%	43%	41%
	Weighted counts	180	667	541	315	352	288	253	756	443	1,007	104	67	29	855
	Column Comparisons	-	-	-					b						
NET: 1st class	% within column	62%	67%	68%	66%	67%	70%	65%	71%	62%	68%	60%	66%	64%	68%
	Weighted counts	284	1,061	858	490	570	461	397	1,197	711	1,640	135	99	44	1,407
	Column Comparisons	-	-	-					B						
NET: 2nd class	% within column	49%	50%	47%	49%	51%	46%	47%	49%	48%	49%	48%	48%	55%	48%
	Weighted counts	226	804	594	364	439	306	288	829	556	1,180	109	71	37	993
	Column Comparisons	-	-	-											
NET: Signed For	% within column	31%	49%	47%	50%	48%	50%	44%	54%	41%	50%	39%	43%	46%	51%
	Weighted counts	140	783	600	374	409	329	271	908	467	1,200	88	64	32	1,050
	Column Comparisons	-	-	-					B						b
NET: Not Signed For	% within column	73%	60%	55%	56%	63%	55%	55%	56%	61%	57%	58%	64%	61%	56%
	Weighted counts	332	953	701	418	535	362	339	942	703	1,386	131	96	41	1,170
	Column Comparisons	-	-	-						a					
NET: Special Delivery	% within column	8%	18%	18%	19%	17%	19%	17%	22%	12%	18%	15%	15%	19%	19%
	Weighted counts	35	284	229	139	145	124	105	370	138	443	34	23	13	401
	Column Comparisons	-	-	-					B						b

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 9

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
			Yes – I am	No – I am not	Under £11,-	£11,- 500 per year	£17,- 499 per year	£30,- 500 - £29,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	% within column	10%	**	16%	11%	13%	11%	12%	13%	9%	11%	8%	11%
<b>Royal Mail Special Delivery: Guaranteed next day by 1pm</b>	Weighted counts	82		26	35	50	69	74	41	56	318	6	326
	Column Comparisons												-
	% within column	1%	**	0%	1%	1%	1%	1%	1%	2%	1%	2%	1%
<b>Other</b>	Weighted counts	10		1	3	5	4	7	4	10	33	1	34
	Column Comparisons												-
	% within column	5%	**	6%	4%	4%	5%	3%	3%	4%	4%	11%	4%
<b>I don't remember the name of the Royal Mail product(s)</b>	Weighted counts	40		10	13	17	28	19	8	25	104	8	111
	Column Comparisons											a	-
	% within column	7%	**	9%	7%	9%	6%	8%	5%	8%	8%	3%	8%
<b>None of the above</b>	Weighted counts	54		15	28	25	51	31	25	57	213	2	216
	Column Comparisons												-
	% within column	79%	**	77%	80%	78%	82%	77%	84%	81%	78%	80%	80%
<b>NET: Small Parcel</b>	Weighted counts	616		123	249	318	484	502	261	480	2,228	58	2,295
	Column Comparisons												-
	% within column	45%	**	52%	42%	43%	43%	43%	48%	47%	33%	43%	42%
<b>NET: Medium Parcel</b>	Weighted counts	352		83	137	167	268	286	150	200	1,183	22	1,208
	Column Comparisons			b			f	F	f				-
	% within column	65%	**	71%	67%	64%	68%	68%	67%	65%	68%	67%	70%
<b>NET: 1st class</b>	Weighted counts	510		115	205	263	426	401	209	415	1,859	50	1,918
	Column Comparisons												-
	% within column	51%	**	52%	49%	59%	51%	48%	53%	53%	37%	49%	49%
<b>NET: 2nd class</b>	Weighted counts	404		83	186	198	302	315	171	226	1,360	34	1,397
	Column Comparisons				c F	f	f	F	f				-
	% within column	42%	**	67%	47%	45%	45%	46%	55%	54%	44%	44%	48%
<b>NET: Signed For</b>	Weighted counts	332		108	143	177	289	329	175	269	1,345	32	1,383
	Column Comparisons			B			a b c f						-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>NET: Not Signed For</b>	% within column	58%	51%	61%	54%	57%	59%	61%	53%	62%	54%	50%	61%	73%	73%
	Weighted counts	1,654	494	1,160	391	433	408	422	735	920	224	529	569	200	132
	Column Comparisons	-		A						A			a B	A B c	A B c
<b>NET: Special Delivery</b>	% within column	18%	12%	21%	17%	20%	17%	17%	19%	16%	23%	25%	13%	9%	5%
	Weighted counts	513	115	398	123	154	118	117	268	245	94	262	122	26	9
	Column Comparisons	-		A							C D E	C D E	e		
<b>Effective Column n</b>	% within column														
	Weighted counts	1,889	323	1,566	454	489	478	467	861	1,028	270	724	610	178	108
	Column Comparisons														
<b>Unweighted base</b>		2,985	510	2,475	718	773	756	738	1,360	1,625	426	1,144	964	281	170
<b>Weighted base</b>		2,864	960	1,904	718	758	694	694	1,379	1,486	415	1,065	927	275	182
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
NET: Not Signed For	% within column	73%	60%	55%	56%	63%	55%	55%	56%	61%	57%	58%	64%	61%	56%
	Weighted counts	332	953	701	418	535	362	339	942	703	1,386	131	96	41	1,170
	Column Comparisons	-	-	-						a					
NET: Special Delivery	% within column	8%	18%	18%	19%	17%	19%	17%	22%	12%	18%	15%	15%	19%	19%
	Weighted counts	35	284	229	139	145	124	105	370	138	443	34	23	13	401
	Column Comparisons	-	-	-					B						b
Effective Column n	% within column														
	Weighted counts	285	1,084	805	512	572	389	416	1,093	784	1,197	240	245	207	1,263
	Column Comparisons														
Unweighted base		451	1,713	1,272	809	904	615	657	1,727	1,239	1,891	380	387	327	1,996
Weighted base		457	1,595	1,270	741	853	658	612	1,694	1,151	2,422	224	150	68	2,077
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 8 of 9

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	% within column	62%	**	44%	59%	63%	63%	59%	56%	54%	53%	58%	58%
	Weighted counts	482		71	1,584	200	246	371	335	175	327	1,610	41
	Column Comparisons				a								-
NET: Not Signed For	% within column	14%	**	35%	17%	18%	17%	17%	23%	22%	13%	18%	22%
	Weighted counts	112		56	457	56	67	104	134	70	82	495	16
	Column Comparisons			B					f				-
NET: Special Delivery	% within column												
	Weighted counts	624	2	118	1,771	227	266	455	423	246	271	1,852	33
	Column Comparisons												
Effective Column n													
Unweighted base		986	3	186	2,799	359	421	719	668	389	429	2,927	52
Weighted base		784	3	161	2,703	318	390	625	595	322	614	2,783	72
Columns		B	C	A	B	A	B	C	D	E	F	A	B
													A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 9

		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have' – makes a difference and mandatory to me – I must have	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Guaranteed delivery to recipient's door	% within row	43%	38%	15%	3%	1%	81%	
	Weighted counts	1,369	1,221	488	100	19	2,590	
Proof of postage/dispatch	% within row	43%	38%	16%	3%	1%	81%	
	Weighted counts	1,374	1,200	500	102	21	2,574	
Proof of receipt/delivery	% within row	41%	37%	17%	4%	1%	78%	
	Weighted counts	1,295	1,195	549	137	22	2,490	
Low cost	% within row	29%	48%	19%	3%	1%	77%	
	Weighted counts	929	1,532	622	94	20	2,460	
Guarantee that the parcel will arrive on time	% within row	36%	42%	18%	4%	1%	78%	
	Weighted counts	1,144	1,336	564	122	32	2,479	
Same price to send to anywhere within the UK	% within row	31%	44%	19%	5%	1%	75%	
	Weighted counts	987	1,419	613	150	27	2,406	
Fast delivery	% within row	26%	47%	21%	5%	1%	73%	
	Weighted counts	836	1,488	680	167	25	2,325	
Ability to track the delivery	% within row	29%	41%	23%	6%	1%	70%	
	Weighted counts	914	1,320	748	181	34	2,234	
Convenient options for me to drop the parcel off	% within row	20%	43%	27%	8%	2%	63%	
	Weighted counts	627	1,383	866	263	58	2,009	
Insurance against damage or loss	% within row	22%	40%	27%	8%	2%	63%	
	Weighted counts	717	1,288	876	262	55	2,004	
Convenient options for the recipient to accept the delivery	% within row	18%	46%	28%	7%	1%	64%	
	Weighted counts	562	1,477	897	222	39	2,040	
Ability to choose an express or next day service	% within row	17%	43%	29%	10%	1%	60%	
	Weighted counts	554	1,379	928	305	30	1,934	
Daily collection service	% within row	23%	37%	26%	12%	2%	60%	
	Weighted counts	744	1,178	840	371	65	1,922	



		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have' – makes a difference	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Ability to select a specific date/time for delivery	% within row	13%	39%	32%	14%	2%	52%	
	Weighted counts	405	1,245	1,025	461	61	3,197	
Convenient options for the operator pick the parcel up from me	% within row	14%	32%	32%	19%	3%	46%	
	Weighted counts	438	1,036	1,019	596	108	3,197	

Weight: Demographic, Geographic &amp; Evaluative Weight

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_1: List of factors people consider when sending parcels... Low cost		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	29%	27%	30%	28%	29%	33%	26%	26%	32%	30%	29%	30%	27%
	Weighted counts	929	291	637	221	247	250	212	399	530	138	328	313	86
	Column Comparisons	-								a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	48%	48%	51%	47%	47%	47%	48%	48%	50%	49%	48%	46%
	Weighted counts	1,532	517	1,014	408	395	356	374	733	799	226	559	508	150
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	19%	20%	19%	18%	19%	18%	23%	22%	18%	16%	19%	19%	24%
	Weighted counts	622	217	405	147	162	133	181	330	292	71	222	196	76
	Column Comparisons	-							b					
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	3%	4%	1%	3%	4%	2%	4%	3%	3%	3%
	Weighted counts	94	33	61	24	32	10	28	54	39	16	30	30	11
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	20	9	12	2	6	7	6	18	3	3	12	1	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	77%	76%	78%	78%	76%	80%	73%	74%	80%	80%	77%	78%	73%
	Weighted counts	2,460	809	1,652	628	641	606	585	1,132	1,328	364	887	822	236
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QD10a_1: List of factors people consider when sending parcels... Low cost		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
This is mandatory to me – a must have	% within column	29%	28%	28%	30%	27%	30%	26%	34%	27%	32%	28%	28%	39%
	Weighted counts	63	149	508	421	221	287	185	236	499	424	768	71	65
	Column Comparisons		-	-	-				c e		a			b
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	44%	47%	49%	48%	46%	53%	45%	50%	45%	48%	47%	42%
	Weighted counts	89	238	851	681	400	451	373	308	918	604	1,311	116	71
	Column Comparisons		-	-	-					b				
This is a 'nice to have', but I can live without it being offered	% within column	26%	24%	21%	18%	21%	20%	18%	18%	19%	19%	20%	21%	16%
	Weighted counts	56	132	370	253	172	198	128	125	358	259	531	51	26
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	4%	3%
	Weighted counts	6	17	57	36	30	27	19	17	47	46	77	10	4
	Column Comparisons		-	-	-									
This is a negative to me	% within column	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	0%	1%
	Weighted counts	3	4	11	10	2	8	6	3	15	5	18	0	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	70%	72%	76%	79%	75%	76%	78%	79%	77%	77%	77%	75%	81%
	Weighted counts	152	388	1,359	1,102	621	738	558	544	1,418	1,028	2,079	186	136
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am	No – I am not	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_1: List of factors people consider when sending parcels... Low cost		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound							
	% within column	33%	29%	28%	**	29%	29%	38%	33%	23%	29%	25%	30%	29%
This is mandatory to me – a must have	Weighted counts	25	678	249		50	879	138	141	161	188	87	213	897
	Column Comparisons							C d e	c					
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	48%	48%	**	41%	48%	46%	44%	54%	46%	54%	44%	48%
	Weighted counts	35	1,108	423		70	1,462	168	188	373	298	190	315	1,502
	Column Comparisons									b d f				b
This is a 'nice to have', but I can live without it being offered	% within column	18%	20%	19%	**	24%	19%	14%	19%	19%	22%	19%	21%	19%
	Weighted counts	14	453	167		42	580	51	82	132	140	66	151	598
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	2%	3%	4%	**	4%	3%	2%	4%	3%	3%	3%	3%	3%
	Weighted counts	2	62	32		7	87	6	15	22	17	9	25	87
	Column Comparisons													
This is a negative to me	% within column	1%	1%	1%	**	2%	1%	0%	1%	0%	1%	0%	1%	1%
	Weighted counts	1	14	6		3	18	1	4	2	8	0	6	18
	Column Comparisons													
NET: Important (T2B)	% within column	78%	77%	77%	**	70%	77%	84%	76%	77%	75%	79%	74%	77%
	Weighted counts	60	1,786	672		120	2,340	306	329	534	486	277	528	2,398
	Column Comparisons							d						b
Effective Column n	% within column													
	Weighted counts	235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
	Column Comparisons													
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
QD10a_1: List of factors people consider when sending parcels... Low cost		non-user	Total
	% within column	31%	29%
<b>This is mandatory to me – a must have</b>	Weighted counts	27	929
	Column Comparisons		-
	% within column	33%	48%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	29	1,532
	Column Comparisons		-
	% within column	27%	19%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	24	622
	Column Comparisons		-
	% within column	7%	3%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	6	94
	Column Comparisons	a	-
	% within column	1%	1%
<b>This is a negative to me</b>	Weighted counts	1	20
	Column Comparisons		-
	% within column	64%	77%
<b>NET: Important (T2B)</b>	Weighted counts	56	2,460
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column		36%	48%	30%	39%	33%	35%	37%	34%	37%	44%	37%	36%	35%
	Weighted counts		1,144	514	629	309	274	264	297	523	621	198	424	375	113
	Column Comparisons		-	B								c E	E	E	E
This is a 'great to have' – makes a difference and can sway my decision	% within column		42%	38%	44%	38%	44%	43%	43%	40%	43%	38%	41%	42%	40%
	Weighted counts		1,336	404	932	302	368	323	344	613	723	175	477	442	130
	Column Comparisons		-		a										
This is a 'nice to have', but I can live without it being offered	% within column		18%	10%	22%	16%	19%	20%	16%	20%	15%	14%	17%	18%	20%
	Weighted counts		564	105	459	128	160	147	129	311	253	64	190	191	64
	Column Comparisons		-		A					b					
This is not important to me – don't mind if not offered	% within column		4%	3%	4%	6%	4%	2%	3%	5%	3%	3%	4%	3%	5%
	Weighted counts		122	30	92	46	34	16	25	70	52	14	43	35	17
	Column Comparisons		-			c									
This is a negative to me	% within column		1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts		32	15	17	16	5	5	5	17	14	3	18	6	0
	Column Comparisons		-												
NET: Important (T2B)	% within column		78%	86%	73%	76%	76%	78%	80%	74%	81%	82%	78%	78%	75%
	Weighted counts		2,479	918	1,561	611	641	587	641	1,136	1,344	373	900	817	243
	Column Comparisons		-	B							A	E	e	e	
Effective Column n	% within column														
	Weighted counts		2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons														
Unweighted base			3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base			3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_2: List of factors people consider when sending parcels...														
Guarantee that the parcel will arrive on time														
This is mandatory to me – a must have	% within column	16%	27%	36%	36%	35%	37%	35%	36%	39%	32%	36%	34%	37%
	Weighted counts	34	147	643	501	286	357	249	251	712	423	972	85	63
	Column Comparisons		-	-	-					B				
This is a 'great to have' – makes a difference and can sway my decision	% within column	51%	45%	41%	42%	44%	39%	43%	41%	40%	44%	41%	48%	42%
	Weighted counts	112	242	744	592	364	380	307	285	740	591	1,110	120	70
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	25%	22%	17%	18%	16%	18%	18%	18%	16%	20%	18%	12%	16%
	Weighted counts	54	118	313	251	134	179	127	124	298	262	495	30	26
	Column Comparisons	a	-	-	-						a			
This is not important to me – don't mind if not offered	% within column	6%	6%	4%	3%	4%	5%	3%	3%	3%	4%	4%	5%	5%
	Weighted counts	13	30	74	47	30	44	24	24	64	54	97	13	8
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	5	5	22	10	11	11	5	5	24	7	30	0	0
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	67%	72%	77%	78%	79%	76%	78%	78%	79%	76%	77%	83%	79%
	Weighted counts	145	389	1,387	1,092	650	737	556	537	1,452	1,014	2,082	205	133
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time		N. Ireland	Urban	Rural	Unkn-own									
	% within column	31%	37%	33%	**	33%	36%	35%	31%	30%	38%	33%	44%	36%
This is mandatory to me – a must have	Weighted counts	23	853	289		57	1,087	129	133	209	245	117	311	1,119
	Column Comparisons												b C	
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	42%	42%	**	40%	42%	41%	42%	45%	38%	48%	40%	42%
	Weighted counts	35	962	371		69	1,267	148	179	308	245	169	287	1,292
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	17%	16%	21%	**	20%	18%	17%	23%	20%	20%	15%	11%	18%
	Weighted counts	13	376	186		34	530	64	101	136	131	54	79	547
	Column Comparisons			a				F	f	f				
This is not important to me – don't mind if not offered	% within column	5%	4%	3%	**	5%	4%	5%	4%	4%	3%	3%	3%	4%
	Weighted counts	3	95	26		9	113	20	17	30	20	11	23	113
	Column Comparisons													
This is a negative to me	% within column	1%	1%	1%	**	1%	1%	1%	0%	1%	2%	0%	1%	1%
	Weighted counts	1	27	5		2	29	4	0	5	11	2	10	30
	Column Comparisons													
NET: Important (T2B)	% within column	77%	78%	75%	**	73%	78%	76%	72%	75%	75%	81%	84%	78%
	Weighted counts	59	1,816	660		126	2,354	277	312	518	490	286	598	2,411
	Column Comparisons											b	a b c d	
Effective Column n	% within column	235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
	Weighted counts													
	Column Comparisons													
Unweighted base	% within column	371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
	Weighted counts													
	Column Comparisons													
Weighted base	% within column	76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
	Weighted counts													
	Column Comparisons													
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_2: List of factors people consider when sending parcels...			Total
Guarantee that the parcel will arrive on time		27%	36%
This is mandatory to me – a must have	% within column		
	Weighted counts	23	1,144
	Column Comparisons		-
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%
	Weighted counts	37	1,336
	Column Comparisons		-
This is a 'nice to have', but I can live without it being offered	% within column	18%	18%
	Weighted counts	16	564
	Column Comparisons		-
This is not important to me – don't mind if not offered	% within column	10%	4%
	Weighted counts	9	122
	Column Comparisons	a	-
This is a negative to me	% within column	2%	1%
	Weighted counts	1	32
	Column Comparisons		-
NET: Important (T2B)	% within column	70%	78%
	Weighted counts	61	2,479
	Column Comparisons		-
Effective Column n	% within column		
	Weighted counts	37	2,110
	Column Comparisons		
Unweighted base		59	3,331
Weighted base		87	3,197
Columns		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_3: List of factors people consider when sending parcels...		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Ability to track the delivery	% within column	29%	35%	25%	31%	26%	30%	28%	28%	29%	34%	33%	28%	18%
This is mandatory to me – a must have	Weighted counts	914	374	540	244	222	227	221	425	489	154	376	294	57
	Column Comparisons	-	B								D E	D E	d e	
	% within column	41%	39%	42%	41%	43%	39%	43%	40%	43%	37%	41%	43%	46%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	1,320	420	900	327	359	292	343	608	712	169	471	454	148
	Column Comparisons	-												
	% within column	23%	17%	26%	22%	24%	25%	22%	25%	21%	23%	20%	23%	29%
This is a 'nice to have', but I can live without it being offered	Weighted counts	748	183	564	178	204	186	180	391	357	105	228	240	93
	Column Comparisons	-		A					b					b
	% within column	6%	7%	5%	5%	5%	6%	6%	6%	6%	5%	5%	6%	8%
This is not important to me – don't mind if not offered	Weighted counts	181	73	108	43	46	44	48	87	94	25	53	60	26
	Column Comparisons	-												
	% within column	1%	2%	1%	1%	1%	1%	1%	2%	1%	0%	2%	0%	0%
This is a negative to me	Weighted counts	34	18	17	9	10	6	8	23	11	2	24	2	0
	Column Comparisons	-										c		
	% within column	70%	74%	68%	71%	69%	69%	70%	67%	72%	71%	74%	71%	63%
NET: Important (T2B)	Weighted counts	2,234	794	1,440	571	580	519	564	1,033	1,201	323	846	748	206
	Column Comparisons	-	b							a	E	d E	E	
	% within column													
Effective Column n	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_3: List of factors people consider when sending parcels...		Demographics													
		Age		SEG						Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	
Ability to track the delivery		% within column	15%	17%	29%	28%	27%	31%	28%	28%	31%	25%	29%	25%	32%
This is mandatory to me – a must have		Weighted counts	33	91	524	390	220	303	201	190	577	332	779	62	54
		Column Comparisons		-	-	-					b				
This is a 'great to have' – makes a difference and can sway my decision		% within column	36%	42%	41%	41%	42%	40%	41%	42%	41%	42%	41%	43%	40%
		Weighted counts	78	227	739	581	351	388	295	287	750	562	1,111	107	66
		Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered		% within column	38%	32%	23%	24%	24%	23%	23%	24%	21%	26%	24%	23%	21%
		Weighted counts	82	175	416	331	194	222	163	169	393	352	636	58	36
		Column Comparisons	a B C	-	-	-					a				
This is not important to me – don't mind if not offered		% within column	8%	8%	5%	6%	6%	5%	6%	6%	5%	6%	5%	7%	7%
		Weighted counts	17	43	98	83	51	47	40	42	97	82	147	18	11
		Column Comparisons		-	-	-									
This is a negative to me		% within column	3%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%
		Weighted counts	6	7	20	15	9	11	12	3	22	8	31	2	1
		Column Comparisons	c	-	-	-									
NET: Important (T2B)		% within column	51%	59%	70%	69%	69%	71%	70%	69%	72%	67%	70%	68%	72%
		Weighted counts	112	317	1,262	972	571	692	495	476	1,326	894	1,890	170	120
		Column Comparisons		-	-	-					b				
Effective Column n		% within column													
		Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
		Column Comparisons													
Unweighted base			202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base			217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns			E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
QD10a_3: List of factors people consider when sending parcels...		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Ability to track the delivery		25%	29%	27%	**	24%	29%	29%	23%	28%	25%	26%	36%	29%
This is mandatory to me – a must have		19	677	235		41	873	107	100	194	166	93	254	900
Weighted counts														
Column Comparisons													b d	b
This is a 'great to have' – makes a difference and can sway my decision		47%	42%	40%	**	46%	41%	40%	47%	41%	43%	47%	35%	42%
Weighted counts		36	967	352		80	1,240	145	203	282	277	165	248	1,288
Column Comparisons									f			f		
This is a 'nice to have', but I can live without it being offered		23%	22%	26%	**	21%	24%	21%	23%	24%	26%	23%	21%	23%
Weighted counts		17	518	228		36	712	77	100	166	172	81	152	722
Column Comparisons														
This is not important to me – don't mind if not offered		5%	5%	7%	**	7%	6%	8%	6%	6%	5%	3%	6%	5%
Weighted counts		4	124	57		13	168	29	25	42	32	12	41	158
Column Comparisons														
This is a negative to me		1%	1%	1%	**	1%	1%	2%	1%	1%	1%	1%	2%	1%
Weighted counts		0	29	5		2	32	6	3	4	4	2	15	32
Column Comparisons														
NET: Important (T2B)		72%	71%	67%	**	70%	70%	69%	70%	69%	68%	73%	71%	71%
Weighted counts		55	1,644	587		121	2,113	252	303	477	443	258	502	2,188
Column Comparisons														B
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_3: List of factors people consider when sending parcels...			Total
Ability to track the delivery	% within column	14%	29%
<b>This is mandatory to me – a must have</b>	Weighted counts	12	914
	Column Comparisons		-
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	30%	41%
	Weighted counts	26	1,320
	Column Comparisons		-
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	28%	23%
	Weighted counts	24	748
	Column Comparisons		-
<b>This is not important to me – don't mind if not offered</b>	% within column	26%	6%
	Weighted counts	23	181
	Column Comparisons	A	-
<b>This is a negative to me</b>	% within column	2%	1%
	Weighted counts	1	34
	Column Comparisons		-
<b>NET: Important (T2B)</b>	% within column	44%	70%
	Weighted counts	38	2,234
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics											
			Methodology			Quarter		Gender		Age				
QD10a_4: List of factors people consider when sending parcels...			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Ability to choose an express or next day service	% within column		17%	25%	13%	18%	18%	18%	16%	18%	17%	22%	20%	17%
This is mandatory to me – a must have	Weighted counts		554	272	283	143	149	135	128	271	284	101	225	173
	Column Comparisons		-	B								D e	D	d
	% within column		43%	51%	39%	43%	42%	41%	46%	42%	44%	45%	43%	44%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		1,379	548	831	345	354	308	372	649	730	206	499	457
	Column Comparisons		-	B								e	e	e
	% within column		29%	16%	35%	28%	29%	31%	27%	30%	28%	24%	27%	31%
This is a 'nice to have', but I can live without it being offered	Weighted counts		928	174	754	226	245	237	219	454	474	110	309	321
	Column Comparisons		-		A									
	% within column		10%	6%	11%	10%	10%	9%	10%	9%	10%	7%	9%	9%
This is not important to me – don't mind if not offered	Weighted counts		305	61	244	77	87	65	76	140	165	34	100	95
	Column Comparisons		-		A									
	% within column		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%
This is a negative to me	Weighted counts		30	13	17	10	6	9	5	20	10	4	19	3
	Column Comparisons		-											
	% within column		60%	77%	52%	61%	60%	59%	62%	60%	61%	67%	63%	60%
NET: Important (T2B)	Weighted counts		1,934	820	1,114	488	503	443	500	920	1,014	307	723	630
	Column Comparisons		-	B								c d E	E	E
	% within column													
Effective Column n	Weighted counts		2,110	360	1,750	506	547	527	530	970	1,140	300	783	691
	Column Comparisons													
Unweighted base			3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090
Weighted base			3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049
Columns			A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
QD10a_4: List of factors people consider when sending parcels...													
Ability to choose an express or next day service													
This is mandatory to me – a must have	% within column	9%	12%	10%	19%	15%	18%	19%	16%	15%	20%	14%	17%
	Weighted counts	29	26	55	338	216	150	188	113	103	368	185	468
	Column Comparisons			-	-	-					B		
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	30%	40%	43%	44%	45%	41%	45%	43%	44%	42%	43%
	Weighted counts	153	65	218	769	610	374	395	317	293	807	563	1,169
	Column Comparisons	e		-	-	-							
This is a 'nice to have', but I can live without it being offered	% within column	33%	38%	35%	29%	30%	29%	28%	28%	31%	27%	31%	29%
	Weighted counts	106	82	188	512	415	241	271	200	216	501	421	782
	Column Comparisons		a b	-	-	-						a	
This is not important to me – don't mind if not offered	% within column	11%	19%	14%	9%	10%	7%	11%	10%	11%	8%	12%	10%
	Weighted counts	35	40	76	159	147	55	103	73	73	141	159	259
	Column Comparisons		a B c	-	-	-						a	
This is a negative to me	% within column	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	3	5	19	12	5	13	7	4	21	8	26
	Column Comparisons			-	-	-							
NET: Important (T2B)	% within column	56%	42%	50%	62%	59%	63%	60%	61%	58%	64%	56%	61%
	Weighted counts	182	91	273	1,107	827	524	583	430	397	1,175	749	1,637
	Column Comparisons	e		-	-	-					B		
Effective Column n	% within column												
	Weighted counts	209	128	337	1,218	893	568	650	423	470	1,184	912	1,337
	Column Comparisons												
Unweighted base		330	202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111
Weighted base		324	217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
			NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am houseb- ound	No – I am not houseb- ound	£11,500 Under £11,500 per year	£17,500 - £17,499 per year	£30,000 - £29,999 per year	£49,999 - £49,999 per year	
QD10a_4: List of factors people consider when sending parcels...															
Ability to choose an express or next day service			% within column	15%	23%	14%	18%	15%	**	18%	17%	16%	12%	13%	18%
This is mandatory to me – a must have			Weighted counts	37	38	11	418	136		31	524	57	53	89	120
			Column Comparisons		b d										
This is a 'great to have' – makes a difference and can sway my decision			% within column	45%	40%	42%	45%	39%	**	40%	43%	39%	41%	45%	38%
			Weighted counts	112	67	32	1,037	341		68	1,311	142	178	310	249
			Column Comparisons			b									
This is a 'nice to have', but I can live without it being offered			% within column	31%	27%	33%	27%	34%	**	28%	29%	33%	33%	30%	33%
			Weighted counts	76	45	25	627	299		48	879	119	144	205	213
			Column Comparisons				a			f		f	f	F	
This is not important to me – don't mind if not offered			% within column	9%	9%	10%	9%	11%	**	11%	9%	12%	12%	11%	10%
			Weighted counts	23	16	8	208	96		19	286	45	53	78	62
			Column Comparisons							e		e	e		
This is a negative to me			% within column	0%	2%	1%	1%	1%	**	3%	1%	1%	1%	1%	1%
			Weighted counts	0	3	1	25	6		6	24	2	3	7	7
			Column Comparisons							b					
NET: Important (T2B)			% within column	60%	62%	56%	63%	54%	**	58%	61%	55%	54%	58%	57%
			Weighted counts	149	105	42	1,455	477		99	1,835	199	231	399	369
			Column Comparisons				b								
Effective Column n			% within column	265	273	235	1,414	693	3	129	1,981	262	300	498	464
			Weighted counts												
			Column Comparisons												
Unweighted base				418	431	371	2,232	1,094	5	204	3,127	413	473	786	733
Weighted base				249	168	76	2,315	877	5	172	3,025	365	430	689	651
Columns				B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
					Total
QD10a_4: List of factors people consider when sending parcels...					
Ability to choose an express or next day service	% within column	21%	23%	18%	10%
	Weighted counts	73	163	546	8
<b>This is mandatory to me – a must have</b>	Column Comparisons	b c	b C		-
	% within column	45%	48%	43%	45%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	160	340	1,334	39
	Column Comparisons				-
	% within column	28%	21%	29%	27%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	100	147	903	23
	Column Comparisons				-
	% within column	5%	7%	9%	19%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	17	50	288	16
	Column Comparisons				a
	% within column	1%	1%	1%	0%
<b>This is a negative to me</b>	Weighted counts	2	10	29	0
	Column Comparisons				-
	% within column	66%	71%	61%	55%
<b>NET: Important (T2B)</b>	Weighted counts	233	503	1,880	47
	Column Comparisons	a b d	A B C D		-
	% within column				
<b>Effective Column n</b>	Weighted counts	271	316	2,069	37
	Column Comparisons				
<b>Unweighted base</b>		427	499	3,266	59
<b>Weighted base</b>		353	709	3,101	87
<b>Columns</b>		E	F	A	B
					A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10a_5: List of factors people consider when sending parcels...	% within column	13%	16%	11%	13%	12%	13%	12%	14%	12%	19%	15%	12%	6%
Ability to select a specific date/time for delivery	Weighted counts	405	176	229	108	102	98	97	208	198	86	171	125	18
This is mandatory to me – a must have	Column Comparisons	-	B								c D E	D E	d e	
	% within column	39%	48%	35%	39%	38%	37%	42%	36%	41%	44%	41%	39%	36%
	Weighted counts	1,245	508	737	313	316	282	334	557	689	199	473	414	116
This is a 'great to have' – makes a difference and can sway my decision	Column Comparisons	-	B							a	E	E	E	e
	% within column	32%	23%	37%	31%	34%	31%	32%	33%	31%	28%	30%	33%	36%
	Weighted counts	1,025	246	779	251	282	235	257	502	523	125	350	347	117
This is a 'nice to have', but I can live without it being offered	Column Comparisons	-		A										
	% within column	14%	11%	16%	14%	15%	16%	13%	16%	13%	9%	12%	14%	20%
	Weighted counts	461	117	344	112	128	120	100	243	218	42	137	148	65
This is not important to me – don't mind if not offered	Column Comparisons	-		a									a	A b
	% within column	2%	2%	2%	2%	1%	3%	1%	2%	2%	1%	2%	1%	2%
	Weighted counts	61	21	40	17	12	20	12	25	36	3	21	16	8
This is a negative to me	Column Comparisons	-												
	% within column	52%	64%	45%	53%	50%	50%	54%	50%	53%	63%	56%	51%	41%
	Weighted counts	1,651	684	967	421	419	380	431	764	887	285	644	539	134
NET: Important (T2B)	Column Comparisons	-	B								b c D E	D E	d E	E
	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
Effective Column n	Column Comparisons													
	Weighted counts													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
QD10a_5: List of factors people consider when sending parcels...														
Ability to select a specific date/time for delivery														
This is mandatory to me – a must have	% within column	3%	5%	14%	11%	14%	14%	10%	12%	15%	9%	13%	9%	18%
	Weighted counts	6	24	248	158	114	134	72	86	279	124	346	23	30
	Column Comparisons		-	-	-					B				b d
This is a 'great to have' – makes a difference and can sway my decision	% within column	20%	29%	39%	39%	40%	38%	40%	37%	42%	35%	39%	41%	33%
	Weighted counts	43	159	705	541	333	371	288	253	775	462	1,060	101	55
	Column Comparisons		-	-	-					B				
This is a 'nice to have', but I can live without it being offered	% within column	39%	37%	30%	35%	31%	29%	34%	35%	30%	35%	32%	31%	35%
	Weighted counts	85	202	540	484	257	284	240	244	549	471	860	77	58
	Column Comparisons		-	-	-						a			
This is not important to me – don't mind if not offered	% within column	32%	25%	15%	14%	13%	16%	14%	14%	11%	19%	14%	18%	13%
	Weighted counts	69	134	268	192	110	159	99	93	205	250	383	46	22
	Column Comparisons	A B C d	-	-	-						A			
This is a negative to me	% within column	6%	4%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%
	Weighted counts	14	21	35	26	12	23	13	12	30	29	55	2	3
	Column Comparisons	A b c	-	-	-									
NET: Important (T2B)	% within column	22%	34%	53%	50%	54%	52%	51%	49%	57%	44%	52%	50%	50%
	Weighted counts	49	183	952	698	447	505	359	339	1,054	586	1,406	124	85
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_5: List of factors people consider when sending parcels...		N. Ireland	Urban	Rural	Unkn-own									
Ability to select a specific date/time for delivery		8%	14%	9%	**	16%	13%	10%	8%	11%	15%	14%	16%	13%
This is mandatory to me – a must have		6	325	80		27	379	36	35	78	97	49	111	400
Weighted counts														
Column Comparisons			b											
This is a 'great to have' – makes a difference and can sway my decision		40%	41%	34%	**	39%	39%	35%	36%	39%	36%	45%	43%	39%
Weighted counts		30	944	299		67	1,178	126	154	271	234	158	302	1,216
Column Comparisons			b											
This is a 'nice to have', but I can live without it being offered		39%	30%	38%	**	32%	32%	36%	37%	33%	33%	28%	28%	32%
Weighted counts		29	689	334		55	970	131	160	224	212	97	200	979
Column Comparisons				A										
This is not important to me – don't mind if not offered		13%	13%	17%	**	10%	15%	16%	18%	15%	15%	13%	11%	14%
Weighted counts		10	308	152		18	443	60	78	103	96	46	78	446
Column Comparisons														
This is a negative to me		1%	2%	1%	**	3%	2%	3%	1%	2%	2%	1%	3%	2%
Weighted counts		1	49	12		5	56	12	3	13	12	2	19	59
Column Comparisons														
NET: Important (T2B)		48%	55%	43%	**	55%	51%	44%	44%	51%	51%	59%	58%	52%
Weighted counts		36	1,269	379		94	1,557	162	190	349	331	207	412	1,616
Column Comparisons			B									a b	a b	b
Effective Column n														
Weighted counts		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
Column Comparisons														
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_5: List of factors people consider when sending parcels...			Total
Ability to select a specific date/time for delivery	% within column	5%	13%
<b>This is mandatory to me – a must have</b>	Weighted counts	4	405
	Column Comparisons		-
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	33%	39%
	Weighted counts	29	1,245
	Column Comparisons		-
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	45%	32%
	Weighted counts	39	1,025
	Column Comparisons	a	-
<b>This is not important to me – don't mind if not offered</b>	% within column	15%	14%
	Weighted counts	13	461
	Column Comparisons		-
<b>This is a negative to me</b>	% within column	2%	2%
	Weighted counts	2	61
	Column Comparisons		-
<b>NET: Important (T2B)</b>	% within column	38%	52%
	Weighted counts	33	1,651
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_6: List of factors people consider when sending parcels... Fast delivery		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	26%	35%	22%	25%	24%	26%	29%	27%	25%	32%	30%	24%	21%
	Weighted counts	836	372	465	204	205	199	229	418	419	144	345	254	67
	Column Comparisons	-	B								c d E	c d E	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	47%	46%	44%	48%	47%	47%	43%	50%	47%	46%	51%	40%
	Weighted counts	1,488	503	986	354	404	353	376	654	834	212	531	531	129
	Column Comparisons	-								A				
This is a 'nice to have', but I can live without it being offered	% within column	21%	13%	25%	23%	21%	21%	19%	23%	20%	16%	18%	21%	31%
	Weighted counts	680	140	540	188	180	161	152	350	330	74	209	216	102
	Column Comparisons	-		A										A B c
This is not important to me – don't mind if not offered	% within column	5%	4%	6%	5%	6%	5%	5%	6%	5%	5%	4%	4%	8%
	Weighted counts	167	46	122	43	49	36	38	93	75	21	50	45	26
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	25	7	17	12	2	6	5	19	5	4	17	3	0
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	73%	82%	68%	70%	72%	73%	76%	70%	75%	78%	76%	75%	61%
	Weighted counts	2,325	874	1,450	559	609	552	605	1,072	1,253	356	876	785	197
	Column Comparisons	-	B							a	D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
Column Comparisons														
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QD10a_6: List of factors people consider when sending parcels... Fast delivery		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
This is mandatory to me – a must have	% within column	12%	17%	27%	25%	26%	27%	27%	24%	30%	21%	26%	25%	31%
	Weighted counts	27	94	480	356	218	262	188	168	552	276	705	62	52
	Column Comparisons		-	-	-					B				
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	40%	45%	49%	46%	44%	49%	49%	47%	47%	47%	48%	42%
	Weighted counts	85	215	805	684	380	425	346	338	855	628	1,263	118	70
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	36%	33%	22%	21%	20%	23%	21%	21%	19%	25%	21%	22%	21%
	Weighted counts	79	181	389	291	168	221	146	145	341	337	574	55	35
	Column Comparisons	A B C	-	-	-						A			
This is not important to me – don't mind if not offered	% within column	12%	9%	6%	4%	6%	5%	4%	5%	4%	7%	5%	5%	6%
	Weighted counts	25	51	105	62	54	52	26	36	75	91	140	13	10
	Column Comparisons	a B c	-	-	-						a			
This is a negative to me	% within column	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%
	Weighted counts	1	1	17	7	6	11	5	2	16	4	23	0	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	52%	57%	72%	74%	72%	71%	75%	73%	77%	68%	73%	72%	73%
	Weighted counts	112	309	1,285	1,040	598	687	534	506	1,407	904	1,968	180	122
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am	No – I am not	Under £11,-	£11,- 500 - £17,-	£17,- 500 - £29,-	£30,- 000 - £49,-	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_6: List of factors people consider when sending parcels... Fast delivery		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per year		
	% within column	24%	27%	24%	**	22%	26%	28%	21%	20%	26%	29%	32%	26%
This is mandatory to me – a must have	Weighted counts	18	622	214		37	799	100	92	141	172	103	228	821
	Column Comparisons											c	b C	
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	47%	46%	**	46%	47%	43%	49%	49%	41%	49%	48%	47%
	Weighted counts	37	1,081	406		79	1,410	158	210	339	267	173	341	1,444
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	21%	21%	23%	**	20%	21%	23%	24%	23%	25%	19%	16%	21%
	Weighted counts	16	479	199		34	646	83	103	156	161	65	112	660
	Column Comparisons										f			
This is not important to me – don't mind if not offered	% within column	6%	5%	6%	**	10%	5%	5%	5%	7%	6%	3%	3%	5%
	Weighted counts	4	113	54		17	151	19	24	51	42	11	21	152
	Column Comparisons					b								
This is a negative to me	% within column	1%	1%	0%	**	3%	1%	1%	0%	0%	1%	0%	1%	1%
	Weighted counts	1	20	4		5	20	4	2	2	9	0	7	24
	Column Comparisons					b								
NET: Important (T2B)	% within column	72%	74%	71%	**	68%	73%	71%	70%	70%	67%	78%	80%	73%
	Weighted counts	55	1,703	620		116	2,209	259	302	480	439	276	569	2,265
	Column Comparisons											c d	a b c D	b
	% within column													
Effective Column n	Weighted counts	235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
	Column Comparisons													
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
QD10a_6: List of factors people consider when sending parcels... Fast delivery		non-user	Total
	% within column	16%	<b>26%</b>
<b>This is mandatory to me – a must have</b>	Weighted counts	14	<b>836</b>
	Column Comparisons		-
	% within column	44%	<b>47%</b>
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	38	<b>1,488</b>
	Column Comparisons		-
	% within column	22%	<b>21%</b>
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	19	<b>680</b>
	Column Comparisons		-
	% within column	18%	<b>5%</b>
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	16	<b>167</b>
	Column Comparisons	A	-
	% within column	0%	<b>1%</b>
<b>This is a negative to me</b>	Weighted counts	0	<b>25</b>
	Column Comparisons		-
	% within column	60%	<b>73%</b>
<b>NET: Important (T2B)</b>	Weighted counts	52	<b>2,325</b>
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	<b>2,110</b>
	Column Comparisons		
<b>Unweighted base</b>		59	<b>3,331</b>
<b>Weighted base</b>		87	<b>3,197</b>
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10a_7: List of factors people consider when sending parcels...															
Convenient options for me to drop the parcel off															
This is mandatory to me – a must have	% within column	20%	27%	16%	20%	19%	19%	21%	20%	19%	20%	22%	19%	18%	
	Weighted counts	627	292	335	163	158	140	166	306	321	91	253	198	60	
	Column Comparisons	-	B									e			
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	46%	42%	44%	42%	48%	40%	42%	44%	42%	46%	45%	38%	
	Weighted counts	1,383	494	889	350	355	360	318	647	735	189	534	471	123	
	Column Comparisons	-	b									e	e		
This is a 'nice to have', but I can live without it being offered	% within column	27%	18%	32%	27%	28%	23%	30%	27%	27%	28%	23%	27%	31%	
	Weighted counts	866	191	675	217	237	175	237	421	445	128	267	288	99	
	Column Comparisons	-		A											
This is not important to me – don't mind if not offered	% within column	8%	7%	9%	7%	9%	8%	9%	9%	8%	8%	7%	8%	12%	
	Weighted counts	263	70	194	56	75	64	68	136	127	36	80	80	38	
	Column Comparisons	-		a											
This is a negative to me	% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	
	Weighted counts	58	21	38	16	15	16	11	24	35	10	17	13	4	
	Column Comparisons	-													
NET: Important (T2B)	% within column	63%	74%	57%	64%	61%	66%	61%	62%	63%	62%	68%	64%	56%	
	Weighted counts	2,009	786	1,223	512	513	500	485	954	1,056	281	788	669	183	
	Column Comparisons	-	B								E	d E	E	e	
Effective Column n	% within column														
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209	
	Column Comparisons														
Unweighted base			3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base			3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age		SEG					Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and Wales
QD10a_7: List of factors people consider when sending parcels...													
Convenient options for me to drop the parcel off													
<b>This is mandatory to me – a must have</b>	% within column	11%	16%	20%	19%	19%	21%	19%	19%	20%	20%	20%	26%
	Weighted counts	24	84	362	265	158	204	135	129	359	266	528	43
	Column Comparisons		-	-	-								b
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	30%	35%	43%	44%	45%	40%	46%	42%	46%	40%	43%	40%
	Weighted counts	65	188	765	618	375	390	328	290	846	531	1,175	67
	Column Comparisons		-	-	-					b			
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	39%	34%	27%	27%	26%	27%	26%	29%	25%	29%	27%	24%
	Weighted counts	84	184	485	381	219	267	182	199	468	387	737	40
	Column Comparisons	B c	-	-	-								
<b>This is not important to me – don't mind if not offered</b>	% within column	14%	12%	8%	9%	8%	8%	8%	9%	7%	10%	8%	9%
	Weighted counts	30	68	144	119	62	82	54	65	133	128	214	15
	Column Comparisons		-	-	-								
<b>This is a negative to me</b>	% within column	6%	3%	2%	1%	1%	3%	2%	1%	2%	2%	2%	2%
	Weighted counts	14	18	40	18	12	29	12	6	32	25	50	3
	Column Comparisons	b C	-	-	-								
<b>NET: Important (T2B)</b>	% within column	41%	50%	63%	63%	65%	61%	65%	61%	66%	60%	63%	65%
	Weighted counts	90	272	1,127	882	533	594	463	420	1,205	797	1,703	110
	Column Comparisons		-	-	-					b			
<b>Effective Column n</b>	% within column												
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	273
	Column Comparisons												
<b>Unweighted base</b>		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	431
<b>Weighted base</b>		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	168
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
QD10a_7: List of factors people consider when sending parcels... Convenient options for me to drop the parcel off		N. Ireland	Urban	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	% within column	18%	20%	18%	**	20%	20%	22%	16%	14%	20%	21%	25%	20%
This is mandatory to me – a must have	Weighted counts	14	465	160		34	592	80	71	95	133	73	174	612
	Column Comparisons							c			c		C	
	% within column	42%	44%	42%	**	43%	43%	38%	40%	44%	42%	47%	46%	43%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	32	1,016	366		74	1,309	140	174	302	276	167	323	1,348
	Column Comparisons													
	% within column	30%	27%	28%	**	24%	27%	26%	32%	30%	28%	25%	23%	27%
This is a 'nice to have', but I can live without it being offered	Weighted counts	23	615	248		41	825	94	137	206	181	89	160	832
	Column Comparisons													
	% within column	9%	8%	10%	**	9%	8%	12%	10%	11%	7%	7%	5%	8%
This is not important to me – don't mind if not offered	Weighted counts	7	177	86		16	248	42	43	73	48	24	33	253
	Column Comparisons							f		f				
	% within column	1%	2%	2%	**	4%	2%	2%	1%	2%	2%	0%	3%	2%
This is a negative to me	Weighted counts	1	42	16		7	51	8	6	12	13	0	19	56
	Column Comparisons					b								
	% within column	60%	64%	60%	**	63%	63%	60%	57%	58%	63%	68%	70%	63%
NET: Important (T2B)	Weighted counts	46	1,482	526		108	1,901	220	245	398	409	240	497	1,960
	Column Comparisons											b c	b C	
	% within column													
Effective Column n	Weighted counts	235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
	Column Comparisons													
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_7: List of factors people consider when sending parcels... Convenient options for me to drop the parcel off			Total
	% within column	15%	20%
<b>This is mandatory to me – a must have</b>	Weighted counts	13	627
	Column Comparisons		-
	% within column	41%	43%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	35	1,383
	Column Comparisons		-
	% within column	31%	27%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	27	866
	Column Comparisons		-
	% within column	12%	8%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	11	263
	Column Comparisons		-
	% within column	2%	2%
<b>This is a negative to me</b>	Weighted counts	1	58
	Column Comparisons		-
	% within column	56%	63%
<b>NET: Important (T2B)</b>	Weighted counts	48	2,009
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	14%	21%	10%	14%	12%	15%	14%	14%	13%	14%	16%	14%	11%
	Weighted counts	438	225	213	111	98	114	115	217	221	64	181	143	34
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	32%	35%	31%	29%	31%	35%	35%	31%	34%	40%	36%	31%	22%
	Weighted counts	1,036	378	657	228	261	263	283	474	562	182	413	326	71
	Column Comparisons	-	b								c D E	D E	d e	
This is a 'nice to have', but I can live without it being offered	% within column	32%	23%	36%	36%	34%	28%	29%	33%	31%	28%	31%	32%	36%
	Weighted counts	1,019	245	773	289	288	208	233	506	513	127	361	338	116
	Column Comparisons	-		A	c d	c								
This is not important to me – don't mind if not offered	% within column	19%	16%	20%	17%	20%	19%	19%	19%	18%	15%	15%	20%	26%
	Weighted counts	596	172	424	134	166	143	152	290	307	68	170	210	83
	Column Comparisons	-		a									b	a B
This is a negative to me	% within column	3%	4%	3%	5%	3%	3%	2%	3%	4%	3%	2%	3%	6%
	Weighted counts	108	47	61	38	27	26	17	48	60	14	26	32	20
	Column Comparisons	-												b
NET: Important (T2B)	% within column	46%	57%	41%	42%	43%	50%	50%	45%	47%	54%	52%	45%	32%
	Weighted counts	1,474	604	870	339	360	377	398	691	783	246	594	469	105
	Column Comparisons	-	B				a b	a b			c D E	c D E	d E	
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
Unweighted base	Column Comparisons													
		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
QD10a_8: List of factors people consider when sending parcels...														
Convenient options for the operator pick the parcel up from me		% within column	7%	9%	14%	13%	14%	14%	13%	15%	12%	14%	10%	16%
This is mandatory to me – a must have	Weighted counts	16	50	253	185	115	138	96	89	280	157	381	24	28
	Column Comparisons		-	-	-					b				b d
	% within column	20%	21%	32%	34%	31%	32%	34%	33%	36%	28%	32%	35%	32%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	43	114	567	469	260	307	240	229	661	369	871	86	54
	Column Comparisons		-	-	-					B				
	% within column	35%	36%	31%	34%	31%	30%	32%	36%	30%	34%	32%	27%	30%
This is a 'nice to have', but I can live without it being offered	Weighted counts	77	193	548	470	260	288	225	245	556	456	873	67	50
	Column Comparisons		-	-	-									
	% within column	30%	27%	20%	17%	19%	20%	18%	16%	16%	23%	18%	27%	19%
This is not important to me – don't mind if not offered	Weighted counts	65	149	357	240	159	198	131	109	287	302	481	68	32
	Column Comparisons	A B c	-	-	-						A		a c	
	% within column	7%	7%	4%	3%	4%	4%	3%	2%	3%	4%	4%	1%	3%
This is a negative to me	Weighted counts	16	36	72	36	32	40	19	16	53	53	98	3	5
	Column Comparisons	b	-	-	-									
	% within column	27%	30%	46%	47%	45%	46%	47%	46%	51%	39%	46%	44%	48%
NET: Important (T2B)	Weighted counts	59	164	819	655	375	445	336	318	942	525	1,252	110	81
	Column Comparisons		-	-	-					B				
	% within column													
Effective Column n	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me		N. Ireland	Urban	Rural	Unkn-own									
		7%	14%	12%	**	14%	14%	13%	10%	12%	14%	15%	17%	14%
This is mandatory to me – a must have		5	335	103		25	413	48	43	85	91	54	118	426
		Column Comparisons												
		% within column												
This is a 'great to have' – makes a difference and can sway my decision		33%	33%	31%	**	42%	32%	32%	30%	34%	31%	32%	35%	33%
		25	764	271		72	964	115	128	234	200	111	248	1,016
		Column Comparisons												
		% within column												
This is a 'nice to have', but I can live without it being offered		37%	31%	34%	**	29%	32%	31%	39%	32%	33%	33%	26%	32%
		29	720	295		49	970	112	168	221	215	116	187	991
		Column Comparisons												
		% within column												
This is not important to me – don't mind if not offered		20%	18%	20%	**	13%	19%	19%	19%	19%	19%	18%	18%	18%
		15	420	176		22	574	69	81	132	122	64	128	570
		Column Comparisons												
		% within column												
This is a negative to me		2%	3%	4%	**	2%	3%	5%	3%	2%	4%	2%	4%	3%
		2	75	33		4	104	20	11	17	24	8	29	97
		Column Comparisons												
		% within column												
NET: Important (T2B)		40%	48%	43%	**	56%	46%	45%	40%	46%	45%	47%	52%	47%
		31	1,100	373		97	1,377	163	170	319	291	165	366	1,443
		Column Comparisons												
		% within column												
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
		Column Comparisons												
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
		Column Comparisons												
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
		Column Comparisons												
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me			Total
	% within column	13%	14%
<b>This is mandatory to me – a must have</b>	Weighted counts	12	438
	Column Comparisons		-
	% within column	15%	32%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	13	1,036
	Column Comparisons		-
	% within column	30%	32%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	26	1,019
	Column Comparisons		-
	% within column	30%	19%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	26	596
	Column Comparisons	a	-
	% within column	12%	3%
<b>This is a negative to me</b>	Weighted counts	10	108
	Column Comparisons	A	-
	% within column	28%	46%
<b>NET: Important (T2B)</b>	Weighted counts	25	1,474
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_9: List of factors people consider when sending parcels... Convenient options for the recipient to accept the delivery		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	18%	23%	15%	20%	17%	16%	18%	18%	17%	17%	20%	17%	15%
	Weighted counts	562	243	320	160	140	118	144	274	288	79	228	183	48
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	53%	43%	43%	45%	49%	48%	45%	47%	50%	45%	49%	45%
	Weighted counts	1,477	563	915	347	375	369	386	688	789	229	516	513	147
	Column Comparisons	-	B								e	e	e	
This is a 'nice to have', but I can live without it being offered	% within column	28%	18%	33%	30%	30%	27%	26%	29%	27%	26%	28%	25%	31%
	Weighted counts	897	187	710	237	250	202	208	445	452	117	321	267	101
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	7%	5%	8%	6%	8%	8%	7%	7%	7%	6%	6%	7%	7%
	Weighted counts	222	55	167	45	66	57	54	109	113	28	66	77	24
	Column Comparisons	-		a										
This is a negative to me	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts	39	20	18	12	9	9	9	18	21	3	20	8	4
	Column Comparisons	-	b											
NET: Important (T2B)	% within column	64%	75%	58%	63%	61%	65%	66%	63%	65%	68%	65%	66%	60%
	Weighted counts	2,040	805	1,234	507	516	487	530	962	1,077	308	744	697	195
	Column Comparisons	-	B								E	E	E	e
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_9: List of factors people consider when sending parcels...														
Convenient options for the recipient to accept the delivery														
This is mandatory to me – a must have	% within column	11%	13%	17%	18%	17%	18%	17%	18%	19%	16%	17%	19%	19%
	Weighted counts	24	72	313	249	143	171	122	127	347	212	473	47	33
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	33%	41%	46%	47%	47%	45%	47%	46%	47%	45%	47%	45%	42%
	Weighted counts	72	220	824	654	387	436	333	320	869	602	1,260	111	70
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	41%	35%	28%	28%	29%	27%	29%	28%	26%	31%	28%	26%	31%
	Weighted counts	90	191	502	394	237	266	203	191	479	412	756	66	52
	Column Comparisons	a b C	-	-	-						a			
This is not important to me – don't mind if not offered	% within column	13%	9%	7%	6%	6%	9%	6%	7%	6%	7%	7%	9%	7%
	Weighted counts	27	51	132	90	48	83	43	48	119	100	180	23	11
	Column Comparisons	b	-	-	-									
This is a negative to me	% within column	2%	2%	1%	1%	1%	2%	1%	0%	1%	1%	1%	0%	1%
	Weighted counts	4	8	25	13	10	15	10	3	23	11	35	0	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	44%	54%	63%	64%	64%	63%	64%	65%	66%	61%	64%	64%	61%
	Weighted counts	96	292	1,137	903	530	607	455	448	1,216	814	1,732	159	103
	Column Comparisons		-	-	-					b				
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_9: List of factors people consider when sending parcels...		N. Ireland	Urban	Rural	Unkn-own									
Convenient options for the recipient to accept the delivery		13%	18%	16%	**	25%	17%	16%	15%	17%	18%	19%	19%	18%
This is mandatory to me – a must have		10	426	136		44	519	58	65	119	115	68	138	549
						b								
This is a 'great to have' – makes a difference and can sway my decision		47%	48%	42%	**	42%	46%	43%	50%	44%	43%	46%	51%	46%
		36	1,107	369		72	1,405	158	215	302	282	161	359	1,435
This is a 'nice to have', but I can live without it being offered		30%	25%	35%	**	21%	28%	32%	29%	29%	30%	28%	22%	28%
		22	590	303		36	861	116	126	203	196	97	159	871
				A										
This is not important to me – don't mind if not offered		10%	7%	7%	**	10%	7%	7%	5%	8%	8%	8%	6%	7%
		7	163	59		17	205	26	23	56	50	27	40	208
This is a negative to me		1%	1%	1%	**	2%	1%	2%	0%	1%	1%	0%	2%	1%
		1	29	10		3	36	6	2	9	8	0	14	38
NET: Important (T2B)		60%	66%	58%	**	68%	64%	59%	65%	61%	61%	65%	70%	64%
		45	1,533	506		116	1,924	216	280	421	397	229	496	1,984
				B										
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_9: List of factors people consider when sending parcels... Convenient options for the recipient to accept the delivery			Total
	% within column	15%	18%
<b>This is mandatory to me – a must have</b>	Weighted counts	13	562
	Column Comparisons		-
	% within column	43%	46%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	37	1,477
	Column Comparisons		-
	% within column	26%	28%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	23	897
	Column Comparisons		-
	% within column	16%	7%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	14	222
	Column Comparisons	a	-
	% within column	0%	1%
<b>This is a negative to me</b>	Weighted counts	0	39
	Column Comparisons		-
	% within column	57%	64%
<b>NET: Important (T2B)</b>	Weighted counts	50	2,040
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	22%	23%	22%	25%	23%	22%	20%	24%	21%	29%	26%	22%	11%
	Weighted counts	717	248	469	200	190	168	159	367	350	133	295	233	36
	Column Comparisons	-									c D E	D E	D E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	41%	40%	40%	38%	39%	44%	40%	40%	35%	43%	42%	36%
	Weighted counts	1,288	436	851	320	317	295	354	616	671	161	490	444	118
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	27%	23%	29%	26%	30%	26%	27%	27%	28%	28%	23%	27%	37%
	Weighted counts	876	250	626	212	250	197	217	417	459	125	262	287	120
	Column Comparisons	-		a										a B c
This is not important to me – don't mind if not offered	% within column	8%	10%	7%	7%	9%	9%	8%	8%	9%	6%	7%	7%	14%
	Weighted counts	262	104	158	55	76	68	62	116	146	27	81	73	44
	Column Comparisons	-												a b c
This is a negative to me	% within column	2%	3%	1%	2%	1%	3%	1%	1%	2%	2%	2%	1%	2%
	Weighted counts	55	29	26	14	7	26	8	18	37	8	23	12	6
	Column Comparisons	-	b				b d							
NET: Important (T2B)	% within column	63%	64%	62%	65%	60%	61%	64%	64%	61%	65%	68%	65%	48%
	Weighted counts	2,004	685	1,320	520	508	464	513	983	1,021	295	785	677	154
	Column Comparisons	-									D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
Unweighted base	Column Comparisons													
		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss														
This is mandatory to me – a must have	% within column	9%	10%	21%	25%	19%	22%	26%	24%	25%	18%	23%	20%	25%
	Weighted counts	20	56	371	346	160	211	182	164	459	247	612	50	42
	Column Comparisons		-	-	-					B				
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	35%	39%	42%	44%	35%	40%	43%	42%	38%	40%	46%	38%
	Weighted counts	73	191	702	585	359	343	288	298	770	511	1,075	114	64
	Column Comparisons		-	-	-	d			d					
This is a 'nice to have', but I can live without it being offered	% within column	38%	37%	29%	25%	26%	32%	26%	24%	25%	31%	27%	25%	28%
	Weighted counts	82	202	525	351	213	312	184	167	465	408	743	62	47
	Column Comparisons	a B c	-	-	-		f				a			
This is not important to me – don't mind if not offered	% within column	16%	15%	10%	6%	11%	9%	7%	6%	6%	11%	8%	8%	7%
	Weighted counts	36	80	171	91	88	83	47	44	117	145	226	19	12
	Column Comparisons	A B C	-	-	-						A			
This is a negative to me	% within column	3%	2%	1%	2%	1%	2%	1%	2%	2%	2%	2%	1%	1%
	Weighted counts	6	12	27	28	5	22	11	17	28	26	48	3	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	43%	46%	60%	66%	63%	57%	66%	67%	67%	57%	62%	66%	63%
	Weighted counts	93	248	1,074	931	520	554	469	462	1,229	758	1,687	164	106
	Column Comparisons		-	-	-			d	d	B				
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
							Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
		17%	23%	20%	**	21%	23%	22%	19%	20%	26%	23%	24%	23%
This is mandatory to me – a must have		13	539	176		36	681	81	81	137	167	81	171	708
														b
This is a 'great to have' – makes a difference and can sway my decision		46%	41%	38%	**	41%	40%	37%	45%	41%	36%	45%	40%	41%
		35	951	337		70	1,218	133	194	280	236	158	287	1,265
														b
This is a 'nice to have', but I can live without it being offered		31%	26%	30%	**	28%	27%	27%	26%	30%	28%	28%	25%	27%
		23	609	265		48	828	99	114	208	182	98	175	839
This is not important to me – don't mind if not offered		5%	8%	10%	**	6%	8%	11%	8%	8%	8%	4%	9%	8%
		4	174	87		10	252	41	36	54	53	13	65	240
								e						
This is a negative to me		2%	2%	1%	**	5%	2%	3%	1%	2%	2%	1%	2%	2%
		1	42	12		8	47	10	6	10	14	3	12	49
						b								
NET: Important (T2B)		63%	64%	58%	**	62%	63%	59%	64%	60%	62%	68%	65%	64%
		48	1,489	513		106	1,899	214	275	417	402	238	458	1,973
			b											B
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss			Total
	% within column	10%	22%
<b>This is mandatory to me – a must have</b>	Weighted counts	8	717
	Column Comparisons		-
	% within column	25%	40%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	22	1,288
	Column Comparisons		-
	% within column	36%	27%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	31	876
	Column Comparisons		-
	% within column	24%	8%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	20	262
	Column Comparisons	A	-
	% within column	6%	2%
<b>This is a negative to me</b>	Weighted counts	5	55
	Column Comparisons	a	-
	% within column	35%	63%
<b>NET: Important (T2B)</b>	Weighted counts	30	2,004
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	31%	35%	29%	32%	31%	33%	29%	30%	32%	28%	30%	33%	34%
	Weighted counts	987	374	613	253	260	246	228	460	527	127	342	346	109
	Column Comparisons	-	b											
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	41%	46%	43%	41%	46%	48%	43%	46%	41%	44%	46%	45%
	Weighted counts	1,419	436	983	347	342	347	384	656	763	187	510	480	146
	Column Comparisons	-	a											
This is a 'nice to have', but I can live without it being offered	% within column	19%	17%	20%	19%	22%	17%	19%	21%	18%	24%	20%	17%	16%
	Weighted counts	613	182	431	154	181	129	149	316	298	109	230	174	53
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	5%	6%	4%	5%	6%	3%	4%	6%	4%	6%	5%	4%	5%
	Weighted counts	150	67	83	41	49	25	34	85	65	28	52	46	16
	Column Comparisons	-	b											
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	27	8	20	6	8	8	5	18	10	3	17	3	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	75%	76%	75%	75%	72%	78%	76%	73%	78%	69%	74%	79%	78%
	Weighted counts	2,406	810	1,596	600	602	592	612	1,116	1,291	315	853	826	254
	Column Comparisons	-								a			a	
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK														
This is mandatory to me – a must have	% within column	29%	32%	32%	30%	30%	33%	30%	30%	31%	31%	30%	37%	35%
	Weighted counts	63	172	570	417	248	323	213	204	574	408	811	91	59
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	45%	44%	46%	47%	41%	47%	43%	44%	45%	44%	46%	45%
	Weighted counts	96	242	782	637	386	396	337	300	803	608	1,195	114	75
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	22%	18%	19%	19%	18%	20%	16%	22%	20%	19%	20%	12%	15%
	Weighted counts	47	100	343	270	147	197	116	154	362	250	545	30	26
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	3%	4%	5%	5%	5%	4%	6%	4%	5%	5%	5%	5%	3%
	Weighted counts	7	24	82	67	39	44	40	28	84	63	131	12	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	2%
	Weighted counts	4	4	18	9	6	12	5	4	15	8	23	1	3
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	73%	76%	75%	75%	77%	74%	77%	73%	75%	76%	74%	82%	80%
	Weighted counts	159	413	1,353	1,054	634	719	550	504	1,377	1,016	2,006	205	134
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK		N. Ireland	Urban	Rural	Unkn-own									
		34%	31%	31%	**	27%	31%	32%	34%	28%	32%	32%	30%	31%
This is mandatory to me – a must have		26	716	270		47	940	117	145	193	206	112	213	969
		Column Comparisons												
		% within column												
This is a 'great to have' – makes a difference and can sway my decision		47%	44%	44%	**	41%	45%	44%	42%	47%	43%	44%	45%	44%
		35	1,029	389		71	1,349	159	179	326	278	157	320	1,378
		Column Comparisons												
		% within column												
This is a 'nice to have', but I can live without it being offered		16%	19%	19%	**	22%	19%	17%	20%	20%	20%	19%	18%	19%
		12	443	169		39	575	63	88	137	131	67	128	588
		Column Comparisons												
		% within column												
This is not important to me – don't mind if not offered		2%	5%	5%	**	7%	5%	5%	4%	4%	4%	5%	6%	5%
		2	108	42		13	137	20	18	28	27	17	39	140
		Column Comparisons												
		% within column												
This is a negative to me		1%	1%	1%	**	2%	1%	1%	0%	1%	1%	0%	1%	1%
		1	19	8		3	24	5	0	4	9	0	9	25
		Column Comparisons												
		% within column												
NET: Important (T2B)		81%	75%	75%	**	68%	76%	76%	75%	75%	74%	76%	75%	76%
		61	1,745	659		117	2,289	277	324	520	484	269	533	2,347
		Column Comparisons												
		% within column												
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
		Column Comparisons												
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK			Total
	% within column	21%	31%
<b>This is mandatory to me – a must have</b>	Weighted counts	18	987
	Column Comparisons		-
	% within column	39%	44%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	34	1,419
	Column Comparisons		-
	% within column	28%	19%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	24	613
	Column Comparisons		-
	% within column	11%	5%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	10	150
	Column Comparisons	a	-
	% within column	1%	1%
<b>This is a negative to me</b>	Weighted counts	1	27
	Column Comparisons		-
	% within column	60%	75%
<b>NET: Important (T2B)</b>	Weighted counts	52	2,406
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	43%	46%	41%	45%	45%	45%	38%	39%	46%	41%	43%	46%	39%
	Weighted counts	1,374	491	883	357	377	340	301	602	773	185	493	487	126
	Column Comparisons	-	b		d	d	d			A				
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	39%	37%	33%	34%	39%	44%	37%	38%	37%	37%	37%	41%
	Weighted counts	1,200	417	782	268	287	296	349	568	631	170	424	393	132
	Column Comparisons	-						a b						
This is a 'nice to have', but I can live without it being offered	% within column	16%	11%	18%	17%	17%	13%	15%	19%	13%	17%	15%	14%	19%
	Weighted counts	500	122	378	135	145	96	124	284	216	78	177	143	61
	Column Comparisons	-		A					B					
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	4%	3%	2%	3%	4%	2%	4%	3%	2%	2%
	Weighted counts	102	29	73	35	26	19	22	63	39	19	40	26	6
	Column Comparisons	-							b					
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	0%	0%
	Weighted counts	21	8	13	7	5	4	5	17	4	2	17	0	0
	Column Comparisons	-							b			c		
NET: Important (T2B)	% within column	81%	85%	78%	78%	79%	84%	81%	76%	84%	78%	80%	84%	79%
	Weighted counts	2,574	909	1,665	625	664	636	650	1,170	1,404	356	917	879	257
	Column Comparisons	-	B							A				
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch														
This is mandatory to me – a must have	% within column	39%	39%	42%	44%	41%	43%	44%	43%	44%	41%	43%	40%	46%
	Weighted counts	84	210	760	615	338	422	316	299	817	551	1,166	100	77
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	39%	39%	36%	40%	38%	36%	36%	37%	38%	37%	40%	39%
	Weighted counts	81	213	699	501	328	370	254	247	682	510	1,003	100	65
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	19%	19%	15%	17%	16%	14%	17%	16%	14%	17%	16%	16%	13%
	Weighted counts	40	101	269	231	133	136	118	114	264	233	427	40	21
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	5%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%
	Weighted counts	10	17	58	44	25	33	18	26	60	41	88	7	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%
	Weighted counts	1	1	12	9	2	10	6	4	15	2	20	0	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	76%	78%	81%	80%	81%	82%	80%	79%	82%	79%	80%	81%	84%
	Weighted counts	165	423	1,458	1,116	666	792	570	546	1,500	1,060	2,169	201	141
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch		41%	44%	41%	**	33%	44%	47%	42%	39%	42%	45%	45%	43%
This is mandatory to me – a must have		31	1,015	359		57	1,318	172	179	269	276	160	318	1,343
		a												
This is a 'great to have' – makes a difference and can sway my decision		42%	38%	37%	**	36%	38%	34%	39%	41%	36%	34%	38%	37%
		32	870	328		62	1,137	125	169	281	235	121	268	1,161
		a												
This is a 'nice to have', but I can live without it being offered		15%	15%	18%	**	21%	15%	14%	14%	16%	19%	18%	13%	15%
		11	337	160		36	464	51	61	107	121	64	96	478
		a												
This is not important to me – don't mind if not offered		2%	3%	3%	**	9%	3%	4%	4%	4%	2%	2%	3%	3%
		1	74	28		15	87	13	19	26	15	8	20	100
		a												
This is a negative to me		1%	1%	0%	**	1%	1%	1%	1%	1%	0%	0%	1%	1%
		1	19	2		1	20	4	2	5	3	0	7	19
		a												
NET: Important (T2B)		83%	81%	78%	**	69%	81%	81%	81%	80%	79%	80%	83%	81%
		63	1,885	687		119	2,455	297	348	551	512	281	587	2,504
		a												
Effective Column n		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
		a												
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
		a												
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
		a												
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch			Total
	% within column	34%	43%
<b>This is mandatory to me – a must have</b>	Weighted counts	30	1,374
	Column Comparisons		-
	% within column	38%	38%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	33	1,200
	Column Comparisons		-
	% within column	24%	16%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	20	500
	Column Comparisons		-
	% within column	2%	3%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	2	102
	Column Comparisons		-
	% within column	2%	1%
<b>This is a negative to me</b>	Weighted counts	1	21
	Column Comparisons		-
	% within column	73%	81%
<b>NET: Important (T2B)</b>	Weighted counts	63	2,574
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	41%	46%	38%	43%	41%	39%	39%	38%	43%	43%	42%	42%	37%	
	Weighted counts	1,295	489	806	348	341	292	315	588	707	195	480	440	119	
	Column Comparisons	-	B								e	e	e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	38%	37%	34%	37%	40%	38%	38%	37%	36%	39%	37%	35%	
	Weighted counts	1,195	405	790	273	315	305	302	585	609	162	449	392	113	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	17%	11%	20%	18%	18%	15%	19%	18%	16%	16%	14%	17%	23%	
	Weighted counts	549	118	431	141	148	111	149	282	267	75	164	174	76	
	Column Comparisons	-		A										b	
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	4%	4%	6%	4%	4%	4%	4%	4%	4%	5%	
	Weighted counts	137	48	88	33	30	43	31	68	69	20	44	42	16	
	Column Comparisons	-													
This is a negative to me	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	
	Weighted counts	22	8	13	6	8	3	4	10	11	3	14	2	0	
	Column Comparisons	-													
NET: Important (T2B)	% within column	78%	84%	75%	78%	78%	79%	77%	77%	79%	79%	81%	79%	72%	
	Weighted counts	2,490	894	1,597	621	655	597	617	1,174	1,316	357	929	832	232	
	Column Comparisons	-	B								e	d E	d E		
Effective Column n	% within column														
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209	
	Column Comparisons														
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330	
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery														
This is mandatory to me – a must have	% within column	28%	33%	40%	41%	40%	40%	41%	41%	41%	39%	41%	36%	44%
	Weighted counts	61	180	723	572	331	392	292	280	762	526	1,104	89	74
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	35%	38%	36%	39%	37%	37%	36%	39%	35%	37%	42%	37%
	Weighted counts	79	192	687	508	325	362	260	248	722	469	997	104	62
	Column Comparisons		-	-	-					b				
This is a 'nice to have', but I can live without it being offered	% within column	28%	25%	17%	17%	16%	18%	18%	17%	15%	20%	17%	18%	14%
	Weighted counts	60	136	304	244	129	175	128	116	279	267	467	44	24
	Column Comparisons	a B c	-	-	-						a			
This is not important to me – don't mind if not offered	% within column	6%	6%	4%	5%	4%	4%	4%	6%	3%	5%	4%	5%	4%
	Weighted counts	13	30	69	68	34	34	29	39	63	68	116	12	7
	Column Comparisons		-	-	-									
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%
	Weighted counts	3	3	13	8	5	8	2	6	12	7	20	0	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	65%	69%	79%	77%	80%	78%	78%	77%	81%	74%	78%	77%	81%
	Weighted counts	140	372	1,411	1,080	657	754	552	528	1,484	995	2,102	193	136
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery		N. Ireland	Urban	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
		% within column	37%	42%	38%	**	30%	41%	43%	38%	37%	40%	40%	41%
This is mandatory to me – a must have		Weighted counts	28	962	332		52	1,244	156	162	252	259	142	1,258
		Column Comparisons					a							
This is a 'great to have' – makes a difference and can sway my decision		% within column	41%	36%	40%	**	44%	37%	34%	39%	37%	39%	42%	38%
		Weighted counts	31	844	351		75	1,119	125	167	253	254	146	1,169
		Column Comparisons					b							
This is a 'nice to have', but I can live without it being offered		% within column	19%	16%	19%	**	16%	17%	16%	18%	22%	16%	17%	17%
		Weighted counts	14	382	164		27	521	59	78	149	103	59	523
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	1%	5%	3%	**	8%	4%	6%	5%	4%	4%	1%	4%
		Weighted counts	1	111	25		13	123	20	20	31	28	5	132
		Column Comparisons												
This is a negative to me		% within column	2%	1%	1%	**	2%	1%	1%	1%	0%	1%	0%	1%
		Weighted counts	1	16	6		4	18	4	4	3	7	0	18
		Column Comparisons					b							
NET: Important (T2B)		% within column	78%	78%	78%	**	74%	78%	77%	77%	73%	79%	82%	78%
		Weighted counts	60	1,806	682		127	2,363	281	329	506	513	288	2,427
		Column Comparisons												b
Effective Column n		% within column												
		Weighted counts	235	1,414	693	3	129	1,981	262	300	498	464	271	2,069
		Column Comparisons												
Unweighted base			371	2,232	1,094	5	204	3,127	413	473	786	733	427	3,266
Weighted base			76	2,315	877	5	172	3,025	365	430	689	651	353	3,101
Columns			D	A	B	C	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery			Total
	% within column	43%	41%
<b>This is mandatory to me – a must have</b>	Weighted counts	37	1,295
	Column Comparisons		-
	% within column	24%	37%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	21	1,195
	Column Comparisons		-
	% within column	25%	17%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	22	549
	Column Comparisons		-
	% within column	5%	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	4	137
	Column Comparisons		-
	% within column	3%	1%
<b>This is a negative to me</b>	Weighted counts	3	22
	Column Comparisons	a	-
	% within column	66%	78%
<b>NET: Important (T2B)</b>	Weighted counts	58	2,490
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column		43%	53%	38%	44%	41%	43%	43%	41%	44%	46%	43%	46%	36%
	Weighted counts		1,369	566	803	354	345	321	348	631	738	210	493	483	118
	Column Comparisons		-	B								e	e	d E	
This is a 'great to have' – makes a difference and can sway my decision	% within column		38%	34%	40%	38%	38%	39%	38%	38%	38%	35%	37%	39%	42%
	Weighted counts		1,221	367	855	306	317	295	303	584	638	160	428	405	137
	Column Comparisons		-		a										
This is a 'nice to have', but I can live without it being offered	% within column		15%	10%	18%	13%	17%	14%	16%	17%	14%	16%	15%	12%	17%
	Weighted counts		488	104	385	107	145	108	128	254	234	73	177	131	56
	Column Comparisons		-		A										
This is not important to me – don't mind if not offered	% within column		3%	2%	4%	4%	3%	3%	2%	3%	3%	2%	3%	3%	4%
	Weighted counts		100	21	78	33	28	23	16	53	46	11	35	30	13
	Column Comparisons		-		a										
This is a negative to me	% within column		1%	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%	0%
	Weighted counts		19	10	8	1	5	8	5	12	6	1	17	0	0
	Column Comparisons		-										c		
NET: Important (T2B)	% within column		81%	87%	78%	82%	79%	82%	81%	79%	83%	81%	80%	85%	79%
	Weighted counts		2,590	932	1,658	660	662	616	651	1,214	1,376	370	922	889	255
	Column Comparisons		-	B							a	e	e	b E	
Effective Column n	% within column														
	Weighted counts		2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons														
Unweighted base			3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base			3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age		SEG					Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: Engl- and	NET: Scotl- and Wales
QD10a_14: List of factors people consider when sending parcels...													
Guaranteed delivery to recipient's door													
<b>This is mandatory to me – a must have</b>	% within column	29%	34%	43%	42%	41%	46%	40%	43%	45%	40%	43%	47%
	Weighted counts	64	182	781	588	338	443	288	300	831	530	1,153	79
	Column Comparisons		-	-	-					b			
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	42%	42%	37%	39%	41%	34%	42%	36%	36%	41%	38%	36%
	Weighted counts	91	228	671	551	337	334	301	249	671	546	1,030	60
	Column Comparisons		-	-	-			d		a			
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	24%	20%	16%	15%	15%	16%	13%	17%	15%	16%	16%	12%
	Weighted counts	51	108	280	208	122	158	93	115	269	215	424	21
	Column Comparisons	c	-	-	-								
<b>This is not important to me – don't mind if not offered</b>	% within column	5%	4%	3%	3%	3%	3%	3%	3%	3%	3%	4%	4%
	Weighted counts	11	24	54	46	25	28	22	24	51	44	81	6
	Column Comparisons		-	-	-								
<b>This is a negative to me</b>	% within column	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	0	0	11	8	4	7	6	2	16	1	17	1
	Column Comparisons		-	-	-					b			
<b>NET: Important (T2B)</b>	% within column	71%	76%	81%	81%	82%	80%	83%	80%	82%	81%	81%	83%
	Weighted counts	155	410	1,452	1,138	674	778	589	549	1,502	1,076	2,183	140
	Column Comparisons		-	-	-								
<b>Effective Column n</b>	% within column												
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	273
	Column Comparisons												
<b>Unweighted base</b>		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	431
<b>Weighted base</b>		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	168
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door		N.	Ireland	Urban	Rural	Unkn-own								
	% within column	38%	44%	40%	**	33%	43%	45%	38%	37%	43%	47%	47%	43%
This is mandatory to me – a must have	Weighted counts	29	1,020	347		56	1,312	165	164	256	281	167	336	1,330
	Column Comparisons						a					c	c	
	% within column	44%	37%	41%	**	37%	38%	35%	42%	43%	38%	35%	35%	38%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	33	858	363		64	1,158	126	180	296	245	123	251	1,189
	Column Comparisons													
	% within column	15%	15%	16%	**	21%	15%	16%	16%	16%	16%	15%	13%	15%
This is a 'nice to have', but I can live without it being offered	Weighted counts	11	349	137		36	452	58	69	108	106	54	94	470
	Column Comparisons													
	% within column	3%	3%	3%	**	6%	3%	4%	4%	4%	2%	2%	3%	3%
This is not important to me – don't mind if not offered	Weighted counts	2	72	28		11	89	14	17	24	13	8	23	95
	Column Comparisons					b								
	% within column	0%	1%	0%	**	3%	0%	0%	0%	1%	1%	0%	1%	1%
This is a negative to me	Weighted counts	0	17	2		4	14	2	0	4	6	0	6	17
	Column Comparisons					b								
	% within column	82%	81%	81%	**	70%	82%	80%	80%	80%	81%	82%	83%	81%
NET: Important (T2B)	Weighted counts	62	1,877	710		120	2,470	291	344	552	526	291	587	2,519
	Column Comparisons					a								
	% within column													
Effective Column n	Weighted counts	235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
	Column Comparisons													
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door			Total
	% within column	43%	43%
<b>This is mandatory to me – a must have</b>	Weighted counts	37	1,369
	Column Comparisons		-
	% within column	37%	38%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	32	1,221
	Column Comparisons		-
	% within column	14%	15%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	12	488
	Column Comparisons		-
	% within column	4%	3%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	4	100
	Column Comparisons		-
	% within column	1%	1%
<b>This is a negative to me</b>	Weighted counts	1	19
	Column Comparisons		-
	% within column	80%	81%
<b>NET: Important (T2B)</b>	Weighted counts	69	2,590
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10a_15: List of factors people consider when sending parcels... Daily collection service		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	33%	18%	24%	20%	23%	27%	25%	22%	18%	25%	24%	25%
	Weighted counts	744	353	391	195	164	171	214	380	364	82	285	253	80
	Column Comparisons	-	B					b						
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	38%	36%	33%	38%	40%	37%	34%	39%	38%	35%	40%	35%
	Weighted counts	1,178	408	770	265	316	304	292	526	652	171	408	423	115
	Column Comparisons	-								a				
This is a 'nice to have', but I can live without it being offered	% within column	26%	17%	31%	28%	30%	23%	24%	26%	26%	31%	27%	23%	25%
	Weighted counts	840	178	662	227	254	170	189	403	437	140	316	244	82
	Column Comparisons	-		A		c d								
This is not important to me – don't mind if not offered	% within column	12%	10%	13%	12%	11%	12%	11%	12%	11%	12%	10%	12%	13%
	Weighted counts	371	103	268	97	93	91	90	190	180	54	114	122	41
	Column Comparisons	-		a										
This is a negative to me	% within column	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%
	Weighted counts	65	26	39	16	13	20	15	35	30	7	28	7	7
	Column Comparisons	-										c		
NET: Important (T2B)	% within column	60%	71%	55%	58%	57%	63%	63%	59%	61%	56%	60%	64%	60%
	Weighted counts	1,922	761	1,161	461	481	474	506	906	1,016	253	693	676	194
	Column Comparisons	-	B									e	a e	
Effective Column n	% within column													
	Weighted counts	2,110	360	1,750	506	547	527	530	970	1,140	300	783	691	209
	Column Comparisons													
Unweighted base		3,331	569	2,762	799	864	832	836	1,531	1,800	473	1,236	1,090	330
Weighted base		3,197	1,068	2,129	801	840	755	800	1,534	1,663	455	1,151	1,049	324
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10a_15: List of factors people consider when sending parcels... Daily collection service														
This is mandatory to me – a must have	% within column	20%	23%	25%	21%	25%	25%	20%	22%	25%	22%	23%	21%	28%
	Weighted counts	44	124	447	297	205	242	146	152	453	288	630	51	47
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	28%	32%	35%	39%	35%	35%	39%	40%	37%	37%	37%	37%	33%
	Weighted counts	61	176	629	549	293	336	275	274	683	491	1,001	93	55
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	26%	26%	25%	28%	26%	24%	28%	28%	26%	27%	26%	26%	28%
	Weighted counts	57	139	449	390	217	232	200	191	470	360	708	65	46
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	18%	15%	13%	10%	11%	14%	10%	10%	11%	13%	11%	15%	10%
	Weighted counts	39	81	230	140	93	137	73	67	200	169	306	38	17
	Column Comparisons	b	-	-	-									
This is a negative to me	% within column	7%	4%	2%	2%	2%	2%	2%	1%	2%	2%	2%	1%	1%
	Weighted counts	15	22	41	23	17	24	17	6	32	29	60	1	2
	Column Comparisons	a b C	-	-	-									
NET: Important (T2B)	% within column	48%	55%	60%	60%	60%	59%	59%	62%	62%	58%	60%	58%	61%
	Weighted counts	105	300	1,076	846	498	578	420	426	1,137	779	1,631	144	102
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	128	337	1,218	893	568	650	423	470	1,184	912	1,337	265	273
	Column Comparisons													
Unweighted base		202	532	1,922	1,409	896	1,026	667	742	1,869	1,439	2,111	418	431
Weighted base		217	542	1,797	1,400	826	971	711	689	1,838	1,337	2,705	249	168
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
							Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QD10a_15: List of factors people consider when sending parcels... Daily collection service		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
		21%	22%	26%	**	19%	24%	24%	21%	20%	21%	24%	29%	23%
This is mandatory to me – a must have		16	513	230		33	711	88	90	139	137	86	205	721
		Column Comparisons												
		39%	39%	32%	**	43%	36%	36%	37%	39%	33%	38%	38%	37%
This is a 'great to have' – makes a difference and can sway my decision		30	896	281		74	1,104	132	159	271	215	134	267	1,151
		Column Comparisons												
		26%	26%	26%	**	28%	26%	25%	30%	26%	30%	24%	22%	26%
This is a 'nice to have', but I can live without it being offered		20	606	230		47	792	92	130	182	193	85	158	808
		Column Comparisons												
		12%	11%	14%	**	9%	12%	11%	12%	12%	14%	13%	8%	12%
This is not important to me – don't mind if not offered		9	250	120		15	356	41	50	83	94	46	57	358
		Column Comparisons												
		2%	2%	2%	**	1%	2%	3%	0%	2%	2%	0%	3%	2%
This is a negative to me		1	49	16		2	62	12	2	15	12	1	23	62
		Column Comparisons												
		60%	61%	58%	**	62%	60%	60%	58%	59%	54%	63%	66%	60%
NET: Important (T2B)		46	1,409	511		107	1,815	220	249	409	352	221	471	1,873
		Column Comparisons												
		235	1,414	693	3	129	1,981	262	300	498	464	271	316	2,069
		Column Comparisons												
Unweighted base		371	2,232	1,094	5	204	3,127	413	473	786	733	427	499	3,266
		Column Comparisons												
Weighted base		76	2,315	877	5	172	3,025	365	430	689	651	353	709	3,101
		Column Comparisons												
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p ≤ 0.05); Column comparison symbols: a, b, c, d, e, f... (p ≤ 0.05), A, B, C, D, E, F... (p ≤ 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10a_15: List of factors people consider when sending parcels... Daily collection service			Total
	% within column	26%	23%
<b>This is mandatory to me – a must have</b>	Weighted counts	22	744
	Column Comparisons		-
	% within column	25%	37%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	22	1,178
	Column Comparisons		-
	% within column	34%	26%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	30	840
	Column Comparisons		-
	% within column	13%	12%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	11	371
	Column Comparisons		-
	% within column	2%	2%
<b>This is a negative to me</b>	Weighted counts	2	65
	Column Comparisons		-
	% within column	50%	60%
<b>NET: Important (T2B)</b>	Weighted counts	44	1,922
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	37	2,110
	Column Comparisons		
<b>Unweighted base</b>		59	3,331
<b>Weighted base</b>		87	3,197
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		QD10b: List of factors people consider when sending letters						
		This is a 'great to have' – makes a difference and mandatory to me – a must have	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Guaranteed delivery to recipient's door	% within row	51%	32%	13%	3%	0%	83%	
	Weighted counts	1,523	949	388	95	14	2,471	
Low cost	% within row	38%	43%	16%	2%	1%	81%	
	Weighted counts	1,119	1,275	483	74	17	2,394	
Same price to send to anywhere within the UK	% within row	41%	40%	15%	4%	0%	81%	
	Weighted counts	1,210	1,185	445	115	14	2,395	
Delivery within 3 days	% within row	39%	39%	17%	3%	2%	79%	
	Weighted counts	1,170	1,170	494	87	48	2,340	
Convenient to post (within 1/2 mile)	% within row	37%	41%	17%	4%	1%	78%	
	Weighted counts	1,106	1,206	512	119	26	2,312	
Fast delivery	% within row	33%	43%	20%	4%	0%	76%	
	Weighted counts	987	1,265	590	113	14	2,252	
Daily collection service	% within row	38%	35%	19%	7%	1%	72%	
	Weighted counts	1,120	1,031	572	211	36	2,151	
Next day delivery option	% within row	23%	41%	27%	9%	1%	63%	
	Weighted counts	670	1,204	804	264	26	1,875	

Weight: Demographic, Geographic & Evaluative Weight

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_1: List of factors people consider when sending letters... Low cost		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	41%	35%	37%	36%	37%	42%	35%	41%	32%	39%	39%	39%
	Weighted counts	1,119	523	596	351	187	366	216	503	616	132	379	374	135
	Column Comparisons	-	b							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	41%	45%	43%	45%	45%	37%	42%	44%	44%	43%	42%	43%
	Weighted counts	1,275	520	755	407	234	444	190	607	668	185	415	397	147
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	16%	14%	18%	17%	15%	15%	19%	20%	12%	20%	14%	15%	16%
	Weighted counts	483	184	299	164	80	144	96	295	188	84	136	146	56
	Column Comparisons	-							B					
This is not important to me – don't mind if not offered	% within column	2%	3%	2%	2%	3%	3%	2%	2%	3%	3%	2%	3%	1%
	Weighted counts	74	41	33	20	17	26	11	34	40	12	22	33	3
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	17	9	8	6	1	5	5	15	2	3	13	0	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	81%	82%	80%	80%	81%	82%	78%	76%	85%	76%	82%	81%	82%
	Weighted counts	2,394	1,043	1,351	758	420	810	406	1,110	1,284	316	794	772	281
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198
Unweighted base	Column Comparisons													
		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QD10b_1: List of factors people consider when sending letters... Low cost		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
This is mandatory to me – a must have	% within column	33%	37%	37%	39%	35%	38%	37%	40%	38%	37%	39%	25%	40%
	Weighted counts	99	234	581	538	236	344	237	301	591	525	967	59	59
	Column Comparisons		-	-	-							b		B
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	43%	42%	44%	42%	43%	44%	43%	42%	44%	43%	52%	35%
	Weighted counts	132	277	667	608	278	389	279	329	643	630	1,062	123	52
	Column Comparisons		-	-	-							C		
This is a 'nice to have', but I can live without it being offered	% within column	21%	18%	18%	15%	19%	17%	15%	14%	16%	17%	16%	18%	22%
	Weighted counts	62	118	280	204	128	152	98	105	244	234	395	42	32
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	1%	1%	2%	3%	4%	1%	2%	3%	3%	2%	2%	5%	3%
	Weighted counts	4	7	35	39	24	10	15	24	47	26	56	11	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	0%
	Weighted counts	0	1	11	6	2	9	6	0	12	2	14	2	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	78%	80%	79%	82%	77%	81%	81%	83%	80%	81%	81%	76%	75%
	Weighted counts	231	511	1,248	1,146	514	733	516	630	1,234	1,155	2,029	181	111
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10b_1: List of factors people consider when sending letters... Low cost		N. Ireland	Urban	Rural	Unknown									
	% within column	38%	38%	37%	**	36%	38%	41%	42%	35%	36%	33%	39%	38%
This is mandatory to me – a must have	Weighted counts	34	836	282		50	1,069	170	187	195	189	87	290	1,063
	Column Comparisons	b												
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%	45%	**	41%	43%	45%	42%	45%	43%	44%	40%	43%
	Weighted counts	39	932	338		57	1,218	190	188	253	227	113	304	1,192
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	16%	16%	16%	**	15%	16%	12%	13%	18%	19%	20%	16%	16%
	Weighted counts	14	363	119		21	462	48	60	98	103	51	122	460
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	2%	3%	2%	**	7%	2%	2%	2%	2%	2%	3%	4%	2%
	Weighted counts	2	60	14		9	65	9	11	10	10	7	27	69
	Column Comparisons					b								
This is a negative to me	% within column	0%	1%	0%	**	1%	1%	0%	0%	0%	1%	1%	1%	1%
	Weighted counts	0	17	1		1	17	1	2	2	3	2	8	17
	Column Comparisons													
NET: Important (T2B)	% within column	82%	80%	82%	**	78%	81%	86%	84%	80%	78%	77%	79%	81%
	Weighted counts	73	1,768	620		107	2,287	360	375	449	416	200	594	2,255
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
	Column Comparisons													
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10b_1: List of factors people consider when sending letters... Low cost			Total
	% within column	34%	38%
<b>This is mandatory to me – a must have</b>	Weighted counts	55	1,119
	Column Comparisons		-
	% within column	50%	43%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	83	1,275
	Column Comparisons		-
	% within column	13%	16%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	21	483
	Column Comparisons		-
	% within column	3%	2%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	5	74
	Column Comparisons		-
	% within column	0%	1%
<b>This is a negative to me</b>	Weighted counts	0	17
	Column Comparisons		-
	% within column	84%	81%
<b>NET: Important (T2B)</b>	Weighted counts	138	2,394
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10b_2: List of factors people consider when sending letters... Fast delivery		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	33%	40%	28%	30%	37%	32%	36%	31%	35%	33%	34%	33%	36%
	Weighted counts	987	515	472	288	193	318	189	456	531	137	333	315	122
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%	43%	45%	42%	41%	42%	42%	43%	44%	43%	46%	36%
	Weighted counts	1,265	534	731	427	220	400	219	606	659	181	415	441	123
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	20%	13%	25%	21%	16%	23%	16%	23%	17%	20%	19%	17%	22%
	Weighted counts	590	167	423	197	84	228	82	332	259	85	186	164	75
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	4%	4%	4%	3%	4%	3%	5%	3%	4%	3%	2%	3%	6%
	Weighted counts	113	53	60	33	20	34	26	51	62	12	22	29	20
	Column Comparisons	-												b
This is a negative to me	% within column	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%
	Weighted counts	14	8	6	3	2	5	3	9	4	1	9	1	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	76%	82%	71%	75%	80%	73%	79%	73%	79%	76%	77%	80%	72%
	Weighted counts	2,252	1,048	1,204	715	412	717	408	1,063	1,189	318	747	756	245
	Column Comparisons	-	B							a	e	E	E	
Effective Column n	% within column													
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198
	Column Comparisons													
	Unweighted base	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323
	Weighted base	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QD10b_2: List of factors people consider when sending letters... Fast delivery		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
This is mandatory to me – a must have	% within column	27%	32%	36%	31%	34%	36%	30%	31%	35%	32%	34%	28%	31%
	Weighted counts	80	202	559	428	230	329	191	237	538	448	837	67	46
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	36%	42%	43%	46%	40%	44%	42%	44%	41%	42%	48%	44%
	Weighted counts	105	227	667	598	309	358	279	319	676	587	1,047	114	65
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	27%	24%	17%	23%	15%	19%	24%	22%	17%	22%	20%	17%	21%
	Weighted counts	80	155	270	320	101	169	151	169	267	314	506	41	31
	Column Comparisons	c	-	-	-			c	c		a			
This is not important to me – don't mind if not offered	% within column	10%	8%	4%	3%	4%	4%	2%	4%	3%	5%	4%	6%	3%
	Weighted counts	30	50	68	45	27	40	14	31	47	65	92	15	5
	Column Comparisons	a B C	-	-	-									
This is a negative to me	% within column	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Weighted counts	1	3	10	4	2	8	1	3	10	4	12	0	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	62%	67%	78%	74%	81%	76%	74%	73%	79%	73%	76%	76%	75%
	Weighted counts	185	429	1,226	1,026	539	687	470	557	1,213	1,035	1,884	181	111
	Column Comparisons		-	-	-					b				
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10b_2: List of factors people consider when sending letters... Fast delivery		N. Ireland	Urban	Rural	Unknown									
	% within column	42%	34%	31%	**	28%	33%	37%	34%	30%	28%	40%	34%	33%
This is mandatory to me – a must have	Weighted counts	37	753	232		39	948	156	150	167	151	104	259	926
	Column Comparisons	b c												
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	43%	43%	**	40%	43%	33%	41%	42%	44%	42%	48%	43%
	Weighted counts	39	940	321		55	1,210	138	185	236	234	108	363	1,216
	Column Comparisons										a		a	b
This is a 'nice to have', but I can live without it being offered	% within column	13%	19%	23%	**	25%	20%	25%	21%	24%	23%	16%	13%	19%
	Weighted counts	11	413	176		34	556	103	93	132	123	42	97	546
	Column Comparisons							f	f	F	f			
This is not important to me – don't mind if not offered	% within column	1%	4%	3%	**	6%	4%	5%	4%	4%	4%	2%	4%	4%
	Weighted counts	1	89	24		8	105	20	16	20	22	5	30	101
	Column Comparisons													
This is a negative to me	% within column	0%	1%	0%	**	1%	0%	0%	1%	1%	1%	0%	0%	0%
	Weighted counts	0	13	1		2	12	1	4	3	3	0	3	13
	Column Comparisons													
NET: Important (T2B)	% within column	86%	77%	73%	**	68%	76%	70%	75%	72%	72%	82%	83%	76%
	Weighted counts	76	1,693	553		94	2,158	294	335	403	385	213	622	2,142
	Column Comparisons	c										a c d	a b c d	b
Effective Column n	% within column	217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
	Weighted counts													
	Column Comparisons													
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10b_2: List of factors people consider when sending letters... Fast delivery			Total
	% within column	37%	33%
<b>This is mandatory to me – a must have</b>	Weighted counts	60	987
	Column Comparisons		-
	% within column	30%	43%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	49	1,265
	Column Comparisons		-
	% within column	26%	20%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	43	590
	Column Comparisons		-
	% within column	7%	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	12	113
	Column Comparisons		-
	% within column	0%	0%
<b>This is a negative to me</b>	Weighted counts	0	14
	Column Comparisons		-
	% within column	67%	76%
<b>NET: Important (T2B)</b>	Weighted counts	110	2,252
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10b_3: List of factors people consider when sending letters... Next day delivery option			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	31%	16%	20%	26%	23%	24%	21%	24%	22%	25%	22%	22%	
	Weighted counts	670	398	273	186	137	225	122	311	359	90	243	210	74	
	Column Comparisons	-	B												
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	41%	40%	42%	43%	39%	38%	40%	41%	43%	40%	42%	38%	
	Weighted counts	1,204	520	684	400	222	385	196	576	628	177	386	399	130	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	27%	19%	33%	28%	24%	27%	28%	28%	26%	29%	26%	26%	28%	
	Weighted counts	804	244	561	267	123	268	146	406	398	121	252	248	95	
	Column Comparisons	-		A											
This is not important to me – don't mind if not offered	% within column	9%	8%	10%	9%	7%	10%	10%	10%	8%	6%	8%	9%	12%	
	Weighted counts	264	102	162	86	34	94	49	146	118	25	75	87	39	
	Column Comparisons	-													
This is a negative to me	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	
	Weighted counts	26	14	12	7	1	13	5	15	11	2	8	6	2	
	Column Comparisons	-													
NET: Important (T2B)	% within column	63%	72%	57%	62%	69%	62%	61%	61%	65%	64%	65%	64%	60%	
	Weighted counts	1,875	917	957	586	359	610	319	887	987	268	630	609	205	
	Column Comparisons	-	B												
Effective Column n	% within column														
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	
	Column Comparisons														
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_3: List of factors people consider when sending letters... Next day delivery option														
This is mandatory to me – a must have	% within column	18%	20%	25%	20%	24%	26%	21%	19%	25%	20%	23%	16%	25%
	Weighted counts	52	127	390	280	158	231	135	146	391	279	573	39	37
	Column Comparisons		-	-	-					b				
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	38%	40%	41%	44%	37%	44%	38%	41%	40%	40%	46%	38%
	Weighted counts	112	242	630	574	294	336	283	291	637	563	998	109	57
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	30%	29%	26%	28%	24%	27%	26%	31%	25%	29%	28%	24%	27%
	Weighted counts	88	184	408	396	161	247	163	233	381	418	687	56	39
	Column Comparisons		-	-	-					a				
This is not important to me – don't mind if not offered	% within column	13%	12%	8%	10%	8%	9%	8%	11%	8%	10%	9%	14%	9%
	Weighted counts	38	76	131	134	53	78	52	82	117	144	213	32	14
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Weighted counts	6	9	15	11	3	11	3	8	12	14	22	1	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	55%	58%	65%	61%	68%	63%	66%	57%	67%	59%	63%	62%	63%
	Weighted counts	164	369	1,020	855	452	568	417	437	1,028	842	1,571	148	94
	Column Comparisons		-	-	-	f		f		b				
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am	No – I am not	Under £11,-	£11,- 500 - £17,-	£17,- 500 - £29,-	£30,- 000 - £49,-	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10b_3: List of factors people consider when sending letters... Next day delivery option		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per year		
	% within column	25%	22%	23%	**	14%	23%	20%	22%	20%	20%	30%	26%	23%
This is mandatory to me – a must have	Weighted counts	22	495	174		19	651	84	99	109	108	77	192	637
	Column Comparisons													
	% within column	45%	41%	40%	**	48%	40%	39%	40%	40%	40%	39%	42%	41%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	40	901	299		67	1,137	165	179	224	215	102	319	1,135
	Column Comparisons													
	% within column	24%	27%	27%	**	32%	27%	29%	30%	30%	28%	26%	22%	27%
This is a 'nice to have', but I can live without it being offered	Weighted counts	22	599	203		44	761	122	134	169	149	68	163	763
	Column Comparisons													
	% within column	6%	9%	10%	**	5%	9%	10%	7%	9%	10%	5%	10%	9%
This is not important to me – don't mind if not offered	Weighted counts	5	189	75		7	257	41	32	51	55	13	72	247
	Column Comparisons													
	% within column	1%	1%	0%	**	1%	1%	2%	1%	1%	1%	0%	1%	1%
This is a negative to me	Weighted counts	0	23	3		1	24	6	3	5	5	0	7	19
	Column Comparisons													
	% within column	70%	63%	63%	**	62%	63%	60%	62%	60%	61%	69%	68%	63%
NET: Important (T2B)	Weighted counts	62	1,397	474		86	1,788	249	279	334	323	179	511	1,772
	Column Comparisons													
	% within column													
Effective Column n	Weighted counts	217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
	Column Comparisons													
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
QD10b_3: List of factors people consider when sending letters... Next day delivery option		non-user	Total
	% within column	20%	23%
<b>This is mandatory to me – a must have</b>	Weighted counts	33	670
	Column Comparisons		-
	% within column	41%	41%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	68	1,204
	Column Comparisons		-
	% within column	24%	27%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	40	804
	Column Comparisons		-
	% within column	11%	9%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	18	264
	Column Comparisons		-
	% within column	3%	1%
<b>This is a negative to me</b>	Weighted counts	6	26
	Column Comparisons	a	-
	% within column	62%	63%
<b>NET: Important (T2B)</b>	Weighted counts	101	1,875
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10b_4: List of factors people consider when sending letters...															
Delivery within 3 days															
This is mandatory to me – a must have	% within column		39%	51%	31%	39%	40%	36%	46%	37%	42%	36%	38%	41%	46%
	Weighted counts		1,170	649	521	369	207	357	237	539	631	148	368	392	158
	Column Comparisons		-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column		39%	34%	43%	40%	39%	41%	34%	39%	40%	43%	40%	40%	32%
	Weighted counts		1,170	440	730	382	201	409	179	569	601	178	388	381	110
	Column Comparisons		-		A										
This is a 'nice to have', but I can live without it being offered	% within column		17%	10%	22%	16%	16%	18%	16%	19%	15%	18%	17%	14%	15%
	Weighted counts		494	129	364	156	82	176	81	272	222	76	168	137	50
	Column Comparisons		-		A					b					
This is not important to me – don't mind if not offered	% within column		3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%
	Weighted counts		87	39	48	25	15	33	14	45	42	11	25	26	13
	Column Comparisons		-												
This is a negative to me	% within column		2%	1%	2%	2%	2%	1%	2%	2%	1%	1%	2%	1%	3%
	Weighted counts		48	19	29	16	12	11	9	30	17	3	15	13	11
	Column Comparisons		-												
NET: Important (T2B)	% within column		79%	85%	74%	79%	79%	78%	80%	76%	81%	78%	78%	81%	78%
	Weighted counts		2,340	1,089	1,251	751	409	766	415	1,108	1,233	326	757	774	267
	Column Comparisons		-	B							a				
Effective Column n	% within column														
	Weighted counts		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198
	Column Comparisons														
Unweighted base			2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323
Weighted base			2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days														
This is mandatory to me – a must have	% within column	35%	41%	42%	37%	41%	43%	39%	35%	40%	39%	40%	35%	37%
	Weighted counts	104	261	659	511	273	386	245	266	622	547	997	83	55
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	35%	39%	40%	38%	39%	39%	41%	40%	39%	39%	46%	36%
	Weighted counts	113	222	611	560	257	354	249	310	616	546	969	108	53
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	21%	18%	15%	19%	17%	13%	18%	19%	15%	18%	17%	16%	21%
	Weighted counts	62	112	233	261	113	120	114	147	237	252	412	39	31
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	4%	4%	3%	3%	2%	3%	2%	4%	2%	3%	3%	2%	5%
	Weighted counts	12	25	40	47	17	24	15	32	38	48	72	6	8
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	3%	2%	1%	2%	2%	2%	1%	2%	2%	2%	1%	1%
	Weighted counts	6	17	31	17	10	20	11	5	24	24	44	1	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	73%	76%	81%	77%	79%	82%	78%	76%	81%	77%	79%	81%	73%
	Weighted counts	217	483	1,270	1,070	530	740	494	576	1,239	1,093	1,966	192	109
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days		N. Ireland	Urban	Rural	Unknown									
		39%	39%	40%	**	34%	40%	39%	36%	39%	38%	39%	43%	39%
This is mandatory to me – a must have		35	869	301		47	1,123	165	163	216	202	101	323	1,085
		Column Comparisons												
		44%	40%	39%	**	41%	39%	38%	40%	40%	39%	41%	40%	40%
This is a 'great to have' – makes a difference and can sway my decision		39	872	294		57	1,113	157	178	223	206	108	298	1,126
		Column Comparisons												
		13%	16%	17%	**	21%	16%	17%	18%	18%	18%	18%	13%	17%
This is a 'nice to have', but I can live without it being offered		11	360	131		29	465	70	81	99	98	46	100	469
		Column Comparisons												
		2%	3%	3%	**	2%	3%	4%	4%	3%	3%	2%	3%	3%
This is not important to me – don't mind if not offered		2	65	22		2	85	17	16	16	15	4	19	74
		Column Comparisons												
		2%	2%	1%	**	2%	2%	2%	2%	1%	2%	1%	2%	2%
This is a negative to me		1	41	6		3	45	9	9	5	11	1	12	47
		Column Comparisons												
		83%	79%	79%	**	75%	79%	77%	76%	79%	77%	80%	83%	79%
NET: Important (T2B)		74	1,741	595		104	2,236	322	341	439	408	209	621	2,211
		Column Comparisons												
		217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
		Column Comparisons												
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
		Column Comparisons												
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
		Column Comparisons												
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days			Total
	% within column	51%	39%
<b>This is mandatory to me – a must have</b>	Weighted counts	84	1,170
	Column Comparisons	a	-
	% within column	26%	39%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	43	1,170
	Column Comparisons	-	-
	% within column	14%	17%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	23	494
	Column Comparisons	-	-
	% within column	8%	3%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	14	87
	Column Comparisons	a	-
	% within column	0%	2%
<b>This is a negative to me</b>	Weighted counts	0	48
	Column Comparisons	-	-
	% within column	78%	79%
<b>NET: Important (T2B)</b>	Weighted counts	127	2,340
	Column Comparisons	-	-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10b_5: List of factors people consider when sending letters: Convenient to post (within 1/2 mile)			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column		37%	46%	31%	35%	38%	37%	40%	34%	40%	30%	33%	40%	45%
	Weighted counts		1,106	585	521	335	198	365	207	501	604	124	320	382	154
	Column Comparisons		-	B							a			a b	a b
This is a 'great to have' – makes a difference and can sway my decision	% within column		41%	40%	41%	40%	38%	44%	38%	41%	40%	36%	44%	41%	36%
	Weighted counts		1,206	514	692	383	196	429	197	598	608	150	426	391	123
	Column Comparisons		-												
This is a 'nice to have', but I can live without it being offered	% within column		17%	10%	23%	20%	20%	14%	18%	19%	15%	27%	17%	15%	16%
	Weighted counts		512	125	387	185	101	133	92	280	233	112	163	145	54
	Column Comparisons		-		A	c				b		b C d e			
This is not important to me – don't mind if not offered	% within column		4%	3%	5%	4%	4%	5%	3%	4%	4%	6%	4%	3%	2%
	Weighted counts		119	38	81	34	20	48	17	61	58	25	42	31	8
	Column Comparisons		-												
This is a negative to me	% within column		1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	0%	1%
	Weighted counts		26	14	11	10	2	9	5	15	11	5	15	2	3
	Column Comparisons		-												
NET: Important (T2B)	% within column		78%	86%	72%	76%	76%	81%	78%	76%	80%	66%	77%	81%	81%
	Weighted counts		2,312	1,099	1,213	718	395	794	404	1,099	1,212	274	745	773	277
	Column Comparisons		-	B							a		A	A	A
Effective Column n	% within column														
	Weighted counts		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198
	Column Comparisons														
Unweighted base			2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323
Weighted base			2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_5: List of factors people consider when sending letters: Convenient to post (within 1/2 mile)														
This is mandatory to me – a must have	% within column	42%	44%	36%	39%	35%	36%	38%	39%	35%	40%	38%	31%	35%
	Weighted counts	126	280	564	542	235	328	243	299	537	566	950	74	52
	Column Comparisons	a b	-	-	-						a			
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	37%	43%	38%	45%	42%	38%	38%	43%	38%	40%	43%	39%
	Weighted counts	116	239	681	525	298	383	239	286	658	543	1,007	101	57
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	13%	15%	16%	18%	16%	17%	19%	17%	17%	17%	17%	18%	19%
	Weighted counts	40	93	259	253	108	152	123	130	262	244	427	42	28
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	4%	3%	3%	5%	3%	3%	4%	5%	4%	4%	4%	8%	5%
	Weighted counts	13	21	51	68	22	29	27	41	64	53	90	18	8
	Column Comparisons		-	-	-									
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%
	Weighted counts	2	5	18	7	6	12	3	5	15	11	20	2	3
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	82%	81%	79%	76%	80%	79%	76%	77%	78%	78%	78%	74%	74%
	Weighted counts	243	518	1,245	1,067	533	711	482	585	1,196	1,109	1,957	175	110
	Column Comparisons	A	-	-	-									
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
QD10b_5: List of factors people consider when sending letters: Convenient to post (within 1/2 mile)		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
		33%	37%	37%	**	40%	37%	41%	39%	35%	34%	36%	38%	37%
This is mandatory to me – a must have		30	827	276		55	1,050	170	176	197	184	93	286	1,038
Weighted counts														
Column Comparisons														
		45%	41%	38%	**	29%	41%	37%	36%	43%	40%	41%	44%	40%
This is a 'great to have' – makes a difference and can sway my decision		40	915	290		39	1,166	155	163	240	213	106	329	1,132
Weighted counts														
Column Comparisons							a							
		18%	16%	19%	**	24%	17%	16%	19%	17%	21%	19%	13%	18%
This is a 'nice to have', but I can live without it being offered		16	364	145		33	479	68	86	97	113	48	100	492
Weighted counts														
Column Comparisons														
		4%	4%	5%	**	5%	4%	5%	5%	3%	3%	4%	4%	4%
This is not important to me – don't mind if not offered		4	84	35		7	112	21	21	19	17	10	31	114
Weighted counts														
Column Comparisons														
		0%	1%	1%	**	3%	1%	1%	0%	1%	1%	1%	1%	1%
This is a negative to me		0	18	8		4	22	5	1	6	6	1	6	25
Weighted counts														
Column Comparisons														
		78%	79%	75%	**	69%	78%	78%	76%	78%	74%	77%	82%	77%
NET: Important (T2B)		70	1,742	566		95	2,217	325	339	437	396	200	615	2,171
Weighted counts														
Column Comparisons							a							
		217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
Effective Column n														
Weighted counts														
Column Comparisons														
		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Unweighted base														
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10b_5: List of factors people consider when sending letters:			Total
Convenient to post (within 1/2 mile)		41%	37%
This is mandatory to me – a must have	% within column		
	Weighted counts	67	1,106
	Column Comparisons		-
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	41%
	Weighted counts	73	1,206
	Column Comparisons		-
This is a 'nice to have', but I can live without it being offered	% within column	11%	17%
	Weighted counts	19	512
	Column Comparisons		-
This is not important to me – don't mind if not offered	% within column	3%	4%
	Weighted counts	5	119
	Column Comparisons		-
This is a negative to me	% within column	0%	1%
	Weighted counts	0	26
	Column Comparisons		-
NET: Important (T2B)	% within column	85%	78%
	Weighted counts	140	2,312
	Column Comparisons		-
Effective Column n	% within column		
	Weighted counts	56	1,783
	Column Comparisons		
Unweighted base		91	2,903
Weighted base		164	2,969
Columns		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	41%	44%	39%	37%	46%	38%	46%	39%	43%	37%	37%	43%	49%	
	Weighted counts	1,210	558	652	354	239	377	241	565	645	152	354	410	168	
	Column Comparisons	-	b			a c		a c						a b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	38%	42%	42%	36%	42%	35%	39%	41%	42%	39%	42%	35%	
	Weighted counts	1,185	479	706	397	189	418	182	570	614	173	379	402	118	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	15%	13%	16%	16%	13%	15%	15%	17%	13%	18%	18%	11%	12%	
	Weighted counts	445	167	278	155	66	148	76	247	198	75	173	108	43	
	Column Comparisons	-		a					b		c	c			
This is not important to me – don't mind if not offered	% within column	4%	5%	3%	4%	4%	4%	3%	4%	4%	3%	5%	3%	3%	
	Weighted counts	115	65	50	36	23	40	17	60	55	14	46	30	12	
	Column Comparisons	-	b												
This is a negative to me	% within column	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	
	Weighted counts	14	8	6	6	2	3	3	12	2	1	12	0	1	
	Column Comparisons	-							b						
NET: Important (T2B)	% within column	81%	81%	80%	79%	82%	81%	81%	78%	83%	78%	76%	85%	84%	
	Weighted counts	2,395	1,037	1,358	750	427	795	423	1,135	1,260	325	733	812	286	
	Column Comparisons	-								a			a B		
Effective Column n	% within column														
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	
	Column Comparisons														
	Unweighted base	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	
Weighted base															
	Weighted base	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK														
<b>This is mandatory to me – a must have</b>	% within column	42%	46%	43%	39%	40%	44%	40%	38%	38%	44%	41%	38%	38%
	Weighted counts	125	293	670	540	269	401	255	286	584	624	1,032	91	57
	Column Comparisons		-	-	-						a			
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	38%	36%	39%	40%	42%	38%	40%	41%	42%	38%	39%	44%	42%
	Weighted counts	112	230	621	563	282	339	254	309	641	538	972	106	63
	Column Comparisons		-	-	-									
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	15%	14%	14%	16%	14%	14%	15%	17%	15%	14%	15%	15%	15%
	Weighted counts	46	88	224	220	95	129	93	127	237	205	376	34	22
	Column Comparisons		-	-	-									
<b>This is not important to me – don't mind if not offered</b>	% within column	5%	4%	3%	5%	3%	3%	5%	5%	4%	3%	4%	3%	4%
	Weighted counts	13	25	48	67	22	26	29	38	66	49	102	6	6
	Column Comparisons		-	-	-									
<b>This is a negative to me</b>	% within column	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%
	Weighted counts	0	1	10	4	2	8	4	1	9	1	13	0	1
	Column Comparisons		-	-	-									
<b>NET: Important (T2B)</b>	% within column	80%	82%	82%	79%	82%	82%	80%	78%	80%	82%	80%	83%	80%
	Weighted counts	238	523	1,291	1,103	551	740	509	595	1,225	1,162	2,004	197	119
	Column Comparisons		-	-	-									
<b>Effective Column n</b>	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
<b>Unweighted base</b>		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
<b>Weighted base</b>		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK		N. Ireland	Urban	Rural	Unknown									
	% within column	35%	40%	42%	**	35%	41%	40%	47%	38%	39%	40%	40%	41%
This is mandatory to me – a must have	Weighted counts	31	891	316		49	1,161	169	211	214	210	105	301	1,146
	Column Comparisons													
	% within column	50%	39%	42%	**	35%	40%	41%	37%	40%	39%	41%	42%	40%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	44	866	316		49	1,136	170	165	222	209	105	313	1,126
	Column Comparisons													
	% within column	14%	15%	14%	**	19%	15%	13%	13%	19%	18%	15%	13%	15%
This is a 'nice to have', but I can live without it being offered	Weighted counts	13	341	103		26	419	55	58	104	95	38	95	414
	Column Comparisons													
	% within column	1%	4%	3%	**	10%	4%	6%	3%	3%	3%	4%	5%	4%
This is not important to me – don't mind if not offered	Weighted counts	1	96	20		14	101	24	12	17	15	12	35	102
	Column Comparisons					b								
	% within column	0%	1%	0%	**	0%	0%	0%	0%	0%	1%	0%	1%	0%
This is a negative to me	Weighted counts	0	14	0		0	14	0	1	2	4	0	7	14
	Column Comparisons													
	% within column	84%	80%	84%	**	71%	81%	81%	84%	78%	79%	81%	82%	81%
NET: Important (T2B)	Weighted counts	75	1,757	632		98	2,297	339	377	436	419	210	614	2,272
	Column Comparisons					a								
	% within column													
Effective Column n	Weighted counts	217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
	Column Comparisons													
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK		non-user	Total
	% within column	39%	<b>41%</b>
<b>This is mandatory to me – a must have</b>	Weighted counts	64	<b>1,210</b>
	Column Comparisons		-
	% within column	35%	<b>40%</b>
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	57	<b>1,185</b>
	Column Comparisons		-
	% within column	19%	<b>15%</b>
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	31	<b>445</b>
	Column Comparisons		-
	% within column	8%	<b>4%</b>
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	13	<b>115</b>
	Column Comparisons	a	-
	% within column	0%	<b>0%</b>
<b>This is a negative to me</b>	Weighted counts	0	<b>14</b>
	Column Comparisons		-
	% within column	73%	<b>81%</b>
<b>NET: Important (T2B)</b>	Weighted counts	121	<b>2,395</b>
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	<b>1,783</b>
	Column Comparisons		
<b>Unweighted base</b>		91	<b>2,903</b>
<b>Weighted base</b>		164	<b>2,969</b>
<b>Columns</b>		<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	51%	61%	44%	55%	50%	48%	53%	49%	53%	53%	48%	54%	51%
	Weighted counts	1,523	777	746	519	259	468	276	716	806	219	467	509	173
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	32%	28%	35%	28%	36%	36%	28%	33%	31%	31%	32%	33%	32%
	Weighted counts	949	362	587	265	185	354	144	473	475	127	310	315	109
	Column Comparisons	-		a		a	a d							
This is a 'nice to have', but I can live without it being offered	% within column	13%	7%	18%	14%	11%	12%	15%	14%	13%	14%	16%	10%	13%
	Weighted counts	388	88	300	134	57	121	77	198	190	60	154	91	45
	Column Comparisons	-		A								c		
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	3%	3%	4%	3%	4%	3%	2%	3%	3%	4%
	Weighted counts	95	42	53	26	15	37	17	53	42	9	25	33	14
	Column Comparisons	-												
This is a negative to me	% within column	0%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%
	Weighted counts	14	9	6	3	1	5	5	13	1	0	9	3	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	83%	89%	79%	83%	86%	84%	81%	82%	85%	83%	81%	87%	83%
	Weighted counts	2,471	1,138	1,333	784	444	822	420	1,190	1,282	347	777	823	282
	Column Comparisons	-	B										b	
Effective Column n	% within column													
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198
	Column Comparisons													
	Unweighted base	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323
	Weighted base	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_7: List of factors people consider when sending letters...														
Guaranteed delivery to recipient's door														
This is mandatory to me – a must have	% within column	52%	51%	54%	49%	53%	54%	47%	50%	51%	52%	51%	51%	46%
	Weighted counts	155	328	842	681	355	487	299	382	780	742	1,284	121	68
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	29%	31%	32%	32%	33%	32%	34%	30%	34%	30%	31%	34%	37%
	Weighted counts	87	195	507	441	221	286	215	226	516	429	784	81	55
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	13%	13%	12%	14%	12%	12%	14%	14%	12%	14%	13%	13%	13%
	Weighted counts	39	84	188	200	79	109	91	109	187	196	330	30	19
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	5%	4%	2%	5%	2%	2%	5%	5%	3%	3%	3%	2%	3%
	Weighted counts	15	28	25	70	11	14	30	41	45	46	84	6	4
	Column Comparisons		-	-	-			c d	c d					
This is a negative to me	% within column	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Weighted counts	1	2	11	3	3	8	0	3	10	5	12	0	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	82%	82%	86%	80%	86%	86%	81%	80%	84%	83%	83%	85%	83%
	Weighted counts	242	523	1,349	1,122	576	773	515	607	1,296	1,171	2,068	201	124
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
							Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
		56%	52%	49%	**	40%	52%	52%	50%	49%	49%	54%	54%	51%
This is mandatory to me – a must have		50	1,149	372		55	1,468	219	224	272	258	140	408	1,431
						a								
This is a 'great to have' – makes a difference and can sway my decision		32%	31%	33%	**	31%	32%	27%	33%	34%	34%	31%	31%	32%
		29	695	251		43	906	111	148	191	181	81	236	898
						a								
This is a 'nice to have', but I can live without it being offered		10%	13%	13%	**	22%	13%	16%	14%	14%	15%	12%	10%	14%
		9	284	101		31	357	65	61	77	77	32	76	378
						b								
This is not important to me – don't mind if not offered		2%	3%	4%	**	5%	3%	5%	2%	3%	2%	2%	4%	3%
		1	67	28		7	88	21	11	17	12	6	29	79
						b								
This is a negative to me		0%	1%	0%	**	2%	0%	1%	1%	0%	1%	0%	0%	1%
		0	12	2		3	12	2	3	2	4	0	3	14
						b								
NET: Important (T2B)		88%	84%	83%	**	71%	84%	79%	83%	83%	83%	85%	86%	83%
		78	1,844	623		98	2,373	330	373	463	440	221	644	2,330
						a								
Effective Column n		217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
						a								
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door			Total
	% within column	55%	51%
<b>This is mandatory to me – a must have</b>	Weighted counts	90	1,523
	Column Comparisons		-
	% within column	30%	32%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	50	949
	Column Comparisons		-
	% within column	5%	13%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	8	388
	Column Comparisons		-
	% within column	9%	3%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	16	95
	Column Comparisons	A	-
	% within column	0%	0%
<b>This is a negative to me</b>	Weighted counts	0	14
	Column Comparisons		-
	% within column	85%	83%
<b>NET: Important (T2B)</b>	Weighted counts	140	2,471
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10b_8: List of factors people consider when sending letters... Daily collection service			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	48%	30%	35%	39%	37%	44%	38%	38%	30%	35%	40%	45%	
	Weighted counts	1,120	616	504	328	201	361	230	551	569	126	336	383	153	
	Column Comparisons	-	B					a					a	a b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	35%	35%	36%	33%	37%	29%	34%	35%	33%	35%	37%	34%	
	Weighted counts	1,031	443	588	341	171	368	149	496	535	136	339	353	115	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	19%	10%	26%	20%	20%	19%	18%	20%	18%	27%	21%	16%	13%	
	Weighted counts	572	132	440	189	103	188	91	295	276	113	205	148	46	
	Column Comparisons	-		A							C d	c d			
This is not important to me – don't mind if not offered	% within column	7%	5%	9%	8%	7%	5%	8%	7%	8%	10%	7%	6%	6%	
	Weighted counts	211	66	145	78	38	54	41	96	116	40	69	60	21	
	Column Comparisons	-		a											
This is a negative to me	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	2%	
	Weighted counts	36	20	16	10	4	15	7	17	18	1	15	5	7	
	Column Comparisons	-													
NET: Important (T2B)	% within column	72%	83%	65%	71%	72%	74%	73%	72%	73%	63%	70%	78%	78%	
	Weighted counts	2,151	1,059	1,092	670	372	729	379	1,047	1,104	262	676	736	268	
	Column Comparisons	-	B										A b	a	
Effective Column n	% within column														
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	
	Column Comparisons														
	Unweighted base	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	
	Weighted base	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QD10b_8: List of factors people consider when sending letters... Daily collection service														
This is mandatory to me – a must have	% within column	41%	43%	40%	36%	40%	39%	36%	35%	37%	38%	39%	30%	33%
	Weighted counts	121	274	624	496	267	356	231	265	571	544	966	70	49
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	30%	32%	34%	35%	34%	35%	34%	36%	36%	34%	34%	36%	36%
	Weighted counts	88	202	539	491	226	313	219	272	547	480	858	85	54
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	20%	16%	18%	21%	17%	18%	21%	21%	19%	19%	19%	24%	21%
	Weighted counts	59	105	278	294	116	162	135	159	294	272	468	57	32
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	7%	7%	7%	7%	8%	6%	7%	7%	7%	7%	7%	10%	8%
	Weighted counts	21	42	110	102	53	57	48	54	107	102	171	24	12
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	2%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%	2%
	Weighted counts	7	14	23	12	7	16	3	9	17	18	31	1	3
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	70%	75%	74%	71%	74%	74%	71%	71%	73%	72%	73%	65%	69%
	Weighted counts	209	475	1,163	988	494	669	450	537	1,118	1,024	1,824	155	102
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	155	353	989	793	435	555	352	442	919	854	1,116	228	222
	Column Comparisons													
Unweighted base		252	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361
Weighted base		297	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
QD10b_8: List of factors people consider when sending letters... Daily collection service		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	% within column	39%	38%	38%	**	35%	38%	38%	37%	36%	32%	41%	42%	38%
This is mandatory to me – a must have	Weighted counts	35	833	285		49	1,071	161	167	203	170	108	313	1,060
	Column Comparisons													
	% within column	39%	35%	33%	**	33%	35%	32%	33%	34%	35%	34%	38%	35%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	34	775	253		45	986	132	147	192	185	88	287	979
	Column Comparisons													
	% within column	17%	19%	19%	**	26%	19%	22%	22%	21%	21%	17%	14%	19%
This is a 'nice to have', but I can live without it being offered	Weighted counts	15	425	144		36	535	94	98	118	113	45	103	529
	Column Comparisons							f	f	f	f			
	% within column	5%	7%	9%	**	4%	7%	7%	7%	6%	10%	7%	6%	7%
This is not important to me – don't mind if not offered	Weighted counts	4	147	64		5	206	27	33	36	55	18	42	198
	Column Comparisons													
	% within column	1%	1%	1%	**	2%	1%	1%	1%	2%	2%	0%	1%	1%
This is a negative to me	Weighted counts	1	28	8		3	33	4	4	11	10	1	6	36
	Column Comparisons													
	% within column	78%	73%	71%	**	68%	73%	70%	70%	71%	67%	75%	80%	73%
NET: Important (T2B)	Weighted counts	69	1,608	538		94	2,057	293	313	394	355	195	600	2,039
	Column Comparisons												a b c D	
	% within column													
Effective Column n	Weighted counts	217	1,218	561	4	98	1,685	249	267	381	359	194	333	1,725
	Column Comparisons													
Unweighted base		354	1,983	914	6	160	2,743	405	435	621	584	316	542	2,808
Weighted base		89	2,208	754	7	138	2,831	418	448	559	533	260	752	2,801
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet	
QD10b_8: List of factors people consider when sending letters... Daily collection service		non-user	Total
	% within column	37%	38%
<b>This is mandatory to me – a must have</b>	Weighted counts	60	1,120
	Column Comparisons		-
	% within column	31%	35%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts	52	1,031
	Column Comparisons		-
	% within column	24%	19%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts	39	572
	Column Comparisons		-
	% within column	8%	7%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts	14	211
	Column Comparisons		-
	% within column	0%	1%
<b>This is a negative to me</b>	Weighted counts	0	36
	Column Comparisons		-
	% within column	68%	72%
<b>NET: Important (T2B)</b>	Weighted counts	112	2,151
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	56	1,783
	Column Comparisons		
<b>Unweighted base</b>		91	2,903
<b>Weighted base</b>		164	2,969
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	4%	1%	0%	1%	1%	2%
	Weighted counts	65	24	41	20	10	19	15	31	33	14	40	7	0	4	4	32
	Column Comparisons	-									c d	C d				-	-
Slightly more	% within column	7%	4%	9%	7%	8%	7%	6%	7%	7%	9%	9%	6%	6%	2%	4%	7%
	Weighted counts	209	56	153	64	43	72	30	104	105	37	92	53	21	7	28	109
	Column Comparisons	-		A							e	c e				-	-
No change	% within column	55%	58%	52%	55%	51%	54%	58%	55%	55%	51%	53%	55%	59%	62%	60%	53%
	Weighted counts	1,626	745	882	524	265	535	303	798	829	211	511	520	200	184	383	829
	Column Comparisons	-	b													-	-
Slightly less	% within column	18%	18%	19%	16%	21%	18%	20%	18%	19%	19%	15%	18%	24%	24%	24%	20%
	Weighted counts	546	225	321	155	110	178	102	260	285	78	145	170	81	72	153	313
	Column Comparisons	-												b	b	-	-
Much less	% within column	16%	17%	16%	18%	16%	16%	13%	17%	16%	16%	16%	20%	12%	10%	11%	17%
	Weighted counts	481	212	269	171	82	162	66	241	240	65	154	193	40	29	69	268
	Column Comparisons	-											d e			-	-
I don't know	% within column	1%	1%	2%	1%	2%	2%	1%	1%	1%	3%	2%	1%	0%	0%	0%	1%
	Weighted counts	42	15	27	12	9	19	3	20	23	11	23	8	0	1	1	22
	Column Comparisons	-														-	-
NET: More	% within column	9%	6%	11%	9%	10%	9%	9%	9%	9%	12%	14%	6%	6%	4%	5%	9%
	Weighted counts	273	80	193	84	52	92	45	135	138	51	132	60	21	11	31	141
	Column Comparisons	-		A							c d e	C d E				-	-
NET: Less	% within column	35%	34%	35%	34%	37%	35%	32%	35%	35%	34%	31%	38%	35%	34%	35%	37%
	Weighted counts	1,027	437	590	327	192	340	168	502	525	143	299	363	121	101	222	581
	Column Comparisons	-														-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	Column Comparisons																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	Column Comparisons																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards																	
Much more	% within column	2%	2%	2%	3%	2%	3%	1%	2%	3%	1%	1%	2%	2%	**	6%	2%
	Weighted counts	33	10	22	18	14	48	16	55	6	2	1	49	15		8	56
	Column Comparisons	-					b									b	
Slightly more	% within column	7%	7%	7%	8%	7%	7%	7%	7%	8%	7%	4%	8%	5%	**	19%	6%
	Weighted counts	100	47	62	49	50	112	93	176	19	10	4	168	40		27	182
	Column Comparisons	-														B	
No change	% within column	57%	49%	56%	53%	61%	52%	58%	55%	48%	54%	61%	55%	53%	**	42%	55%
	Weighted counts	797	325	504	336	461	802	817	1,378	114	80	54	1,218	402		58	1,569
	Column Comparisons	-				c		a									a
Slightly less	% within column	17%	23%	18%	18%	15%	17%	20%	19%	20%	14%	13%	18%	18%	**	18%	18%
	Weighted counts	233	151	162	117	116	263	282	466	48	20	12	406	139		25	521
	Column Comparisons	-	f														
Much less	% within column	15%	20%	15%	17%	13%	19%	13%	15%	20%	23%	20%	15%	20%	**	15%	16%
	Weighted counts	213	132	136	111	102	291	187	383	46	34	18	331	150		20	461
	Column Comparisons	-					b						a				
I don't know	% within column	1%	0%	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	**	0%	1%
	Weighted counts	20	3	19	4	16	21	22	35	4	2	1	35	8		0	42
	Column Comparisons	-															
NET: More	% within column	9%	9%	9%	11%	9%	10%	8%	9%	11%	8%	6%	10%	7%	**	25%	8%
	Weighted counts	132	58	83	67	65	161	109	231	25	12	5	218	56		35	238
	Column Comparisons	-					b									B	
NET: Less	% within column	32%	42%	33%	36%	29%	36%	33%	34%	40%	37%	33%	33%	38%	**	33%	35%
	Weighted counts	446	283	298	228	218	554	469	849	94	54	29	737	289		46	981
	Column Comparisons	-	d F														
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	Column Comparisons																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		£11,- Under £11,- 500 per year	£17,- 500 - £17,- 999 per year	£30,- 500 - £29,- 999 per year	£50,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards		% within column 2%	% within column 2%	% within column 1%	% within column 3%	% within column 5%	% within column 2%	% within column 2%	% within column 2%	% within column 2%
<b>Much more</b>		7	8	6	16	12	14	61	4	<b>65</b>
Weighted counts										
Column Comparisons										-
<b>Slightly more</b>		6%	9%	7%	8%	9%	5%	7%	8%	<b>7%</b>
Weighted counts		24	39	38	44	22	40	196	13	<b>209</b>
Column Comparisons										-
<b>No change</b>		59%	56%	57%	51%	43%	56%	55%	55%	<b>55%</b>
Weighted counts		247	251	319	273	113	424	1,534	91	<b>1,626</b>
Column Comparisons		e	e	e			e			-
<b>Slightly less</b>		18%	19%	19%	18%	21%	17%	18%	17%	<b>18%</b>
Weighted counts		75	85	106	98	55	127	518	28	<b>546</b>
Column Comparisons										-
<b>Much less</b>		13%	13%	15%	18%	21%	17%	16%	15%	<b>16%</b>
Weighted counts		56	58	82	98	55	131	456	25	<b>481</b>
Column Comparisons										-
<b>I don't know</b>		2%	1%	1%	0%	1%	2%	1%	2%	<b>1%</b>
Weighted counts		8	6	8	2	2	16	37	3	<b>42</b>
Column Comparisons										-
<b>NET: More</b>		8%	11%	8%	11%	13%	7%	9%	10%	<b>9%</b>
Weighted counts		31	48	45	61	35	54	256	17	<b>273</b>
Column Comparisons										-
<b>NET: Less</b>		32%	32%	34%	37%	42%	34%	35%	32%	<b>35%</b>
Weighted counts		132	143	188	196	110	258	974	53	<b>1,027</b>
Column Comparisons										-
<b>Effective Column n</b>		249	267	381	359	194	333	1,725	56	<b>1,783</b>
Weighted counts										
Column Comparisons										
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>		418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards  Columns	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total
	Under £11,-	£11,- 500 per year	£17,- 499 per year	£30,- 500 - 999 per year	£49,- 000 - 999 per year	I don't know/ I prefer not to answer	NET: Internet user	
							NET: Internet non- user	
	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_2: Frequency of sending ... compared to two years ago: Personal letters		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	1%	1%	1%	1%	1%	1%	2%	1%	2%	3%	2%	0%	0%	0%	0%	1%
	Weighted counts	36	12	23	11	5	9	11	12	23	11	19	4	0	1	1	19
	Column Comparisons	-									c					-	-
Slightly more	% within column	5%	3%	7%	5%	5%	6%	6%	6%	5%	11%	9%	3%	1%	0%	0%	5%
	Weighted counts	159	40	119	44	28	57	30	89	70	44	84	28	2	0	2	81
	Column Comparisons	-		A							C D E	C D E	e			-	-
No change	% within column	54%	60%	50%	55%	51%	56%	55%	55%	54%	50%	54%	54%	57%	61%	59%	52%
	Weighted counts	1,616	765	850	519	262	551	284	798	818	206	524	510	193	182	374	815
	Column Comparisons	-	B													-	-
Slightly less	% within column	17%	17%	17%	16%	18%	17%	20%	17%	18%	18%	13%	17%	26%	23%	25%	19%
	Weighted counts	515	220	295	150	95	165	106	244	271	76	124	157	89	68	157	295
	Column Comparisons	-												B c	b	-	-
Much less	% within column	21%	18%	23%	23%	24%	20%	16%	20%	21%	17%	20%	26%	17%	15%	16%	22%
	Weighted counts	613	230	383	213	122	192	85	297	316	69	198	245	57	44	101	346
	Column Comparisons	-		a									a d e			-	-
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	0%	0%	0%	1%
	Weighted counts	30	9	21	10	6	11	3	16	14	9	16	5	0	1	1	18
	Column Comparisons	-														-	-
NET: More	% within column	7%	4%	8%	6%	6%	7%	8%	7%	6%	13%	11%	3%	1%	1%	1%	6%
	Weighted counts	195	52	142	55	33	66	41	101	94	55	103	32	2	1	4	100
	Column Comparisons	-		A							C D E	C D E				-	-
NET: Less	% within column	38%	35%	40%	38%	42%	36%	37%	37%	39%	35%	33%	42%	43%	38%	41%	41%
	Weighted counts	1,128	450	678	363	216	357	192	540	588	146	322	402	146	112	259	641
	Column Comparisons	-		a									b			-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	% within column																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base Columns	% within column																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_2: Frequency of sending ... compared to two years ago: Personal letters																	
Much more	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	**	5%	1%
	Weighted counts	17	10	9	7	10	19	17	32	2	1	0	30	6		7	29
	Column Comparisons	-														b	
Slightly more	% within column	6%	5%	5%	6%	5%	6%	4%	5%	6%	6%	3%	6%	4%	**	19%	5%
	Weighted counts	78	33	48	38	39	99	55	134	14	8	2	129	30		27	132
	Column Comparisons	-					b									B	
No change	% within column	57%	46%	56%	56%	59%	52%	57%	55%	50%	52%	61%	55%	54%	**	48%	55%
	Weighted counts	801	311	504	354	447	807	805	1,366	120	77	54	1,203	409		66	1,550
	Column Comparisons	-		c	c	C											
Slightly less	% within column	16%	21%	17%	18%	14%	16%	19%	18%	16%	17%	10%	18%	16%	**	13%	18%
	Weighted counts	220	140	155	111	109	244	269	444	37	25	9	388	124		18	497
	Column Comparisons	-															
Much less	% within column	19%	26%	19%	19%	19%	23%	18%	20%	25%	25%	25%	20%	23%	**	14%	21%
	Weighted counts	267	172	174	122	144	352	258	494	60	37	22	438	175		20	593
	Column Comparisons	-	d f				b										
I don't know	% within column	1%	0%	2%	0%	1%	1%	1%	1%	2%	0%	1%	1%	1%	**	1%	1%
	Weighted counts	13	3	15	3	10	17	13	25	4	1	1	19	10		1	29
	Column Comparisons	-															
NET: More	% within column	7%	6%	6%	7%	6%	8%	5%	7%	7%	6%	3%	7%	5%	**	24%	6%
	Weighted counts	95	43	57	45	49	118	72	166	17	9	3	159	36		34	161
	Column Comparisons	-					b									B	
NET: Less	% within column	35%	47%	36%	37%	33%	39%	37%	38%	41%	42%	35%	37%	40%	**	27%	39%
	Weighted counts	487	313	329	234	253	596	527	938	97	62	31	827	299		38	1,090
	Column Comparisons	-	d e F														a
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Column Comparisons																	
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
	Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QD12_2: Frequency of sending ... compared to two years ago: Personal letters									
	% within column								
<b>Much more</b>	1%	1%	0%	2%	2%	1%	1%	0%	<b>1%</b>
	Weighted counts	6	6	1	9	4	9	35	<b>36</b>
	Column Comparisons								-
	% within column	8%	5%	5%	6%	6%	4%	5%	<b>5%</b>
<b>Slightly more</b>	Weighted counts	33	23	26	33	16	28	151	<b>159</b>
	Column Comparisons								-
	% within column	58%	51%	57%	55%	39%	58%	54%	<b>54%</b>
<b>No change</b>	Weighted counts	241	229	317	291	103	435	1,509	<b>1,616</b>
	Column Comparisons	E	e	E	e		E	a	-
	% within column	14%	22%	18%	15%	21%	16%	18%	<b>17%</b>
<b>Slightly less</b>	Weighted counts	58	99	99	80	55	123	494	<b>515</b>
	Column Comparisons								-
	% within column	18%	19%	19%	22%	31%	19%	21%	<b>21%</b>
<b>Much less</b>	Weighted counts	76	86	108	117	81	145	587	<b>613</b>
	Column Comparisons				a b c d f				-
	% within column	1%	1%	1%	1%	0%	2%	1%	<b>1%</b>
<b>I don't know</b>	Weighted counts	3	4	8	3	1	12	24	<b>30</b>
	Column Comparisons								-
	% within column	9%	7%	5%	8%	8%	5%	7%	<b>7%</b>
<b>NET: More</b>	Weighted counts	40	29	27	42	20	37	187	<b>195</b>
	Column Comparisons								-
	% within column	32%	41%	37%	37%	53%	36%	39%	<b>38%</b>
<b>NET: Less</b>	Weighted counts	134	185	208	197	136	268	1,081	<b>1,128</b>
	Column Comparisons				A c d f				-
	% within column								
<b>Effective Column n</b>	Weighted counts	249	267	381	359	194	333	1,725	<b>1,783</b>
	Column Comparisons								
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	<b>2,903</b>
<b>Weighted base</b>		418	448	559	533	260	752	2,801	<b>2,969</b>

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_2: Frequency of sending ... compared to two years ago: Personal letters	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_2: Frequency of sending ... compared to two years ago: Personal letters	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QD12_2: Frequency of sending ... compared to two years ago: Personal letters	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- 500 per year	£17,- 499 per year	£30,- 500 - £29,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	5%	4%	0%	0%	0%	0%	2%
	Weighted counts	59	21	37	21	9	17	12	35	24	19	34	4	0	1	1	34
	Column Comparisons	-									C d e	C d e				-	-
Slightly more	% within column	8%	5%	10%	9%	9%	7%	8%	9%	7%	13%	12%	6%	3%	1%	2%	9%
	Weighted counts	236	68	168	82	47	65	43	130	106	52	114	55	11	4	15	137
	Column Comparisons	-		A							C D E	C D E	e			-	-
No change	% within column	54%	60%	49%	55%	50%	55%	54%	52%	55%	54%	49%	54%	60%	62%	61%	51%
	Weighted counts	1,599	771	827	517	258	544	280	759	839	224	471	515	205	185	388	802
	Column Comparisons	-	B											b	b	-	-
Slightly less	% within column	17%	17%	17%	17%	20%	16%	18%	18%	16%	14%	18%	17%	16%	19%	17%	18%
	Weighted counts	509	221	289	158	105	153	93	268	241	59	175	164	53	57	111	285
	Column Comparisons	-														-	-
Much less	% within column	18%	15%	20%	16%	18%	19%	17%	17%	19%	13%	16%	22%	21%	15%	18%	19%
	Weighted counts	527	187	340	154	93	191	89	243	284	52	152	206	72	45	117	295
	Column Comparisons	-		a									a b			-	-
I don't know	% within column	1%	1%	2%	2%	1%	2%	1%	1%	1%	2%	2%	1%	0%	1%	1%	1%
	Weighted counts	39	7	31	14	6	15	4	20	19	9	19	6	0	4	5	20
	Column Comparisons	-		a												-	-
NET: More	% within column	10%	7%	12%	11%	11%	8%	10%	11%	9%	17%	15%	6%	3%	2%	3%	11%
	Weighted counts	295	90	205	103	56	82	54	165	130	72	148	59	11	5	17	171
	Column Comparisons	-		A							C D E	C D E	e			-	-
NET: Less	% within column	35%	32%	37%	33%	38%	35%	35%	35%	35%	27%	34%	39%	37%	35%	36%	37%
	Weighted counts	1,036	408	628	313	198	344	181	511	525	111	327	370	125	103	228	580
	Column Comparisons	-		a									a			-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	% within column																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	% within column																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals																	
Much more	% within column	2%	2%	3%	3%	1%	3%	1%	2%	3%	0%	1%	2%	2%	**	9%	2%
	Weighted counts	24	11	24	16	8	42	16	51	7	0	0	45	14		12	46
	Column Comparisons	-					b									B	
Slightly more	% within column	7%	10%	8%	6%	8%	9%	7%	8%	10%	9%	5%	9%	6%	**	19%	7%
	Weighted counts	99	65	72	40	60	137	99	194	24	13	5	190	45		27	209
	Column Comparisons	-														B	
No change	% within column	57%	47%	54%	55%	59%	50%	58%	54%	50%	53%	61%	55%	51%	**	49%	54%
	Weighted counts	796	316	487	347	450	773	819	1,347	119	79	54	1,210	385		68	1,531
	Column Comparisons	-				c	a										
Slightly less	% within column	16%	19%	17%	19%	14%	18%	16%	17%	16%	16%	17%	17%	18%	**	12%	17%
	Weighted counts	224	129	156	120	104	284	224	433	38	24	15	371	135		16	493
	Column Comparisons	-															
Much less	% within column	17%	22%	17%	16%	17%	18%	17%	18%	19%	21%	15%	17%	21%	**	9%	18%
	Weighted counts	232	145	151	104	128	280	242	437	45	32	14	365	162		13	514
	Column Comparisons	-															a
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	2%	0%	2%	1%	2%	**	2%	1%
	Weighted counts	19	4	16	8	10	21	17	32	5	1	2	26	13		2	37
	Column Comparisons	-															
NET: More	% within column	9%	11%	11%	9%	9%	12%	8%	10%	13%	9%	6%	11%	8%	**	28%	9%
	Weighted counts	124	76	95	56	68	180	115	245	31	13	5	235	59		39	256
	Column Comparisons	-					b									B	
NET: Less	% within column	33%	41%	34%	35%	31%	37%	33%	35%	35%	37%	32%	33%	39%	**	21%	36%
	Weighted counts	456	274	306	224	232	564	466	869	83	55	28	736	297		29	1,007
	Column Comparisons	-	f														a
Effective Column n		793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		QJ6: Annual household income					QJ2: Internet usage				
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals		% within column	2%	2%	1%	3%	3%	1%	2%	1%	2%
Much more	Weighted counts		7	8	5	19	9	11	58	1	59
	Column Comparisons										-
	% within column		8%	7%	9%	9%	10%	6%	8%	5%	8%
Slightly more	Weighted counts		34	33	49	46	27	47	228	8	236
	Column Comparisons										-
	% within column		59%	52%	50%	53%	39%	61%	53%	70%	54%
No change	Weighted counts		245	234	282	282	101	456	1,483	115	1,599
	Column Comparisons		E	e	e	e		c E		A	-
	% within column		14%	22%	20%	17%	19%	13%	18%	10%	17%
Slightly less	Weighted counts		59	99	112	88	50	101	493	16	509
	Column Comparisons								b		-
	% within column		16%	16%	18%	18%	28%	16%	18%	13%	18%
Much less	Weighted counts		67	71	99	95	73	122	506	21	527
	Column Comparisons					a b c d f					-
	% within column		1%	1%	2%	1%	0%	2%	1%	2%	1%
I don't know	Weighted counts		4	3	12	3	1	15	34	3	39
	Column Comparisons										-
	% within column		10%	9%	10%	12%	14%	8%	10%	6%	10%
NET: More	Weighted counts		42	41	54	64	35	58	286	9	295
	Column Comparisons										-
	% within column		30%	38%	38%	34%	47%	30%	36%	23%	35%
NET: Less	Weighted counts		127	170	211	183	123	223	999	37	1,036
	Column Comparisons					a d f		b			-
	% within column										
Effective Column n	Weighted counts		249	267	381	359	194	333	1,725	56	1,783
	Column Comparisons										
Unweighted base			405	435	621	584	316	542	2,808	91	2,903
Weighted base			418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals	Demographics								
	QJ6: Annual household income					QJ2: Internet usage			Total
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
	500 per year	499 per year	999 per year	999 per year	per year				
	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	1%	1%	2%	1%	1%	1%	3%	1%	1%	2%	3%	0%	2%	0%	1%	2%
	Weighted counts	41	9	32	12	5	10	14	21	20	9	25	2	6	0	6	25
	Column Comparisons	-		a							c	c				-	-
Slightly more	% within column	5%	3%	7%	5%	5%	5%	5%	6%	5%	12%	8%	3%	1%	1%	1%	4%
	Weighted counts	153	39	113	51	28	49	25	83	69	49	74	24	3	2	5	64
	Column Comparisons	-		A							C D E	C D E				-	-
No change	% within column	52%	56%	48%	50%	51%	52%	55%	52%	52%	60%	48%	50%	53%	56%	54%	48%
	Weighted counts	1,540	721	819	473	266	514	287	756	784	250	467	475	183	166	347	762
	Column Comparisons	-		B							b c					-	-
Slightly less	% within column	15%	17%	13%	16%	19%	14%	11%	15%	15%	11%	15%	16%	19%	14%	17%	16%
	Weighted counts	438	219	219	148	98	137	55	211	227	44	140	149	64	41	105	257
	Column Comparisons	-		b		d										-	-
Much less	% within column	25%	21%	28%	26%	22%	26%	25%	25%	25%	13%	24%	31%	25%	28%	26%	28%
	Weighted counts	745	271	474	248	113	253	131	361	384	52	231	295	84	84	168	434
	Column Comparisons	-		a									A	A b	a	A	-
I don't know	% within column	2%	1%	2%	2%	2%	2%	1%	2%	2%	3%	3%	1%	1%	1%	1%	2%
	Weighted counts	51	17	35	14	8	22	8	22	30	12	27	6	2	4	6	31
	Column Comparisons	-									c	c				-	-
NET: More	% within column	7%	4%	9%	7%	6%	6%	7%	7%	6%	14%	10%	3%	3%	1%	2%	6%
	Weighted counts	194	48	145	63	33	59	38	104	89	58	100	26	9	2	11	89
	Column Comparisons	-		A							C D E	C D E				-	-
NET: Less	% within column	40%	38%	41%	42%	41%	40%	36%	39%	40%	23%	38%	47%	43%	42%	43%	44%
	Weighted counts	1,183	490	693	396	211	390	186	573	611	96	371	444	148	125	273	691
	Column Comparisons	-											A	A b	A	A	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	Column Comparisons																
		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		% within column	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	2%	1%	**	7%	1%
Much more	Weighted counts	16	6	19	11	5	28	13	34	4	1	1	35	6		10	31
	Column Comparisons	-														B	
	% within column	6%	5%	3%	7%	5%	7%	4%	5%	4%	4%	2%	6%	4%	**	17%	5%
Slightly more	Weighted counts	88	33	31	47	41	101	51	135	9	6	2	122	30		24	129
	Column Comparisons	-			d		b									B	
	% within column	56%	45%	51%	52%	59%	47%	57%	52%	50%	54%	57%	53%	48%	**	47%	52%
No change	Weighted counts	778	301	461	331	448	727	807	1,291	119	80	50	1,175	361		65	1,475
	Column Comparisons	-				C d		A									
	% within column	13%	19%	15%	14%	12%	16%	14%	15%	14%	13%	12%	14%	17%	**	8%	15%
Slightly less	Weighted counts	181	125	132	92	89	241	197	374	34	20	11	312	125		11	427
	Column Comparisons	-	f														
	% within column	22%	29%	27%	24%	21%	27%	23%	25%	28%	28%	27%	24%	29%	**	19%	25%
Much less	Weighted counts	312	194	240	149	162	414	325	614	67	41	24	524	221		26	719
	Column Comparisons	-	f														
	% within column	1%	1%	2%	1%	2%	2%	2%	2%	2%	0%	1%	2%	2%	**	1%	2%
I don't know	Weighted counts	20	9	22	5	15	26	24	45	4	1	1	39	12		2	50
	Column Comparisons	-															
	% within column	7%	6%	6%	9%	6%	8%	5%	7%	6%	5%	3%	7%	5%	**	25%	6%
NET: More	Weighted counts	104	39	50	59	46	129	64	170	14	7	3	157	35		34	160
	Column Comparisons	-					B									B	
	% within column	35%	48%	41%	38%	33%	43%	37%	40%	42%	41%	39%	38%	46%	**	27%	40%
NET: Less	Weighted counts	493	320	371	241	251	655	522	988	100	61	35	836	346		37	1,146
	Column Comparisons	-	e F	f			b							a			a
	% within column																
Effective Column n	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
	Column Comparisons																
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		500 per year	499 per year	999 per year	999 per year	per year				
% within column		3%	1%	1%	1%	2%	1%	1%	3%	1%
Weighted counts		11	4	6	7	4	10	37	4	41
Column Comparisons										-
% within column		5%	5%	5%	7%	5%	4%	5%	4%	5%
Weighted counts		20	22	25	40	14	32	146	7	153
Column Comparisons										-
% within column		59%	53%	51%	48%	42%	54%	51%	76%	52%
Weighted counts		247	235	286	255	108	409	1,415	124	1,540
Column Comparisons										-
% within column		11%	17%	14%	15%	15%	16%	15%	8%	15%
Weighted counts		48	74	78	78	39	121	424	14	438
Column Comparisons										-
% within column		21%	24%	27%	28%	35%	21%	26%	7%	25%
Weighted counts		87	108	152	147	91	160	733	12	745
Column Comparisons										-
% within column		1%	1%	2%	1%	1%	3%	2%	2%	2%
Weighted counts		5	4	12	5	3	21	46	3	51
Column Comparisons										-
% within column		7%	6%	6%	9%	7%	6%	7%	7%	7%
Weighted counts		31	25	31	46	18	42	182	11	194
Column Comparisons										-
% within column		32%	41%	41%	42%	50%	37%	41%	16%	40%
Weighted counts		135	183	229	226	130	280	1,158	26	1,183
Column Comparisons										-
% within column										
Weighted counts		249	267	381	359	194	333	1,725	56	1,783
Column Comparisons										
Unweighted base		405	435	621	584	316	542	2,808	91	2,903
Weighted base		418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements	Demographics									
	QJ6: Annual household income					QJ2: Internet usage				
	Under £11,- 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total	
	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	4%	3%	4%	4%	3%	4%	3%	4%	4%	4%	6%	3%	1%	0%	0%	3%
	Weighted counts	110	44	66	39	15	38	18	53	57	18	62	28	2	0	2	54
	Column Comparisons	-									d e	c d E	e			-	-
Slightly more	% within column	13%	10%	15%	14%	13%	13%	8%	12%	14%	20%	16%	10%	8%	3%	6%	13%
	Weighted counts	376	130	246	134	69	131	42	170	206	84	158	99	27	9	36	202
	Column Comparisons	-		a	d						C D E	c d E	e			-	-
No change	% within column	62%	70%	56%	61%	63%	60%	66%	62%	62%	59%	55%	64%	68%	74%	71%	62%
	Weighted counts	1,837	891	946	581	324	587	345	899	938	247	533	605	232	220	450	977
	Column Comparisons	-	B										b	b	a B c	-	-
Slightly less	% within column	10%	7%	12%	9%	11%	10%	10%	11%	9%	8%	10%	11%	11%	10%	10%	10%
	Weighted counts	298	90	208	87	56	101	53	157	141	32	98	102	37	29	66	158
	Column Comparisons	-		A												-	-
Much less	% within column	10%	8%	12%	10%	9%	11%	10%	11%	10%	6%	9%	11%	12%	13%	13%	10%
	Weighted counts	302	105	198	92	46	113	51	157	146	25	90	107	42	39	81	156
	Column Comparisons	-		a												-	-
I don't know	% within column	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	3%	1%	1%	0%	0%	2%
	Weighted counts	46	17	29	13	9	16	9	20	26	10	24	9	2	1	3	26
	Column Comparisons	-														-	-
NET: More	% within column	16%	14%	18%	18%	16%	17%	12%	15%	17%	24%	23%	13%	8%	3%	6%	16%
	Weighted counts	486	174	312	174	84	168	60	222	264	101	220	127	29	9	38	257
	Column Comparisons	-		a	d						C D E	C D E	E	e		-	-
NET: Less	% within column	20%	15%	24%	19%	20%	22%	20%	22%	19%	14%	19%	22%	23%	23%	23%	20%
	Weighted counts	600	194	405	179	102	214	105	313	287	57	188	208	79	68	146	315
	Column Comparisons	-		A												-	-
Effective Column n																	
Weighted counts		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Column Comparisons																	
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox																	
Much more	% within column	4%	4%	3%	5%	3%	5%	2%	4%	4%	2%	3%	4%	4%	**	9%	3%
	Weighted counts	56	27	28	32	24	82	26	94	10	4	3	82	28		12	98
	Column Comparisons	-					B									b	
Slightly more	% within column	12%	13%	13%	14%	11%	15%	10%	13%	12%	16%	9%	13%	13%	**	22%	12%
	Weighted counts	173	89	114	91	83	231	144	317	28	23	8	279	97		31	345
	Column Comparisons	-					b									b	
No change	% within column	62%	60%	63%	58%	64%	59%	65%	62%	59%	59%	72%	63%	58%	**	43%	63%
	Weighted counts	860	403	573	371	489	904	927	1,544	141	87	64	1,390	440		60	1,777
	Column Comparisons	-						a				b c				A	
Slightly less	% within column	10%	10%	10%	12%	8%	11%	9%	10%	12%	11%	9%	9%	13%	**	14%	10%
	Weighted counts	139	69	90	78	62	165	133	245	29	16	8	200	97		19	278
	Column Comparisons	-															
Much less	% within column	10%	11%	9%	9%	12%	8%	12%	10%	11%	10%	5%	10%	10%	**	11%	10%
	Weighted counts	146	72	84	58	88	130	167	257	26	14	5	227	76		15	287
	Column Comparisons	-						a									
I don't know	% within column	1%	1%	2%	1%	2%	2%	1%	1%	2%	3%	1%	1%	2%	**	1%	2%
	Weighted counts	21	10	16	5	15	26	20	37	4	4	1	30	17		1	45
	Column Comparisons	-															
NET: More	% within column	16%	17%	16%	19%	14%	20%	12%	16%	16%	18%	12%	16%	17%	**	31%	16%
	Weighted counts	229	115	141	123	106	313	170	411	38	27	11	361	125		43	443
	Column Comparisons	-					B									B	
NET: Less	% within column	20%	21%	19%	21%	20%	19%	21%	20%	23%	20%	14%	19%	23%	**	25%	20%
	Weighted counts	285	141	174	136	149	294	300	502	55	30	13	427	172		35	565
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	% within column																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base	% within column																
	Weighted counts	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox									
	% within column								
<b>Much more</b>	4%	5%	3%	3%	6%	3%	4%	1%	<b>4%</b>
	Weighted counts	15	24	17	16	15	23	108	2
	Column Comparisons								-
	% within column	14%	12%	10%	16%	14%	11%	13%	<b>13%</b>
<b>Slightly more</b>									
	Weighted counts	58	55	54	87	36	85	362	13
	Column Comparisons								-
	% within column	64%	57%	65%	60%	53%	66%	61%	<b>62%</b>
<b>No change</b>									
	Weighted counts	269	254	361	322	139	493	1,711	125
	Column Comparisons							a	-
	% within column	8%	14%	12%	11%	13%	6%	10%	<b>10%</b>
<b>Slightly less</b>									
	Weighted counts	34	63	65	57	33	46	291	6
	Column Comparisons		f				b		-
	% within column	9%	11%	9%	9%	13%	11%	10%	<b>10%</b>
<b>Much less</b>									
	Weighted counts	36	48	51	46	35	86	288	14
	Column Comparisons								-
	% within column	1%	1%	2%	1%	1%	3%	1%	<b>2%</b>
<b>I don't know</b>									
	Weighted counts	5	4	12	5	2	19	40	4
	Column Comparisons								-
	% within column	18%	18%	13%	19%	20%	14%	17%	<b>16%</b>
<b>NET: More</b>									
	Weighted counts	73	79	71	103	51	108	471	15
	Column Comparisons								-
	% within column	17%	25%	21%	19%	26%	18%	21%	<b>20%</b>
<b>NET: Less</b>									
	Weighted counts	71	111	116	103	68	132	579	20
	Column Comparisons						b		-
	% within column								
<b>Effective Column n</b>									
	Weighted counts	249	267	381	359	194	333	1,725	56
	Column Comparisons								
<b>Unweighted base</b>									
		405	435	621	584	316	542	2,808	91
<b>Weighted base</b>									
		418	448	559	533	260	752	2,801	164

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox  Columns	Demographics															
	Methodology		Quarter				Gender		Age						SEG	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox Columns	Demographics								
	QJ6: Annual household income						QJ2: Internet usage		Total A
	£11,- Under £11,- 500 per year	£17,- 500 - £17,- 499 per year	£30,- 000 - £29,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user		
	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	4%	3%	4%	4%	4%	3%	3%	4%	4%	6%	5%	4%	1%	0%	1%	3%
	Weighted counts	108	38	69	39	20	34	14	52	55	23	47	34	3	0	3	52
	Column Comparisons	-									d e	d e	e			-	-
Slightly more	% within column	12%	7%	15%	13%	13%	11%	9%	11%	13%	18%	16%	10%	6%	3%	4%	13%
	Weighted counts	352	95	257	126	67	111	48	158	194	76	155	93	20	8	28	201
	Column Comparisons	-		A							C D E	c D E	e			-	-
No change	% within column	63%	73%	55%	63%	62%	61%	65%	62%	63%	59%	57%	64%	72%	68%	70%	62%
	Weighted counts	1,856	927	929	594	322	603	337	909	947	247	554	609	245	202	445	978
	Column Comparisons	-	B										b	a B	b	-	-
Slightly less	% within column	9%	6%	10%	8%	8%	9%	9%	9%	8%	9%	8%	8%	8%	11%	9%	8%
	Weighted counts	257	80	177	76	43	90	48	134	122	37	80	81	27	32	58	132
	Column Comparisons	-		a												-	-
Much less	% within column	12%	9%	14%	10%	11%	13%	12%	12%	11%	6%	10%	13%	13%	18%	15%	12%
	Weighted counts	345	114	231	96	57	128	65	177	168	25	99	123	44	55	98	186
	Column Comparisons	-		a									a	a	A b	-	-
I don't know	% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	1%	0%	1%	2%
	Weighted counts	51	22	30	16	8	20	8	24	28	8	29	10	3	1	4	24
	Column Comparisons	-														-	-
NET: More	% within column	15%	10%	19%	17%	17%	15%	12%	14%	16%	24%	21%	13%	7%	3%	5%	16%
	Weighted counts	460	134	326	165	88	145	62	210	249	99	202	127	24	8	32	253
	Column Comparisons	-		A							C D E	C D E	d E			-	-
NET: Less	% within column	20%	15%	24%	18%	19%	22%	22%	21%	19%	15%	19%	21%	21%	29%	25%	20%
	Weighted counts	602	194	408	172	100	217	113	312	290	62	179	204	70	87	157	318
	Column Comparisons	-		A											a b	-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	% within column																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	% within column																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability				
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		% within column	4%	4%	3%	5%	3%	5%	2%	4%	3%	4%	2%	4%	4%	**	7%	3%
Much more		Weighted counts	55	24	28	31	25	77	29	91	8	7	2	80	27		10	98
		Column Comparisons	-				B											
		% within column	11%	13%	13%	13%	9%	14%	9%	12%	11%	12%	8%	12%	12%	**	20%	11%
Slightly more		Weighted counts	152	84	117	80	72	220	132	301	27	18	7	261	90		28	324
		Column Comparisons	-				b										b	
		% within column	63%	62%	62%	61%	64%	60%	65%	62%	62%	60%	72%	64%	59%	**	46%	63%
No change		Weighted counts	878	415	563	388	490	926	925	1,555	147	89	64	1,409	442		63	1,793
		Column Comparisons	-					a									a	
		% within column	9%	8%	9%	12%	7%	9%	8%	9%	8%	8%	8%	8%	11%	**	11%	9%
Slightly less		Weighted counts	124	54	79	74	50	138	116	217	20	12	7	176	81		15	241
		Column Comparisons	-															
		% within column	11%	12%	12%	9%	14%	10%	14%	11%	13%	14%	9%	11%	13%	**	16%	11%
Much less		Weighted counts	160	80	105	57	103	149	192	285	32	20	8	246	99		22	323
		Column Comparisons	-					a										
		% within column	2%	2%	1%	1%	3%	2%	2%	2%	1%	2%	1%	2%	2%	**	0%	2%
I don't know		Weighted counts	27	12	12	6	21	28	24	45	3	2	1	36	15		0	51
		Column Comparisons	-															
		% within column	15%	16%	16%	17%	13%	19%	11%	16%	15%	16%	10%	15%	16%	**	27%	15%
NET: More		Weighted counts	207	108	145	110	97	297	161	392	35	24	9	341	117		37	423
		Column Comparisons	-					B									b	
		% within column	20%	20%	20%	21%	20%	19%	22%	20%	22%	22%	17%	19%	24%	**	27%	20%
NET: Less		Weighted counts	284	134	184	131	153	287	308	502	52	33	15	421	180		37	564
		Column Comparisons	-															
		% within column																
Effective Column n		Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
		Column Comparisons																
Unweighted base			1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base			1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		
							NET:		
							NET:	Internet	
							Internet	non-	Total
							user	user	
							user	user	
							user	user	
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Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
	500 per year	499 per year	999 per year	999 per year	per year				
	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	3%	3%	3%	2%	3%	3%	5%	3%	3%	4%	5%	2%	1%	0%	1%	3%
	Weighted counts	91	33	58	23	16	28	24	47	44	16	50	20	4	1	5	49
	Column Comparisons	-									e	c d e				-	-
Slightly more	% within column	11%	7%	14%	13%	11%	10%	10%	12%	10%	16%	15%	10%	5%	2%	4%	12%
	Weighted counts	326	91	236	126	56	94	51	171	155	65	140	97	17	7	25	184
	Column Comparisons	-		A							c D E	c D E	d e			-	-
No change	% within column	68%	76%	61%	68%	67%	68%	66%	66%	69%	64%	63%	69%	74%	76%	75%	67%
	Weighted counts	2,005	973	1,031	647	347	667	344	963	1,042	265	604	659	252	225	475	1,051
	Column Comparisons	-	B										b	b	a b	-	-
Slightly less	% within column	7%	5%	8%	5%	9%	7%	7%	7%	6%	8%	7%	7%	6%	5%	6%	6%
	Weighted counts	201	58	143	51	47	69	35	104	97	34	66	65	20	16	36	102
	Column Comparisons	-		a												-	-
Much less	% within column	10%	8%	11%	9%	9%	11%	12%	10%	10%	6%	9%	10%	13%	15%	14%	11%
	Weighted counts	296	105	191	83	46	106	60	150	146	25	84	98	45	44	88	166
	Column Comparisons	-		a										a	a	-	-
I don't know	% within column	2%	1%	2%	2%	1%	2%	1%	1%	2%	3%	2%	1%	1%	1%	1%	1%
	Weighted counts	51	17	33	17	7	21	5	20	30	12	20	11	4	4	8	22
	Column Comparisons	-														-	-
NET: More	% within column	14%	10%	17%	16%	14%	12%	14%	15%	13%	19%	20%	12%	6%	3%	5%	15%
	Weighted counts	417	123	294	149	72	122	74	218	199	81	190	117	21	8	29	233
	Column Comparisons	-		A							c D E	C D E	d E			-	-
NET: Less	% within column	17%	13%	20%	14%	18%	18%	18%	17%	16%	14%	16%	17%	19%	20%	20%	17%
	Weighted counts	496	163	334	133	93	175	95	254	243	58	151	163	64	60	124	267
	Column Comparisons	-		A												-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	% within column																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	% within column																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature																	
Much more	% within column	3%	3%	3%	2%	3%	4%	2%	3%	4%	1%	2%	3%	2%	**	9%	3%
	Weighted counts	42	23	26	15	27	57	34	78	9	2	2	74	17		12	79
	Column Comparisons	-														b	
Slightly more	% within column	10%	12%	12%	13%	7%	13%	8%	11%	9%	12%	8%	12%	9%	**	21%	11%
	Weighted counts	142	78	106	85	57	205	118	280	21	18	7	254	71		29	298
	Column Comparisons	-			f		B									b	
No change	% within column	68%	66%	67%	64%	72%	66%	70%	67%	70%	67%	75%	68%	67%	**	51%	68%
	Weighted counts	954	442	609	406	548	1,007	994	1,671	167	100	67	1,493	506		70	1,935
	Column Comparisons	-						a								A	
Slightly less	% within column	7%	6%	7%	9%	5%	8%	6%	7%	5%	7%	6%	7%	7%	**	10%	7%
	Weighted counts	99	41	60	59	40	116	78	173	12	10	5	144	56		14	187
	Column Comparisons	-															
Much less	% within column	9%	12%	10%	9%	9%	8%	12%	10%	11%	11%	7%	9%	12%	**	9%	10%
	Weighted counts	130	78	88	58	71	128	167	247	26	16	6	208	87		13	283
	Column Comparisons	-						a									
I don't know	% within column	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	**	1%	2%
	Weighted counts	28	8	14	11	17	25	26	44	2	2	2	34	17		1	50
	Column Comparisons	-															
NET: More	% within column	13%	15%	15%	16%	11%	17%	11%	14%	12%	13%	11%	15%	12%	**	30%	13%
	Weighted counts	184	101	132	101	84	261	152	358	30	20	9	328	88		41	376
	Column Comparisons	-					B									B	
NET: Less	% within column	16%	18%	16%	18%	15%	16%	17%	17%	16%	18%	13%	16%	19%	**	19%	17%
	Weighted counts	229	120	148	117	112	244	245	420	39	26	12	352	143		26	470
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	% within column																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base	% within column																
	Weighted counts	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	% within column	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer		
<b>Much more</b>	Weighted counts	3%	3%	1%	6%	4%	2%	3%	3%
	Column Comparisons	14	14	4	31	11	16	86	5
	% within column				C	c			-
<b>Slightly more</b>	Weighted counts	10%	9%	11%	15%	16%	8%	11%	3%
	Column Comparisons	42	41	61	79	41	63	321	5
	% within column							b	-
<b>No change</b>	Weighted counts	69%	69%	68%	62%	60%	72%	67%	83%
	Column Comparisons	288	309	379	331	156	541	1,868	136
	% within column							A	-
<b>Slightly less</b>	Weighted counts	7%	6%	9%	8%	7%	4%	7%	2%
	Column Comparisons	29	28	49	44	18	34	198	3
	% within column							b	-
<b>Much less</b>	Weighted counts	9%	12%	9%	8%	11%	11%	10%	5%
	Column Comparisons	39	52	53	43	28	81	287	9
	% within column								-
<b>I don't know</b>	Weighted counts	2%	1%	2%	1%	2%	2%	2%	4%
	Column Comparisons	7	3	14	5	5	17	42	7
	% within column							a	-
<b>NET: More</b>	Weighted counts	13%	12%	12%	21%	20%	11%	15%	6%
	Column Comparisons	56	55	65	110	52	79	407	10
	% within column				a b c F	c f		b	-
<b>NET: Less</b>	Weighted counts	16%	18%	18%	16%	18%	15%	17%	7%
	Column Comparisons	68	80	101	87	46	114	485	12
	% within column							b	-
<b>Effective Column n</b>	Weighted counts	249	267	381	359	194	333	1,725	56
	Column Comparisons								
<b>Unweighted base</b>	Weighted counts	405	435	621	584	316	542	2,808	91
	Column Comparisons								
<b>Weighted base</b>	Weighted counts	418	448	559	533	260	752	2,801	164
	Column Comparisons								

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

Demographics																
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- 500 -	£17,- 500 -	£30,- 000 -	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
	500 per year	499 per year	999 per year	999 per year	per ye- ar		A	B	A
Columns	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QD12_8: Frequency of sending ... compared to two years ago: Tracked post		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	4%	3%	4%	4%	4%	2%	5%	5%	3%	6%	6%	3%	0%	0%	0%	4%
	Weighted counts	113	43	70	41	22	23	28	67	47	26	58	27	1	1	2	64
	Column Comparisons	-									c d e	c d e				-	-
Slightly more	% within column	14%	11%	16%	16%	16%	12%	12%	13%	15%	18%	16%	13%	13%	6%	9%	15%
	Weighted counts	414	139	276	155	81	115	63	187	227	75	158	121	44	17	60	240
	Column Comparisons	-		a							E	E	e			-	-
No change	% within column	65%	74%	59%	64%	64%	67%	65%	65%	66%	60%	60%	68%	71%	72%	72%	63%
	Weighted counts	1,935	942	993	604	333	660	338	939	996	249	577	650	243	215	456	990
	Column Comparisons	-	B										a b	a b	a b	-	-
Slightly less	% within column	6%	3%	8%	6%	6%	7%	6%	7%	6%	10%	7%	5%	4%	6%	5%	7%
	Weighted counts	187	44	142	58	30	69	30	96	91	40	63	50	15	19	34	103
	Column Comparisons	-		A												-	-
Much less	% within column	9%	7%	10%	7%	8%	9%	11%	9%	8%	4%	9%	9%	9%	12%	11%	9%
	Weighted counts	258	89	169	68	44	91	55	132	125	16	84	89	31	37	68	145
	Column Comparisons	-		a								a	a		a	-	-
I don't know	% within column	2%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	2%	3%	3%	2%
	Weighted counts	62	20	42	21	9	27	5	34	28	10	24	12	8	9	17	32
	Column Comparisons	-														-	-
NET: More	% within column	18%	14%	20%	21%	20%	14%	18%	17%	18%	24%	22%	16%	13%	6%	10%	19%
	Weighted counts	528	182	346	196	103	138	91	254	274	100	217	148	45	18	62	304
	Column Comparisons	-		A	c						c d E	c d E	e	e		-	-
NET: Less	% within column	15%	10%	18%	13%	14%	16%	16%	16%	14%	13%	15%	15%	14%	19%	16%	16%
	Weighted counts	444	133	311	126	73	160	85	228	216	56	147	139	46	56	102	248
	Column Comparisons	-		A												-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
	Column Comparisons																
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		Unkn-		QB7: Inability to leave home without help, due to illness or disability	
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-	Yes – I am house- bound	No – I am not house- bound
QD12_8: Frequency of sending ... compared to two years ago: Tracked post																	
	% within column	4%	5%	3%	4%	3%	5%	2%	4%	3%	3%	3%	4%	3%	**	10%	3%
Much more	Weighted counts	49	33	31	28	21	80	33	100	6	5	2	90	24		15	99
	Column Comparisons	-					b									b	
	% within column	13%	15%	16%	12%	13%	16%	12%	14%	16%	16%	11%	14%	14%	**	19%	14%
Slightly more	Weighted counts	175	99	140	79	96	240	169	344	38	23	9	310	103		26	388
	Column Comparisons	-					b										
	% within column	68%	62%	63%	66%	69%	63%	68%	65%	65%	63%	72%	66%	64%	**	46%	66%
No change	Weighted counts	945	416	574	417	528	973	958	1,623	153	94	64	1,450	480		64	1,871
	Column Comparisons	-															A
	% within column	6%	5%	8%	8%	5%	7%	6%	6%	5%	7%	5%	6%	6%	**	15%	6%
Slightly less	Weighted counts	84	35	68	48	36	102	80	160	12	10	5	139	48		20	166
	Column Comparisons	-														b	
	% within column	8%	11%	8%	8%	8%	8%	10%	9%	9%	7%	8%	8%	10%	**	8%	9%
Much less	Weighted counts	113	74	71	52	60	115	142	217	22	11	8	182	76		11	247
	Column Comparisons	-															
	% within column	2%	2%	2%	2%	3%	2%	2%	2%	3%	3%	1%	2%	3%	**	2%	2%
I don't know	Weighted counts	30	12	21	11	19	27	35	50	6	5	1	37	24		2	60
	Column Comparisons	-															
	% within column	16%	20%	19%	17%	15%	21%	14%	18%	18%	19%	13%	18%	17%	**	30%	17%
NET: More	Weighted counts	224	133	171	107	117	320	202	444	44	29	12	400	127		41	487
	Column Comparisons	-					B									b	
	% within column	14%	16%	15%	16%	13%	14%	16%	15%	14%	14%	14%	15%	16%	**	22%	15%
NET: Less	Weighted counts	197	109	139	101	96	218	221	377	34	21	12	321	123		31	413
	Column Comparisons	-															
	% within column																
Effective Column n	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
	Column Comparisons																
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QD12_8: Frequency of sending ... compared to two years ago: Tracked post	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer			
<b>Much more</b>	3%	4%	3%	6%	7%	2%	4%	0%	<b>4%</b>
Weighted counts	12	18	14	35	18	17	113	0	<b>113</b>
Column Comparisons				c f	c f		b		-
% within column	13%	13%	15%	15%	19%	12%	14%	6%	<b>14%</b>
<b>Slightly more</b>	53	59	82	82	50	88	405	10	<b>414</b>
Weighted counts									
Column Comparisons							b		-
% within column	69%	66%	62%	62%	56%	70%	64%	82%	<b>65%</b>
<b>No change</b>	287	294	348	329	147	530	1,799	135	<b>1,935</b>
Weighted counts									
Column Comparisons						e		A	-
% within column	5%	5%	9%	8%	6%	4%	6%	3%	<b>6%</b>
<b>Slightly less</b>	22	24	48	45	15	32	181	5	<b>187</b>
Weighted counts									
Column Comparisons									-
% within column	9%	10%	9%	7%	10%	9%	9%	4%	<b>9%</b>
<b>Much less</b>	37	44	48	38	26	65	250	7	<b>258</b>
Weighted counts									
Column Comparisons									-
% within column	2%	2%	3%	1%	1%	3%	2%	5%	<b>2%</b>
<b>I don't know</b>	7	9	18	5	3	21	52	8	<b>62</b>
Weighted counts									
Column Comparisons									-
% within column	16%	17%	17%	22%	26%	14%	18%	6%	<b>18%</b>
<b>NET: More</b>	65	77	96	116	68	104	518	10	<b>528</b>
Weighted counts									
Column Comparisons				f	a c f		b		-
% within column	14%	15%	17%	16%	16%	13%	15%	8%	<b>15%</b>
<b>NET: Less</b>	58	68	97	83	41	97	432	13	<b>444</b>
Weighted counts									
Column Comparisons							b		-
% within column									
<b>Effective Column n</b>	249	267	381	359	194	333	1,725	56	<b>1,783</b>
Weighted counts									
Column Comparisons									
<b>Unweighted base</b>	405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>	418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_8: Frequency of sending ... compared to two years ago: Tracked post Columns	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_8: Frequency of sending ... compared to two years ago: Tracked post	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_8: Frequency of sending ... compared to two years ago: Tracked post	Demographics									
	QJ6: Annual household income					QJ2: Internet usage				
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user		
	500 per year	499 per year	999 per year	999 per year	per year					
	A	B	C	D	E	F	A	B	Total A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QD12_9: Frequency of sending ... compared to two years ago: Other		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%
	Weighted counts	17	0	17	4	6	3	4	9	7	3	8	3	0	3	3	10
	Column Comparisons	-		a												-	-
Slightly more	% within column	1%	1%	2%	1%	2%	1%	3%	2%	1%	1%	3%	1%	1%	0%	1%	1%
	Weighted counts	44	12	32	13	9	9	14	33	11	4	25	10	5	0	5	19
	Column Comparisons	-							b							-	-
No change	% within column	26%	40%	16%	6%	37%	35%	35%	25%	27%	22%	27%	26%	30%	25%	27%	27%
	Weighted counts	774	509	265	61	190	342	180	361	413	92	256	251	102	73	173	426
	Column Comparisons	-	B			A	A	A								-	-
Slightly less	% within column	2%	1%	3%	1%	3%	2%	4%	3%	2%	2%	3%	2%	1%	2%	2%	2%
	Weighted counts	69	19	50	13	13	21	21	38	31	9	31	19	4	6	10	36
	Column Comparisons	-		a												-	-
Much less	% within column	3%	4%	2%	0%	3%	5%	3%	3%	2%	2%	3%	3%	1%	4%	2%	3%
	Weighted counts	78	47	31	4	13	47	13	41	37	7	26	30	5	11	16	44
	Column Comparisons	-	b			a	A	a								-	-
I don't know	% within column	67%	54%	77%	90%	55%	57%	55%	67%	67%	72%	64%	67%	66%	69%	68%	66%
	Weighted counts	1,988	690	1,298	852	286	563	286	973	1,015	301	618	637	226	205	431	1,039
	Column Comparisons	-		A	B C D											-	-
NET: More	% within column	2%	1%	3%	2%	3%	1%	3%	3%	1%	2%	3%	1%	1%	1%	1%	2%
	Weighted counts	61	12	49	16	15	11	18	42	19	7	33	13	5	3	7	28
	Column Comparisons	-		a					b							-	-
NET: Less	% within column	5%	5%	5%	2%	5%	7%	7%	5%	4%	4%	6%	5%	3%	6%	4%	5%
	Weighted counts	147	66	81	18	27	69	34	79	68	16	57	49	9	17	25	80
	Column Comparisons	-				a	A	A								-	-
Effective Column n	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
	Column Comparisons																
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QD12_9: Frequency of sending ... compared to two years ago: Other		1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	**	4%	0%
Much more	% within column	7	4	5	4	3	9	8	15	1	0	0	12	5		5	11
	Weighted counts	-														B	
	Column Comparisons																
Slightly more	% within column	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	**	6%	1%
	Weighted counts	25	7	11	15	11	29	15	40	2	2	1	37	7		8	36
	Column Comparisons	-														B	
No change	% within column	25%	28%	26%	23%	27%	27%	25%	27%	26%	16%	31%	28%	20%	**	25%	26%
	Weighted counts	347	188	238	144	203	420	352	661	62	24	27	625	149		35	739
	Column Comparisons	-								c		C	B				
Slightly less	% within column	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	**	5%	2%
	Weighted counts	33	19	17	15	18	38	29	58	7	3	2	51	18		7	62
	Column Comparisons	-															
Much less	% within column	2%	4%	2%	3%	2%	3%	3%	3%	2%	1%	2%	3%	1%	**	2%	3%
	Weighted counts	34	27	17	20	14	40	38	70	5	1	2	70	8		3	75
	Column Comparisons	-											b				
I don't know	% within column	68%	63%	68%	69%	67%	65%	69%	66%	68%	80%	64%	64%	75%	**	58%	67%
	Weighted counts	949	423	615	437	512	1,001	974	1,650	161	119	57	1,413	568		80	1,908
	Column Comparisons	-									a b D		A				
NET: More	% within column	2%	2%	2%	3%	2%	2%	2%	2%	1%	1%	1%	2%	2%	**	10%	2%
	Weighted counts	32	12	16	18	14	37	23	55	3	2	1	49	12		14	47
	Column Comparisons	-														B	
NET: Less	% within column	5%	7%	4%	6%	4%	5%	5%	5%	5%	3%	4%	5%	3%	**	7%	5%
	Weighted counts	67	46	34	35	32	78	67	128	12	4	3	121	26		10	137
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	Column Comparisons																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QD12_9: Frequency of sending ... compared to two years ago: Other									
<b>Much more</b>	0%	1%	0%	1%	1%	0%	1%	0%	1%
<i>% within column</i>									
<i>Weighted counts</i>	2	4	2	4	3	2	16	1	17
<i>Column Comparisons</i>									-
<b>Slightly more</b>	0%	3%	2%	2%	2%	1%	1%	2%	1%
<i>% within column</i>									
<i>Weighted counts</i>	1	12	11	10	4	5	40	3	44
<i>Column Comparisons</i>									-
<b>No change</b>	27%	23%	18%	30%	16%	34%	25%	36%	26%
<i>% within column</i>									
<i>Weighted counts</i>	115	104	100	160	40	254	714	60	774
<i>Column Comparisons</i>	c e			C E		b C E		a	-
<b>Slightly less</b>	3%	2%	3%	1%	2%	2%	2%	1%	2%
<i>% within column</i>									
<i>Weighted counts</i>	12	8	19	8	6	15	67	2	69
<i>Column Comparisons</i>									-
<b>Much less</b>	1%	2%	2%	1%	4%	5%	2%	5%	3%
<i>% within column</i>									
<i>Weighted counts</i>	4	8	9	7	10	39	70	8	78
<i>Column Comparisons</i>									-
<b>I don't know</b>	68%	70%	75%	64%	75%	58%	68%	55%	67%
<i>% within column</i>									
<i>Weighted counts</i>	284	312	418	343	195	435	1,895	90	1,988
<i>Column Comparisons</i>	f	f	d F		d F		b		-
<b>NET: More</b>	1%	3%	2%	3%	3%	1%	2%	2%	2%
<i>% within column</i>									
<i>Weighted counts</i>	3	16	13	14	7	8	56	4	61
<i>Column Comparisons</i>									-
<b>NET: Less</b>	4%	4%	5%	3%	6%	7%	5%	6%	5%
<i>% within column</i>									
<i>Weighted counts</i>	17	16	28	15	17	55	136	11	147
<i>Column Comparisons</i>									-
<b>Effective Column n</b>	249	267	381	359	194	333	1,725	56	1,783
<i>Weighted counts</i>									
<i>Column Comparisons</i>									
<b>Unweighted base</b>	405	435	621	584	316	542	2,808	91	2,903
<i>Weighted counts</i>									
<b>Weighted base</b>	418	448	559	533	260	752	2,801	164	2,969
<i>Weighted counts</i>									

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_9: Frequency of sending ... compared to two years ago: Other Columns	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QD12_9: Frequency of sending ... compared to two years ago: Other Columns	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QD12_9: Frequency of sending ... compared to two years ago: Other Columns	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total A
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- 000+	I don't know/ I prefer not to answer	NET: Internet user	
	500 per year	499 per year	999 per year	999 per year	per year		non-user	
	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Email	% within column	59%	49%	67%	64%	62%	62%	54%	61%	58%	61%	59%	62%	58%	52%
	Weighted counts	1,778	635	1,143	305	626	303	544	895	883	255	576	591	192	163
	Column Comparisons	-		A	d	d									
Text messaging/ SMS	% within column	40%	40%	39%	42%	43%	36%	37%	38%	41%	48%	43%	41%	30%	22%
	Weighted counts	1,189	515	674	200	440	177	373	563	626	203	423	394	100	69
	Column Comparisons	-									D E	d E	d E		
Mobile phone calls	% within column	37%	37%	36%	46%	39%	32%	33%	37%	36%	45%	41%	34%	33%	27%
	Weighted counts	1,103	482	621	218	397	156	332	546	557	188	397	325	109	84
	Column Comparisons	-			c D	c d					c d E	c E			
Instant Messaging	% within column	29%	27%	30%	30%	32%	24%	27%	27%	31%	48%	39%	20%	14%	11%
	Weighted counts	863	345	518	142	326	118	277	393	470	203	383	196	47	33
	Column Comparisons	-									b C D E	C D E	e		
Social networking websites/ apps	% within column	28%	26%	30%	31%	29%	26%	27%	24%	32%	50%	37%	21%	16%	8%
	Weighted counts	845	333	512	149	297	128	271	357	488	209	356	201	53	26
	Column Comparisons	-								A	B C D E	C D E	E	e	
In person/ face-to-face	% within column	15%	12%	17%	20%	14%	12%	14%	14%	15%	25%	16%	11%	11%	10%
	Weighted counts	436	153	283	94	138	58	146	206	231	106	154	109	37	30
	Column Comparisons	-		a	b c						b C D E	c			
Landline calls	% within column	16%	11%	19%	21%	14%	12%	17%	15%	17%	9%	10%	15%	25%	36%
	Weighted counts	475	147	327	99	146	59	171	219	256	36	95	148	84	112
	Column Comparisons	-		A	b c								a b	A B c	A B C d
Other	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%
	Weighted counts	19	3	16	5	4	4	6	9	10	1	4	8	4	2
	Column Comparisons	-		a											
None in particular	% within column	18%	25%	13%	15%	15%	18%	21%	18%	17%	13%	13%	20%	23%	27%
	Weighted counts	532	317	214	74	157	89	212	268	264	54	123	193	77	84
	Column Comparisons	-	B										a B	a B	A B
I don't know	% within column	1%	0%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%
	Weighted counts	42	6	36	6	19	8	9	19	23	6	14	12	3	7
	Column Comparisons	-		a											
Effective Column n		1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG						Working status		UK nation				Rurality
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban
Email	% within column	55%	66%	52%	69%	63%	59%	47%	62%	57%	60%	52%	62%	48%	58%
	Weighted counts	355	1,040	738	483	557	389	349	943	825	1,519	123	93	43	1,307
	Column Comparisons	-	-	-	d e F	F	F		b				d		
Text messaging/ SMS	% within column	26%	40%	39%	39%	41%	41%	38%	43%	36%	40%	35%	41%	35%	41%
	Weighted counts	168	636	552	273	363	270	282	659	520	1,012	83	62	32	912
	Column Comparisons	-	-	-					b						
Mobile phone calls	% within column	30%	37%	36%	39%	36%	37%	35%	39%	34%	37%	31%	42%	31%	37%
	Weighted counts	193	594	508	272	323	248	260	595	499	939	74	62	28	831
	Column Comparisons	-	-	-									b d		
Instant Messaging	% within column	12%	31%	27%	31%	31%	28%	26%	33%	24%	29%	29%	36%	25%	30%
	Weighted counts	80	486	377	215	271	187	190	502	354	718	69	53	23	671
	Column Comparisons	-	-	-					B						
Social networking websites/ apps	% within column	12%	28%	29%	26%	29%	29%	29%	31%	25%	28%	30%	29%	28%	29%
	Weighted counts	78	437	408	181	256	191	217	480	358	704	71	44	25	659
	Column Comparisons	-	-	-					b						
In person/ face-to-face	% within column	10%	14%	15%	13%	14%	17%	14%	13%	16%	15%	13%	14%	13%	15%
	Weighted counts	67	222	214	93	128	112	103	200	231	373	30	21	11	342
	Column Comparisons	-	-	-											
Landline calls	% within column	30%	16%	16%	17%	15%	15%	18%	10%	22%	16%	14%	21%	10%	15%
	Weighted counts	196	247	228	117	130	97	131	160	313	401	34	31	9	338
	Column Comparisons	-	-	-						A			d		
Other	% within column	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%
	Weighted counts	6	12	7	7	5	3	4	7	11	17	1	1	1	12
	Column Comparisons	-	-	-											
None in particular	% within column	25%	17%	19%	16%	17%	18%	20%	15%	21%	17%	23%	17%	25%	18%
	Weighted counts	161	265	267	111	153	121	146	230	302	427	56	26	22	401
	Column Comparisons	-	-	-						a					
I don't know	% within column	1%	1%	2%	0%	2%	2%	2%	1%	2%	1%	1%	1%	7%	1%
	Weighted counts	9	18	24	3	15	11	12	18	24	32	3	1	6	27
	Column Comparisons	-	-	-										a b C	
Effective Column n	% within column														
	Weighted counts	339	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257
		Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
			Yes – I am	No – I am not	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Rural	Unkn-own	houseb-ound	houseb-ound	per year	per year	per year	per year					
<b>Email</b>	% within column	63%	**	50%	60%	57%	56%	61%	73%	65%	51%	63%	4%	<b>59%</b>
	Weighted counts	468		79	1,699	205	200	388	361	180	443	1,767	7	<b>1,778</b>
	Column Comparisons				a			f	A B C F	f	B			-
<b>Text messaging/ SMS</b>	% within column	37%	**	33%	40%	40%	37%	39%	42%	39%	41%	41%	17%	<b>40%</b>
	Weighted counts	274		52	1,137	145	130	248	207	108	352	1,157	29	<b>1,189</b>
	Column Comparisons										B			-
<b>Mobile phone calls</b>	% within column	36%	**	34%	37%	36%	42%	36%	38%	35%	36%	38%	24%	<b>37%</b>
	Weighted counts	271		54	1,049	129	148	231	188	98	308	1,059	41	<b>1,103</b>
	Column Comparisons										b			-
<b>Instant Messaging</b>	% within column	25%	**	26%	29%	28%	29%	26%	29%	39%	28%	30%	10%	<b>29%</b>
	Weighted counts	190		41	822	100	104	166	142	109	242	845	17	<b>863</b>
	Column Comparisons									a c d f	B			-
<b>Social networking websites/ apps</b>	% within column	25%	**	24%	28%	33%	26%	29%	29%	28%	26%	30%	7%	<b>28%</b>
	Weighted counts	185		37	807	118	94	189	143	77	225	832	12	<b>845</b>
	Column Comparisons										B			-
<b>In person/ face-to-face</b>	% within column	12%	**	19%	14%	18%	14%	13%	14%	12%	16%	15%	6%	<b>15%</b>
	Weighted counts	92		30	406	65	50	84	68	32	137	424	10	<b>436</b>
	Column Comparisons										b			-
<b>Landline calls</b>	% within column	18%	**	27%	15%	19%	21%	15%	16%	10%	15%	15%	24%	<b>16%</b>
	Weighted counts	136		43	431	68	74	94	80	28	131	429	40	<b>475</b>
	Column Comparisons			b			e						a	-
<b>Other</b>	% within column	1%	**	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%	<b>1%</b>
	Weighted counts	6		0	19	5	2	5	3	3	1	19	0	<b>19</b>
	Column Comparisons													-
<b>None in particular</b>	% within column	18%	**	15%	18%	19%	16%	16%	12%	11%	24%	16%	44%	<b>18%</b>
	Weighted counts	131		23	509	69	57	103	61	31	212	455	76	<b>532</b>
	Column Comparisons									c D e		A		-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
I don't know	% within column	1%	0%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%
	Weighted counts	42	6	36	6	19	8	9	19	23	6	14	12	3	7
	Column Comparisons	-		a											
Effective Column n	% within column														
	Weighted counts	1,804	445	1,360	289	616	295	605	867	937	254	633	578	183	156
	Column Comparisons														
Unweighted base		2,933	723	2,210	469	1,001	480	983	1,410	1,523	413	1,029	940	298	253
Weighted base		2,993	1,287	1,706	478	1,017	490	1,008	1,467	1,526	419	973	958	332	312
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status			UK nation			Rurality	
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban
I don't know	% within column	1%	1%	2%	0%	2%	2%	2%	1%	2%	1%	1%	1%	7%	1%
	Weighted counts	9	18	24	3	15	11	12	18	24	32	3	1	6	27
	Column Comparisons	-	-	-										a b C	
Effective Column n	% within column														
	Weighted counts	339	1,000	805	441	559	364	440	913	882	1,137	231	221	215	1,257
	Column Comparisons														
Unweighted base		551	1,625	1,308	717	908	592	716	1,484	1,433	1,848	375	360	350	2,044
Weighted base		644	1,586	1,407	698	888	662	745	1,531	1,447	2,514	239	150	90	2,245
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	% within column	2%	**	0%	1%	2%	1%	1%	0%	1%	2%	1%	0%	1%
	Weighted counts	14		0	42	6	2	8	2	2	22	42	0	42
	Column Comparisons													-
I don't know	% within column													
	Weighted counts	544	3	99	1,705	238	232	434	340	188	373	1,738	62	1,804
	Column Comparisons													
Effective Column n		884	5	161	2,772	387	377	705	553	305	606	2,825	101	2,933
Unweighted base		744	5	159	2,834	360	355	640	495	276	866	2,812	170	2,993
Weighted base														
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

**Section E: Volume and Use of Postal Services - Receiving**

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE1_1: Post received in the last week...		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Invitations/ greetings cards/ postcards v2														
% within column		74%	76%	72%	77%	65%	77%	77%	74%	73%	76%	72%	75%	76%
None	Weighted counts	4,403	1,952	2,451	1,094	998	1,134	1,177	2,173	2,230	631	1,393	1,440	515
	Column Comparisons	-	b		B		B	B						
	% within column	17%	15%	20%	18%	18%	15%	18%	17%	18%	18%	21%	16%	13%
1 or 2	Weighted counts	1,039	373	666	259	281	227	273	490	549	152	397	307	88
	Column Comparisons	-		A								c d		
	% within column	3%	3%	3%	3%	5%	3%	2%	3%	3%	3%	3%	3%	3%
3 or 4	Weighted counts	189	77	113	37	77	40	35	92	97	24	66	58	17
	Column Comparisons	-				a c d								
	% within column	4%	4%	4%	2%	8%	3%	2%	4%	3%	3%	3%	4%	5%
5 - 10	Weighted counts	225	102	123	30	120	42	33	121	104	23	62	76	35
	Column Comparisons	-				A C D								
	% within column	1%	1%	1%	0%	3%	1%	0%	1%	1%	0%	1%	1%	1%
11 - 20	Weighted counts	69	34	35	2	42	20	6	30	39	2	16	15	10
	Column Comparisons	-				A c D	a d							
	% within column	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	1%
21+	Weighted counts	35	26	9	2	18	12	3	14	21	2	3	12	8
	Column Comparisons	-	b			a d								b
	% within column	26%	24%	28%	23%	35%	23%	23%	26%	27%	24%	28%	25%	24%
Net: Any received	Weighted counts	1,557	612	946	330	537	341	350	747	811	203	545	468	158
	Column Comparisons	-		a		A C D								
	% within column													
Effective Column n	Weighted counts	3,586	893	2,693	857	926	883	919	1,721	1,865	514	1,233	1,146	382
	Column Comparisons													
Average		1.0	1.1	.9	.5	1.8	1.0	.6	.9	1.0	.6	.8	.9	1.2
Standard Deviation		3.3	3.9	2.7	1.6	4.6	3.5	2.3	3.2	3.4	2.0	2.9	2.9	3.8
Unweighted base		5,834	1,453	4,381	1,395	1,507	1,437	1,495	2,800	3,034	837	2,006	1,865	621
Weighted base		5,960	2,564	3,397	1,424	1,535	1,474	1,527	2,920	3,041	833	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QE1_1: Post received in the last week...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Invitations/ greetings cards/ postcards v2		% within column												
<b>None</b>		70%	73%	71%	77%	65%	76%	71%	82%	72%	76%	74%	72%	77%
		Weighted counts	425	939	2,249	2,154	896	1,353	926	1,228	2,200	2,187	3,688	229
		Column Comparisons		-	-		C e	c	C D E		a			
<b>1 or 2</b>		% within column	16%	14%	19%	15%	23%	16%	19%	13%	20%	15%	17%	20%
		Weighted counts	95	183	605	434	312	293	243	191	611	419	872	93
		Column Comparisons		-	-	D F	f	F		B				
<b>3 or 4</b>		% within column	4%	3%	3%	3%	4%	3%	4%	3%	3%	3%	3%	3%
		Weighted counts	24	41	105	85	56	49	47	38	99	87	162	15
		Column Comparisons		-	-									
<b>5 - 10</b>		% within column	5%	5%	4%	3%	5%	4%	5%	2%	4%	4%	4%	4%
		Weighted counts	29	64	136	89	68	68	59	31	115	109	192	19
		Column Comparisons		-	-	-	f	f	f					
<b>11 - 20</b>		% within column	4%	3%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
		Weighted counts	26	36	41	28	23	18	16	12	29	40	60	4
		Column Comparisons	A B C	-	-	-								
<b>21+</b>		% within column	2%	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%	0%
		Weighted counts	10	18	24	11	13	10	7	4	14	22	33	2
		Column Comparisons	b	-	-	-								
<b>Net: Any received</b>		% within column	30%	27%	29%	23%	35%	24%	29%	18%	28%	24%	26%	28%
		Weighted counts	184	342	910	648	472	438	372	276	868	676	1,318	134
		Column Comparisons		-	-	-	D e F	F	d F		b			
		% within column												
<b>Effective Column n</b>		Weighted counts	310	691	1,988	1,597	876	1,112	716	881	1,832	1,734	2,251	443
		Column Comparisons												
<b>Average</b>			1.9	1.5	1.1	.8	1.3	.9	1.0	.7	.9	1.0	1.0	.9
<b>Standard Deviation</b>			5.6	4.8	3.5	3.0	4.1	2.9	2.9	3.2	2.9	3.7	3.4	2.8
<b>Unweighted base</b>			505	1,125	3,235	2,599	1,425	1,810	1,165	1,434	2,980	2,822	3,663	746
<b>Weighted base</b>			609	1,281	3,159	2,801	1,368	1,791	1,297	1,504	3,068	2,863	5,007	477
<b>Columns</b>			E	F	A	B	C	D	E	F	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE1_1: Post received in the last week...		Internet	
Invitations/ greetings cards/ postcards v2		non-user	Total
	% within column	76%	74%
<b>None</b>	Weighted counts	253	4,403
	Column Comparisons		-
	% within column	11%	17%
<b>1 or 2</b>	Weighted counts	37	1,039
	Column Comparisons		-
	% within column	3%	3%
<b>3 or 4</b>	Weighted counts	11	189
	Column Comparisons		-
	% within column	5%	4%
<b>5 - 10</b>	Weighted counts	16	225
	Column Comparisons		-
	% within column	3%	1%
<b>11 - 20</b>	Weighted counts	11	69
	Column Comparisons	a	-
	% within column	1%	1%
<b>21+</b>	Weighted counts	4	35
	Column Comparisons		-
	% within column	24%	26%
<b>Net: Any received</b>	Weighted counts	80	1,557
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	117	3,586
	Column Comparisons		
<b>Average</b>		1.7	1.0
<b>Standard Deviation</b>		5.5	3.3
<b>Unweighted base</b>		190	5,834

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,960	2,564	3,397	1,424	1,535	1,474	1,527	2,920	3,041	833	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,801	1,368	1,791	1,297	1,504	3,068	2,863	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards v2 <b>Weighted base</b> <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	N. Ireland	Urban	Rural	Unknown									
	179	4,451	1,498	12	297	5,663	779	803	1,199	1,027	536	1,618	5,613
	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QE1_1: Post received in the last week...	Internet	
Invitations/ greetings cards/ postcards v2	non-user	Total
Weighted base	333	5,960
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_2: Post received in the last week... Personal letters v2		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	78%	83%	75%	76%	78%	78%	82%	76%	80%	78%	78%	82%	78%
	Weighted counts	4,666	2,133	2,532	1,078	1,196	1,145	1,247	2,223	2,443	652	1,510	1,559	523
	Column Comparisons	-	B					a		a	e	e	b E	e
1 or 2	% within column	18%	14%	20%	20%	17%	18%	16%	19%	16%	17%	17%	15%	20%
	Weighted counts	1,049	367	683	282	258	267	243	552	497	142	321	293	134
	Column Comparisons	-		A					b					
3 or 4	% within column	2%	2%	3%	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%
	Weighted counts	124	39	86	35	36	34	18	69	55	20	56	23	11
	Column Comparisons	-		a								c		
5 - 10	% within column	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	1%
	Weighted counts	103	22	81	25	34	24	19	68	35	18	45	28	4
	Column Comparisons	-		A					b					
11 - 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	3	7	2	5	3	0	4	6	1	3	2	2
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	9	0	9	2	6	2	0	4	5	2	3	3	0
	Column Comparisons	-		a										
Net: Any received	% within column	22%	17%	25%	24%	22%	22%	18%	24%	20%	22%	22%	18%	22%
	Weighted counts	1,295	430	865	346	339	330	280	698	598	182	427	349	150
	Column Comparisons	-		A	d				b			c		
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Column Comparisons														
Average		.5	.3	.6	.5	.6	.5	.3	.5	.4	.5	.5	.4	.4
Standard Deviation		1.6	1.0	2.0	1.7	2.1	1.5	.9	1.7	1.6	2.0	1.7	1.5	1.1
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QE1_2: Post received in the last week...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Personal letters v2														
% within column		69%	74%	77%	79%	74%	80%	76%	82%	78%	79%	78%	78%	77%
Weighted counts		421	945	2,439	2,227	1,013	1,426	988	1,239	2,396	2,251	3,905	372	231
Column Comparisons			-	-	-		c		C e					
% within column		26%	23%	19%	17%	21%	17%	19%	15%	17%	18%	18%	18%	17%
Weighted counts		161	293	585	464	282	303	246	218	528	515	890	88	52
Column Comparisons		a B C	-	-	-	f		f					d	d
% within column		2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%
Weighted counts		15	25	69	55	34	35	28	27	76	47	104	10	8
Column Comparisons			-	-	-									
% within column		1%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%	3%
Weighted counts		8	12	54	49	29	25	31	17	61	39	88	7	8
Column Comparisons			-	-	-									d
% within column		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Weighted counts		2	4	7	3	6	0	3	0	4	6	10	0	0
Column Comparisons			-	-	-									
% within column		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Weighted counts		1	1	5	4	4	2	1	3	3	6	9	0	0
Column Comparisons			-	-	-									
% within column		31%	26%	23%	21%	26%	20%	24%	18%	22%	21%	22%	22%	23%
Weighted counts		187	336	720	575	355	365	310	266	673	612	1,102	105	67
Column Comparisons		a b C d	-	-	-	d F		f				d	D	D
% within column														
Effective Column n		310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
Column Comparisons														
Average		.6	.5	.5	.5	.6	.4	.5	.4	.5	.5	.5	.4	.5
Standard Deviation		1.7	1.4	1.7	1.6	2.1	1.2	1.7	1.5	1.5	1.7	1.7	1.0	1.4
Unweighted base		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
Weighted base		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE1_2: Post received in the last week...	N. Ireland	Urban	Rural	Unknown										
Personal letters v2	88%	79%	77%	**	62%	79%	79%	77%	77%	77%	76%	81%	79%	
None	158	3,495	1,161		184	4,481	616	620	920	787	405	1,317	4,413	
	a B C					A								
	11%	17%	19%	**	27%	17%	17%	19%	19%	18%	18%	15%	17%	
1 or 2	19	760	288		81	969	130	153	232	188	98	248	968	
					B									
	1%	2%	2%	**	5%	2%	2%	2%	2%	3%	3%	1%	2%	
3 or 4	2	101	23		14	110	19	19	22	29	15	21	118	
					b									
	0%	2%	2%	**	5%	2%	1%	1%	2%	2%	2%	2%	2%	
5 - 10	0	79	23		15	88	11	6	22	21	13	30	95	
					B									
	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	1%	0%	0%	
11 - 20	0	7	3		0	10	0	2	2	1	3	2	10	
	0%	0%	0%	**	1%	0%	0%	0%	0%	0%	0%	0%	0%	
21+	0	8	1		3	7	2	2	2	1	2	1	9	
					b									
	12%	21%	23%	**	38%	21%	21%	23%	23%	23%	24%	19%	21%	
Net: Any received	21	957	337		113	1,183	162	183	279	239	131	301	1,200	
					B									
Effective Column n	433	2,475	1,105	7	197	3,389	487	499	815	698	382	706	3,462	
Average	.2	.5	.4	.2	1.1	.4	.4	.5	.5	.5	.7	.4	.5	
Standard Deviation	.8	1.7	1.4	.7	2.8	1.5	1.5	1.8	1.5	1.4	2.7	1.3	1.6	
Unweighted base	704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148	5,633	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE1_2: Post received in the last week...		Internet	
Personal letters v2		non-user	Total
<b>None</b>	% within column	73%	<b>78%</b>
	Weighted counts	244	<b>4,666</b>
	Column Comparisons	-	
<b>1 or 2</b>	% within column	22%	<b>18%</b>
	Weighted counts	75	<b>1,049</b>
	Column Comparisons	-	
<b>3 or 4</b>	% within column	2%	<b>2%</b>
	Weighted counts	6	<b>124</b>
	Column Comparisons	-	
<b>5 - 10</b>	% within column	2%	<b>2%</b>
	Weighted counts	7	<b>103</b>
	Column Comparisons	-	
<b>11 - 20</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>10</b>
	Column Comparisons	-	
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	1	<b>9</b>
	Column Comparisons	-	
<b>Net: Any received</b>	% within column	27%	<b>22%</b>
	Weighted counts	89	<b>1,295</b>
	Column Comparisons	-	
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
	Column Comparisons		
<b>Average</b>		.5	<b>.5</b>
<b>Standard Deviation</b>		1.6	<b>1.6</b>
<b>Unweighted base</b>		191	<b>5,835</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_2: Post received in the last week... Personal letters v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_2: Post received in the last week... Personal letters v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_2: Post received in the last week... Personal letters v2 <b>Weighted base</b> <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	N. Ireland	Urban	Rural	Unknown									
	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QE1_2: Post received in the last week...	Internet	
Personal letters v2	non-user	Total
Weighted base	333	5,961
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE1_3: Post received in the last week... Formal letters from organisations or individuals v2		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	31%	38%	26%	29%	26%	35%	36%	30%	32%	42%	33%	25%	32%
	Weighted counts	1,869	975	894	408	398	520	543	887	982	352	647	485	215
	Column Comparisons	-	B				a B	a B			B C d E	C		c
1 or 2	% within column	37%	38%	37%	36%	38%	37%	38%	38%	37%	39%	36%	38%	36%
	Weighted counts	2,223	965	1,259	512	584	553	575	1,104	1,119	324	695	717	239
	Column Comparisons	-												
3 or 4	% within column	16%	13%	19%	19%	18%	13%	14%	16%	16%	11%	15%	19%	16%
	Weighted counts	960	325	635	267	276	196	221	467	493	88	285	368	110
	Column Comparisons	-		A	c d	c						a	A b	a
5 - 10	% within column	13%	10%	16%	15%	15%	13%	11%	14%	13%	7%	14%	16%	15%
	Weighted counts	803	253	550	207	237	185	173	409	394	62	273	299	99
	Column Comparisons	-		A								A	A	a
11 - 20	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%
	Weighted counts	77	30	47	18	33	15	10	42	34	7	26	27	10
	Column Comparisons	-												
21+	% within column	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%
	Weighted counts	29	16	13	12	7	5	4	11	18	1	12	12	0
	Column Comparisons	-												
Net: Any received	% within column	69%	62%	74%	71%	74%	65%	64%	70%	68%	58%	67%	75%	68%
	Weighted counts	4,092	1,589	2,503	1,016	1,137	955	984	2,034	2,058	482	1,290	1,423	458
	Column Comparisons	-		A	c d	C D						A	A B d	a
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	918	1,722	1,864	514	1,233	1,146	382
	Column Comparisons													
Average		2.4	2.1	2.6	2.7	2.7	2.1	2.0	2.4	2.3	1.5	2.4	2.7	2.3
Standard Deviation		3.6	3.8	3.4	4.6	3.5	3.1	2.7	3.8	3.4	2.3	3.9	3.9	2.8
Unweighted base		5,834	1,453	4,381	1,395	1,507	1,438	1,494	2,801	3,033	837	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,526	2,921	3,040	833	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE1_3: Post received in the last week... Formal letters from organisations or individuals v2		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
None	% within column	28%	30%	27%	36%	25%	28%	35%	37%	31%	32%	31%	27%	30%
	Weighted counts	170	385	849	1,019	341	509	459	560	939	922	1,575	128	90
	Column Comparisons		-	-	-			C d	C D					
1 or 2	% within column	41%	38%	39%	36%	36%	41%	36%	35%	38%	36%	38%	33%	34%
	Weighted counts	248	486	1,227	996	494	733	473	523	1,167	1,041	1,902	159	102
	Column Comparisons		-	-	-		f							
3 or 4	% within column	18%	17%	18%	14%	19%	17%	13%	15%	16%	17%	16%	20%	19%
	Weighted counts	110	220	560	400	259	301	172	228	485	474	780	95	58
	Column Comparisons	a	-	-	-	e								
5 - 10	% within column	11%	13%	15%	12%	17%	13%	13%	11%	14%	13%	13%	17%	14%
	Weighted counts	70	168	460	343	231	229	172	171	421	378	666	82	41
	Column Comparisons		-	-	-	d f							d	d
11 - 20	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%
	Weighted counts	7	17	46	31	29	17	15	16	39	38	58	11	7
	Column Comparisons		-	-	-									
21+	% within column	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%
	Weighted counts	4	4	17	13	14	3	6	6	17	12	26	2	1
	Column Comparisons		-	-	-									
Net: Any received	% within column	72%	70%	73%	64%	75%	72%	65%	63%	69%	68%	69%	73%	70%
	Weighted counts	439	896	2,309	1,783	1,027	1,283	839	944	2,129	1,942	3,431	349	208
	Column Comparisons	A	-	-	-	E F	e F						D	D
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Average	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Standard Deviation	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Unweighted base	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Weighted base	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Columns	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QE1_3: Post received in the last week... Formal letters from organisations or individuals v2		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
<b>None</b>		42%	31%	31%	**	33%	31%	34%	31%	30%	28%	19%	37%	30%
		75	1,399	465		98	1,771	264	250	363	290	100	601	1,690
		B C						E	E	E	E		c d E	
<b>1 or 2</b>		34%	37%	37%	**	33%	38%	37%	38%	38%	36%	35%	38%	38%
		61	1,668	551		98	2,125	290	305	457	368	186	617	2,107
<b>3 or 4</b>		15%	16%	16%	**	18%	16%	16%	17%	16%	18%	23%	13%	17%
		27	713	247		54	906	124	134	190	183	123	207	929
											f	a c F		b
<b>5 - 10</b>		8%	13%	14%	**	15%	13%	11%	12%	14%	16%	20%	11%	14%
		14	587	213		43	759	89	100	172	165	107	170	784
											a f	a b c F		B
<b>11 - 20</b>		1%	1%	1%	**	1%	1%	1%	1%	1%	1%	3%	1%	1%
		1	60	16		3	74	8	10	14	15	16	13	74
<b>21+</b>		0%	1%	0%	**	0%	0%	0%	1%	0%	0%	1%	1%	1%
		1	24	5		1	28	3	4	3	5	4	9	29
<b>Net: Any received</b>		58%	69%	69%	**	67%	69%	66%	69%	70%	72%	81%	63%	70%
		104	3,052	1,033		199	3,892	514	553	836	736	436	1,017	3,922
										f	f	A B C D F		B
<b>Effective Column n</b>		433	2,474	1,105	7	197	3,389	487	499	815	698	382	706	3,462
<b>Average</b>		1.8	2.4	2.4	1.7	2.3	2.4	2.2	2.3	2.3	2.6	3.4	2.0	2.4
<b>Standard Deviation</b>		2.8	3.7	3.3	2.1	2.9	3.6	3.2	3.2	2.9	3.9	4.4	3.7	3.6
<b>Unweighted base</b>		704	4,025	1,798	11	321	5,513	792	812	1,326	1,135	621	1,148	5,632
<b>Weighted base</b>		179	4,451	1,498	12	297	5,664	779	803	1,199	1,026	536	1,618	5,612
<b>Columns</b>		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
QE1_3: Post received in the last week... Formal letters from organisations or individuals v2		NET: Internet non-user	Total
<b>None</b>	% within column	52%	<b>31%</b>
	Weighted counts	173	<b>1,869</b>
	Column Comparisons	A	-
<b>1 or 2</b>	% within column	33%	<b>37%</b>
	Weighted counts	110	<b>2,223</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	9%	<b>16%</b>
	Weighted counts	30	<b>960</b>
	Column Comparisons		-
<b>5 - 10</b>	% within column	5%	<b>13%</b>
	Weighted counts	18	<b>803</b>
	Column Comparisons		-
<b>11 - 20</b>	% within column	1%	<b>1%</b>
	Weighted counts	3	<b>77</b>
	Column Comparisons		-
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>29</b>
	Column Comparisons		-
<b>Net: Any received</b>	% within column	48%	<b>69%</b>
	Weighted counts	160	<b>4,092</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
Column Comparisons			
<b>Average</b>		1.3	<b>2.4</b>
<b>Standard Deviation</b>		2.4	<b>3.6</b>
<b>Unweighted base</b>		191	<b>5,834</b>
<b>Weighted base</b>		333	<b>5,961</b>
<b>Columns</b>		B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE1_4: Post received in the last week... Bills/ invoices/ statements v2		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	37%	37%	37%	36%	35%	38%	39%	38%	36%	45%	31%	36%	42%
	Weighted counts	2,204	954	1,251	517	538	558	592	1,103	1,101	376	609	692	281
	Column Comparisons	-									B c		b	B
1 or 2	% within column	44%	44%	44%	41%	43%	47%	46%	43%	45%	42%	46%	43%	43%
	Weighted counts	2,632	1,135	1,497	581	657	693	700	1,261	1,372	347	900	820	290
	Column Comparisons	-												
3 or 4	% within column	12%	12%	12%	14%	12%	10%	11%	12%	12%	7%	13%	13%	9%
	Weighted counts	702	303	400	206	187	146	164	348	355	57	260	257	60
	Column Comparisons	-			c							A	A	
5 - 10	% within column	6%	6%	6%	7%	9%	5%	4%	6%	6%	6%	8%	6%	5%
	Weighted counts	367	147	220	103	131	72	61	184	183	47	157	114	32
	Column Comparisons	-			d	c D					e			
11 - 20	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	44	18	26	12	19	4	8	18	26	4	10	19	9
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	9	6	4	5	2	1	1	7	3	2	2	4	0
	Column Comparisons	-												
Net: Any received	% within column	63%	63%	63%	64%	65%	62%	61%	62%	64%	55%	69%	64%	58%
	Weighted counts	3,755	1,609	2,146	907	997	917	934	1,816	1,939	458	1,328	1,214	393
	Column Comparisons	-									A c D e		a	
Effective Column n	% within column													
	Weighted counts	3,585	893	2,692	857	926	884	918	1,720	1,864	515	1,232	1,145	382
Column Comparisons														
Average		1.6	1.6	1.6	1.8	1.8	1.4	1.3	1.6	1.6	1.3	1.7	1.7	1.4
Standard Deviation		2.6	2.9	2.3	3.5	2.7	1.9	2.0	2.8	2.4	2.6	2.4	3.1	2.2
Unweighted base		5,832	1,452	4,380	1,395	1,506	1,438	1,493	2,799	3,033	838	2,005	1,863	621
Weighted base		5,959	2,563	3,397	1,424	1,534	1,475	1,526	2,920	3,040	834	1,937	1,907	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QE1_4: Post received in the last week...		75+												
Bills/ invoices/ statements v2		years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
None	% within column	41%	41%	36%	38%	31%	39%	38%	39%	34%	40%	37%	35%	32%
	Weighted counts	247	528	1,128	1,076	430	698	490	586	1,049	1,141	1,871	165	96
	Column Comparisons	b	-	-	-		c	c	c		A			
1 or 2	% within column	45%	44%	45%	43%	46%	45%	40%	45%	44%	44%	44%	41%	47%
	Weighted counts	276	566	1,434	1,198	622	812	520	679	1,364	1,262	2,212	195	141
	Column Comparisons		-	-	-									
3 or 4	% within column	11%	10%	12%	12%	14%	10%	14%	10%	14%	10%	12%	16%	12%
	Weighted counts	68	127	376	326	195	182	177	149	416	279	576	76	35
	Column Comparisons		-	-	-	d f		d f		B			d	
5 - 10	% within column	3%	4%	6%	7%	7%	5%	8%	5%	7%	5%	6%	7%	7%
	Weighted counts	17	49	183	184	99	85	103	80	211	155	306	33	21
	Column Comparisons		-	-	-			d						
11 - 20	% within column	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	10	27	17	12	14	7	10	20	24	36	5	2
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	9	1	8	1	1	0	8	2	6	2	1
	Column Comparisons		-	-	-									
Net: Any received	% within column	59%	59%	64%	62%	69%	61%	62%	61%	66%	60%	63%	65%	68%
	Weighted counts	362	753	2,029	1,726	936	1,093	807	918	2,018	1,723	3,136	312	201
	Column Comparisons		-	-	-	d e f				B				
Effective Column n	% within column													
	Weighted counts	310	692	1,987	1,598	875	1,112	716	882	1,830	1,735	2,252	458	443
	Column Comparisons													
Average		1.2	1.3	1.6	1.5	1.9	1.4	1.6	1.4	1.7	1.4	1.5	1.9	1.8
Standard Deviation		1.6	2.0	2.9	2.1	3.8	2.1	2.2	2.1	3.0	2.1	2.6	3.0	2.6
Unweighted base		505	1,125	3,232	2,600	1,423	1,809	1,165	1,435	2,978	2,822	3,664	745	720
Weighted base		609	1,281	3,157	2,802	1,366	1,791	1,297	1,505	3,067	2,864	5,007	476	297
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N.				Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE1_4: Post received in the last week... Bills/ invoices/ statements v2		Ireland	Urban	Rural	Unknown									
		% within column												
<b>None</b>		41%	37%	37%	**	37%	37%	41%	38%	36%	33%	29%	41%	37%
		72	1,637	559		110	2,095	319	307	426	340	155	658	2,068
		Column Comparisons												
		% within column												
<b>1 or 2</b>		47%	45%	43%	**	39%	44%	45%	46%	44%	43%	46%	43%	44%
		84	1,985	645		115	2,517	348	372	527	445	247	693	2,465
		Column Comparisons												
		% within column												
<b>3 or 4</b>		9%	12%	12%	**	12%	12%	10%	11%	13%	16%	12%	10%	12%
		15	521	180		37	666	74	85	156	164	66	157	675
		Column Comparisons												
		% within column												
<b>5 - 10</b>		4%	6%	7%	**	11%	6%	4%	4%	6%	7%	10%	6%	6%
		6	262	106		32	335	33	33	75	71	55	100	352
		Column Comparisons												
		% within column												
<b>11 - 20</b>		0%	1%	1%	**	1%	1%	1%	1%	1%	1%	2%	0%	1%
		1	36	8		3	41	5	4	13	6	11	6	43
		Column Comparisons												
		% within column												
<b>21+</b>		0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
		0	9	1		1	9	0	0	1	1	2	5	9
		Column Comparisons												
		% within column												
<b>Net: Any received</b>		59%	63%	63%	**	63%	63%	59%	62%	64%	67%	71%	59%	63%
		106	2,813	939		187	3,568	460	495	773	687	380	960	3,544
		Column Comparisons												
		% within column												
<b>Effective Column n</b>		432	2,473	1,105	7	197	3,387	487	498	815	698	381	706	3,461
		Column Comparisons												
<b>Average</b>		1.3	1.6	1.6	.4	1.9	1.6	1.3	1.4	1.7	1.7	2.1	1.5	1.6
<b>Standard Deviation</b>		1.9	2.7	2.1	.9	2.8	2.6	2.1	2.0	2.4	2.4	2.9	3.1	2.6
<b>Unweighted base</b>		703	4,024	1,797	11	321	5,511	792	811	1,326	1,135	620	1,148	5,631

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE1_4: Post received in the last week...		Internet	
Bills/ invoices/ statements v2		non-user	Total
<b>None</b>	% within column	37%	<b>37%</b>
	Weighted counts	124	<b>2,204</b>
	Column Comparisons	-	
<b>1 or 2</b>	% within column	50%	<b>44%</b>
	Weighted counts	167	<b>2,632</b>
	Column Comparisons	-	
<b>3 or 4</b>	% within column	8%	<b>12%</b>
	Weighted counts	26	<b>702</b>
	Column Comparisons	-	
<b>5 - 10</b>	% within column	5%	<b>6%</b>
	Weighted counts	15	<b>367</b>
	Column Comparisons	-	
<b>11 - 20</b>	% within column	0%	<b>1%</b>
	Weighted counts	1	<b>44</b>
	Column Comparisons	-	
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>9</b>
	Column Comparisons	-	
<b>Net: Any received</b>	% within column	63%	<b>63%</b>
	Weighted counts	210	<b>3,755</b>
	Column Comparisons	-	
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,585</b>
	Column Comparisons		
<b>Average</b>		1.2	<b>1.6</b>
<b>Standard Deviation</b>		1.7	<b>2.6</b>
<b>Unweighted base</b>		191	<b>5,832</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_4: Post received in the last week... Bills/ invoices/ statements v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,959	2,563	3,397	1,424	1,534	1,475	1,526	2,920	3,040	834	1,937	1,907	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_4: Post received in the last week... Bills/ invoices/ statements v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,157	2,802	1,366	1,791	1,297	1,505	3,067	2,864	5,007	476	297
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_4: Post received in the last week... Bills/ invoices/ statements v2	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	N. Ireland	Urban	Rural	Unknown	297	5,662	779	802	1,199	1,026	535	1,618	5,612
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QE1_4: Post received in the last week...	Internet	
Bills/ invoices/ statements v2	non-user	Total
Weighted base	333	5,959
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	53%	61%	46%	51%	47%	56%	57%	54%	51%	52%	47%	51%	64%
	Weighted counts	3,139	1,565	1,574	726	717	823	874	1,578	1,561	431	909	977	434
	Column Comparisons	-	B				B	a B						A B C
1 or 2	% within column	35%	28%	40%	37%	34%	35%	33%	35%	34%	35%	39%	35%	27%
	Weighted counts	2,069	727	1,342	524	522	520	503	1,032	1,038	294	751	662	184
	Column Comparisons	-		A							d	D e	d	
3 or 4	% within column	8%	7%	8%	6%	12%	6%	6%	6%	9%	8%	8%	9%	6%
	Weighted counts	456	172	284	91	185	85	94	183	272	63	147	171	42
	Column Comparisons	-				A C D				a				
5 - 10	% within column	4%	4%	5%	5%	6%	3%	3%	4%	5%	5%	6%	5%	2%
	Weighted counts	262	92	170	68	100	42	53	103	158	39	114	86	13
	Column Comparisons	-		a		C d				a	e	d e	e	
11 - 20	% within column	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	1%	0%
	Weighted counts	30	8	22	14	8	5	3	22	8	6	14	10	0
	Column Comparisons	-							b					
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	5	0	5	1	4	0	0	2	3	0	2	2	0
	Column Comparisons	-												
Net: Any received	% within column	47%	39%	54%	49%	53%	44%	43%	46%	49%	48%	53%	49%	36%
	Weighted counts	2,822	998	1,824	698	818	652	653	1,342	1,480	402	1,028	931	239
	Column Comparisons	-		A	d	C D					D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Column Comparisons														
Average		1.1	.9	1.3	1.2	1.5	.9	.9	1.1	1.2	1.2	1.3	1.2	.7
Standard Deviation		2.2	1.8	2.5	2.3	3.0	1.8	1.5	2.2	2.3	2.3	2.6	2.3	1.2
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
None	% within column	64%	64%	52%	53%	50%	54%	49%	56%	50%	56%	53%	53%	48%
	Weighted counts	388	821	1,654	1,485	680	974	640	845	1,530	1,593	2,641	252	144
	Column Comparisons	A B C	-	-	-				c e		A			
1 or 2	% within column	29%	28%	35%	34%	37%	34%	36%	32%	37%	32%	35%	34%	37%
	Weighted counts	178	363	1,115	954	502	613	466	489	1,134	931	1,741	162	110
	Column Comparisons		-	-	-					b				
3 or 4	% within column	5%	6%	8%	7%	8%	8%	9%	5%	8%	7%	8%	8%	8%
	Weighted counts	33	75	256	200	110	146	121	79	248	205	378	40	25
	Column Comparisons		-	-	-	f	f	f						
5 - 10	% within column	2%	2%	4%	5%	5%	3%	5%	6%	4%	4%	4%	5%	6%
	Weighted counts	9	23	117	145	64	52	60	85	135	125	218	21	17
	Column Comparisons		-	-	-				d					
11 - 20	% within column	0%	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%	1%
	Weighted counts	0	0	16	15	12	4	9	6	19	8	27	1	2
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	2	2	1	2	1	2	3	2	4	1	0
	Column Comparisons		-	-	-									
Net: Any received	% within column	36%	36%	48%	47%	50%	46%	51%	44%	50%	44%	47%	47%	52%
	Weighted counts	221	460	1,505	1,317	688	817	657	660	1,538	1,270	2,366	225	155
	Column Comparisons		-	-	-	f		f		B				d
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
Column Comparisons														
Average		.6	.7	1.1	1.2	1.2	1.0	1.2	1.1	1.2	1.0	1.1	1.1	1.3
Standard Deviation		1.1	1.2	2.2	2.2	2.5	2.0	2.4	2.1	2.4	2.0	2.2	2.5	2.3
Unweighted base		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
Weighted base		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
					Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2	N. Ireland	Urban	Rural	Unknown										
	57%	53%	50%	**	39%	53%	55%	49%	51%	48%	43%	61%	51%	
None	103	2,377	753		117	3,022	427	391	611	488	233	990	2,855	
Column Comparisons	c					A	d e		e			B C D E		
	32%	34%	36%	**	37%	35%	33%	37%	37%	39%	41%	28%	36%	
1 or 2	56	1,535	532		109	1,960	260	296	438	397	220	458	2,021	
Column Comparisons								f	f	F	F		B	
	7%	7%	8%	**	12%	7%	7%	8%	9%	9%	9%	6%	8%	
3 or 4	13	328	127		36	420	53	62	102	92	46	100	449	
Column Comparisons					b								b	
	3%	4%	5%	**	11%	4%	5%	6%	3%	5%	6%	4%	5%	
5 - 10	6	184	77		32	230	35	48	38	48	33	60	255	
Column Comparisons					B									
	0%	1%	1%	**	1%	0%	0%	1%	1%	0%	1%	1%	1%	
11 - 20	1	22	8		2	28	3	4	8	2	4	10	29	
Column Comparisons														
	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%	
21+	0	4	0		1	4	0	2	2	0	0	0	4	
Column Comparisons														
	43%	47%	50%	**	61%	47%	45%	51%	49%	52%	57%	39%	49%	
Net: Any received	76	2,074	745		180	2,642	352	412	588	538	303	628	2,758	
Column Comparisons					B			F	F	a F	a c F		B	
Effective Column n	433	2,475	1,105	7	197	3,389	487	499	815	698	382	706	3,462	
Column Comparisons														
Average	.9	1.1	1.2	.5	1.9	1.1	1.0	1.2	1.2	1.2	1.4	1.0	1.2	
Standard Deviation	1.8	2.3	2.1	1.1	3.8	2.1	1.8	2.2	2.8	1.7	2.6	2.1	2.2	
Unweighted base	704	4,026	1,798	11	321	5,514	792	812	1,326	1,136	621	1,148	5,633	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2		NET: Internet non-user	Total
<b>None</b>	<i>% within column</i>	81%	<b>53%</b>
	<i>Weighted counts</i>	272	<b>3,139</b>
	<i>Column Comparisons</i>	A	-
<b>1 or 2</b>	<i>% within column</i>	14%	<b>35%</b>
	<i>Weighted counts</i>	48	<b>2,069</b>
	<i>Column Comparisons</i>		-
<b>3 or 4</b>	<i>% within column</i>	2%	<b>8%</b>
	<i>Weighted counts</i>	6	<b>456</b>
	<i>Column Comparisons</i>		-
<b>5 - 10</b>	<i>% within column</i>	2%	<b>4%</b>
	<i>Weighted counts</i>	6	<b>262</b>
	<i>Column Comparisons</i>		-
<b>11 - 20</b>	<i>% within column</i>	0%	<b>1%</b>
	<i>Weighted counts</i>	1	<b>30</b>
	<i>Column Comparisons</i>		-
<b>21+</b>	<i>% within column</i>	0%	<b>0%</b>
	<i>Weighted counts</i>	1	<b>5</b>
	<i>Column Comparisons</i>		-
<b>Net: Any received</b>	<i>% within column</i>	19%	<b>47%</b>
	<i>Weighted counts</i>	62	<b>2,822</b>
	<i>Column Comparisons</i>		-
<b>Effective Column n</b>	<i>% within column</i>		
	<i>Weighted counts</i>	117	<b>3,586</b>
	<i>Column Comparisons</i>		
<b>Average</b>		.5	<b>1.1</b>
<b>Standard Deviation</b>		3.2	<b>2.2</b>
<b>Unweighted base</b>		191	<b>5,835</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox v2	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QE1_5: Post received in the last week...	NET:	
Smaller parcels - that will fit through a letterbox v2	Internet non-user	Total
Weighted base	333	5,961
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	63%	72%	56%	62%	57%	67%	66%	65%	61%	63%	60%	62%	71%
	Weighted counts	3,753	1,853	1,900	887	869	983	1,014	1,893	1,860	523	1,157	1,175	477
	Column Comparisons	-	B		b		B	B	b					a B c
1 or 2	% within column	28%	20%	33%	29%	30%	27%	26%	27%	29%	27%	29%	30%	22%
	Weighted counts	1,661	524	1,137	412	466	391	391	787	874	223	562	569	148
	Column Comparisons	-		A								d	d	
3 or 4	% within column	6%	5%	7%	5%	8%	5%	6%	5%	6%	7%	7%	5%	6%
	Weighted counts	345	124	222	68	123	70	85	160	185	58	129	98	38
	Column Comparisons	-		a		a c								
5 - 10	% within column	3%	2%	4%	4%	5%	2%	2%	2%	4%	3%	4%	3%	2%
	Weighted counts	185	60	124	50	72	27	35	73	112	25	84	59	11
	Column Comparisons	-		a		c d			a		e			
11 - 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	12	3	9	6	2	2	1	6	6	4	2	5	0
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	5	0	5	1	3	1	0	2	3	0	3	1	0
	Column Comparisons	-												
Net: Any received	% within column	37%	28%	44%	38%	43%	33%	34%	35%	39%	37%	40%	38%	29%
	Weighted counts	2,208	711	1,497	537	666	492	513	1,027	1,180	310	781	733	197
	Column Comparisons	-		A		a C D			a		d	D e	d e	
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	918	1,722	1,864	514	1,233	1,146	382
	Column Comparisons													
Average		.8	.6	1.0	.8	1.1	.6	.7	.7	.9	.9	.9	.8	.6
Standard Deviation		1.7	1.4	1.9	1.8	2.1	1.4	1.3	1.6	1.8	1.8	2.0	1.7	1.2
Unweighted base		5,834	1,453	4,381	1,395	1,507	1,438	1,494	2,801	3,033	837	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,526	2,921	3,040	833	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
None	% within column	69%	70%	61%	65%	59%	63%	63%	67%	62%	64%	64%	58%	56%
	Weighted counts	420	896	1,936	1,816	810	1,127	814	1,002	1,899	1,838	3,187	276	166
	Column Comparisons	b c	-	-	-				c					
1 or 2	% within column	26%	24%	29%	26%	30%	28%	28%	25%	28%	27%	27%	32%	34%
	Weighted counts	159	307	922	739	414	508	357	382	872	783	1,366	153	101
	Column Comparisons		-	-	-								d	d
3 or 4	% within column	4%	5%	6%	6%	6%	6%	6%	5%	6%	6%	6%	7%	6%
	Weighted counts	22	60	187	158	85	102	81	77	179	161	283	34	19
	Column Comparisons		-	-	-									
5 - 10	% within column	1%	1%	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%
	Weighted counts	6	17	100	85	52	48	44	40	107	75	157	13	10
	Column Comparisons		-	-	-									
11 - 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	1	1	10	2	5	6	0	2	6	6	9	1	2
	Column Comparisons		-	-	-									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	3	2	2	1	1	1	4	1	4	0	0
	Column Comparisons		-	-	-									
Net: Any received	% within column	31%	30%	39%	35%	41%	37%	37%	33%	38%	36%	36%	42%	44%
	Weighted counts	188	385	1,222	986	558	664	483	503	1,168	1,026	1,819	201	132
	Column Comparisons		-	-	-	f							d	D
Effective Column n	% within column													
	Weighted counts	310	691	1,988	1,598	875	1,112	716	882	1,831	1,735	2,251	459	443
Column Comparisons														
Average		.5	.6	.8	.8	.9	.8	.8	.7	.8	.8	.8	.9	1.0
Standard Deviation		1.1	1.1	1.8	1.6	1.9	1.7	1.6	1.6	1.8	1.6	1.7	1.5	1.9
Unweighted base		505	1,125	3,234	2,600	1,424	1,810	1,165	1,435	2,979	2,823	3,663	746	721
Weighted base		609	1,281	3,158	2,802	1,367	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2														
None	% within column	69%	64%	59%	**	50%	64%	65%	63%	61%	56%	53%	71%	62%
	Weighted counts	123	2,851	891		149	3,604	509	507	726	572	284	1,155	3,458
	Column Comparisons	b C	b				A	d E	d e	e			b C D E	
1 or 2	% within column	23%	27%	30%	**	33%	28%	27%	29%	29%	32%	33%	23%	29%
	Weighted counts	42	1,208	453		98	1,563	210	230	351	325	178	366	1,618
	Column Comparisons									f	F	f		B
3 or 4	% within column	5%	5%	7%	**	9%	6%	5%	5%	6%	9%	7%	4%	6%
	Weighted counts	10	244	101		26	319	36	43	77	96	38	57	340
	Column Comparisons									f	a b F	f		b
5 - 10	% within column	2%	3%	3%	**	7%	3%	3%	3%	4%	3%	6%	2%	3%
	Weighted counts	4	136	48		21	164	21	22	43	32	31	36	182
	Column Comparisons					b								b
11 - 20	% within column	0%	0%	0%	**	1%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	1	8	5		2	10	0	2	1	0	5	4	11
	Column Comparisons													
21+	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	5	0		1	4	2	0	2	1	0	0	4
	Column Comparisons													
Net: Any received	% within column	31%	36%	41%	**	50%	36%	35%	37%	39%	44%	47%	29%	38%
	Weighted counts	56	1,600	607		148	2,060	270	296	474	454	252	463	2,154
	Column Comparisons			a		B			f	F	a b F	A b c F		B
Effective Column n	% within column													
	Weighted counts	433	2,474	1,105	7	197	3,389	487	499	815	698	382	706	3,462
Column Comparisons														
Average		.7	.8	.9	.2	1.4	.8	.8	.8	.9	.9	1.2	.6	.8
Standard Deviation		1.6	1.7	1.6	.8	2.7	1.6	1.9	1.5	1.9	1.5	2.2	1.3	1.7
Unweighted base		704	4,025	1,798	11	321	5,513	792	812	1,326	1,135	621	1,148	5,632

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2		NET: Internet non-user	Total
<b>None</b>	<i>% within column</i>	84%	<b>63%</b>
	<i>Weighted counts</i>	280	<b>3,753</b>
	<i>Column Comparisons</i>	A	-
<b>1 or 2</b>	<i>% within column</i>	13%	<b>28%</b>
	<i>Weighted counts</i>	43	<b>1,661</b>
	<i>Column Comparisons</i>		-
<b>3 or 4</b>	<i>% within column</i>	2%	<b>6%</b>
	<i>Weighted counts</i>	6	<b>345</b>
	<i>Column Comparisons</i>		-
<b>5 - 10</b>	<i>% within column</i>	1%	<b>3%</b>
	<i>Weighted counts</i>	2	<b>185</b>
	<i>Column Comparisons</i>		-
<b>11 - 20</b>	<i>% within column</i>	0%	<b>0%</b>
	<i>Weighted counts</i>	1	<b>12</b>
	<i>Column Comparisons</i>		-
<b>21+</b>	<i>% within column</i>	0%	<b>0%</b>
	<i>Weighted counts</i>	1	<b>5</b>
	<i>Column Comparisons</i>		-
<b>Net: Any received</b>	<i>% within column</i>	16%	<b>37%</b>
	<i>Weighted counts</i>	53	<b>2,208</b>
	<i>Column Comparisons</i>		-
<b>Effective Column n</b>	<i>% within column</i>		
	<i>Weighted counts</i>	117	<b>3,586</b>
	<i>Column Comparisons</i>		
<b>Average</b>		.4	<b>.8</b>
<b>Standard Deviation</b>		2.0	<b>1.7</b>
<b>Unweighted base</b>		191	<b>5,834</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,526	2,921	3,040	833	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,158	2,802	1,367	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox v2	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am	No – I am not	Under	£11,500	£17,500	£30,000		I don't	
	N.				house-	house-	£11,500	-	-	-		know/ I	NET:
	Ireland	Urban	Rural	Unknown	bound	bound	per year	£17,499	£29,999	£49,999	£50,000+	prefer	Internet
								per year	per year	per year	per year	not to	user
Weighted base	179	4,451	1,498	12	297	5,664	779	803	1,199	1,026	536	1,618	5,612
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
QE1_6: Post received in the last week...	NET:	
Larger parcels - that will not fit through a letterbox v2	Internet non-user	Total
Weighted base	333	5,961
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE1_7: Post received in the last week... Items requiring a signature v2		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	70%	76%	65%	67%	65%	75%	72%	69%	71%	72%	67%	70%	72%
	Weighted counts	4,165	1,945	2,220	960	999	1,104	1,102	2,007	2,158	596	1,294	1,339	484
	Column Comparisons	-	B				A B	a b						
1 or 2	% within column	25%	20%	28%	27%	27%	22%	24%	26%	24%	22%	26%	25%	26%
	Weighted counts	1,485	517	968	381	414	318	372	747	738	181	504	483	174
	Column Comparisons	-		A	c	c								
3 or 4	% within column	3%	2%	3%	3%	5%	2%	2%	4%	2%	3%	4%	3%	1%
	Weighted counts	179	62	117	38	72	35	34	103	76	26	81	50	8
	Column Comparisons	-				a c d						d		
5 - 10	% within column	2%	1%	2%	3%	3%	1%	1%	2%	2%	3%	3%	2%	1%
	Weighted counts	115	35	80	39	44	14	18	53	63	25	52	30	8
	Column Comparisons	-		a	c d	c d					e	e		
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	5	2	3	2	0	3	0	2	3	1	3	2	0
	Column Comparisons	-												
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	11	2	9	4	5	1	1	8	3	4	3	4	0
	Column Comparisons	-												
Net: Any received	% within column	30%	24%	35%	33%	35%	25%	28%	31%	29%	28%	33%	30%	28%
	Weighted counts	1,796	619	1,177	464	536	371	425	914	882	237	643	569	190
	Column Comparisons	-		A	C d	C d								
Effective Column n	% within column													
	Weighted counts	3,586	893	2,693	857	926	884	919	1,722	1,865	515	1,233	1,146	382
Column Comparisons														
Average		.6	.5	.7	.7	.8	.5	.5	.7	.6	.9	.7	.6	.4
Standard Deviation		2.1	1.4	2.6	2.6	2.4	1.4	2.0	2.4	1.9	4.0	1.7	2.0	.9
Unweighted base		5,835	1,453	4,382	1,395	1,507	1,438	1,495	2,801	3,034	838	2,006	1,865	621
Weighted base		5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QE1_7: Post received in the last week...		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Items requiring a signature v2														
<b>None</b>	% within column	74%	73%	68%	72%	65%	71%	68%	75%	68%	72%	70%	70%	69%
	Weighted counts	451	934	2,158	2,007	883	1,274	885	1,122	2,093	2,054	3,490	333	206
	Column Comparisons		-	-	-		c		C e		a			
<b>1 or 2</b>	% within column	24%	25%	27%	23%	29%	25%	25%	21%	26%	24%	25%	25%	24%
	Weighted counts	143	317	844	641	396	448	330	310	799	682	1,256	120	72
	Column Comparisons		-	-	-	F	f	f						
<b>3 or 4</b>	% within column	2%	2%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%
	Weighted counts	14	22	86	93	41	46	51	43	100	78	146	17	13
	Column Comparisons		-	-	-									
<b>5 - 10</b>	% within column	0%	1%	2%	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%
	Weighted counts	0	8	58	58	39	18	31	26	64	46	102	7	4
	Column Comparisons		-	-	-	d								
<b>11 to 20</b>	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	0	0	4	1	1	3	0	1	4	2	3	0	2
	Column Comparisons		-	-	-									a
<b>21+</b>	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	9	2	7	2	0	2	9	2	10	0	0
	Column Comparisons		-	-	-									
<b>Net: Any received</b>	% within column	26%	27%	32%	28%	35%	29%	32%	25%	32%	28%	30%	30%	31%
	Weighted counts	157	347	1,001	795	484	517	412	382	975	810	1,517	144	92
	Column Comparisons		-	-	-	d F		f		b				
<b>Effective Column n</b>	% within column													
	Weighted counts	310	691	1,988	1,598	876	1,112	716	882	1,832	1,735	2,252	459	443
<b>Average</b>	Column Comparisons													
		.4	.4	.7	.6	.9	.5	.6	.6	.7	.5	.6	.5	.7
<b>Standard Deviation</b>		.8	.8	2.5	1.7	3.4	1.5	1.2	2.0	2.7	1.4	2.2	1.4	2.2
<b>Unweighted base</b>		505	1,125	3,235	2,600	1,425	1,810	1,165	1,435	2,980	2,823	3,664	746	721
<b>Weighted base</b>		609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE1_7: Post received in the last week...		Internet	
Items requiring a signature v2		non-user	Total
<b>None</b>	% within column	84%	<b>70%</b>
	Weighted counts	280	<b>4,165</b>
	Column Comparisons	A	-
<b>1 or 2</b>	% within column	13%	<b>25%</b>
	Weighted counts	44	<b>1,485</b>
	Column Comparisons		-
<b>3 or 4</b>	% within column	2%	<b>3%</b>
	Weighted counts	5	<b>179</b>
	Column Comparisons		-
<b>5 - 10</b>	% within column	1%	<b>2%</b>
	Weighted counts	3	<b>115</b>
	Column Comparisons		-
<b>11 to 20</b>	% within column	0%	<b>0%</b>
	Weighted counts	0	<b>5</b>
	Column Comparisons		-
<b>21+</b>	% within column	0%	<b>0%</b>
	Weighted counts	1	<b>11</b>
	Column Comparisons		-
<b>Net: Any received</b>	% within column	16%	<b>30%</b>
	Weighted counts	53	<b>1,796</b>
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	117	<b>3,586</b>
	Column Comparisons		
<b>Average</b>		.4	<b>.6</b>
<b>Standard Deviation</b>		1.7	<b>2.1</b>
<b>Unweighted base</b>		191	<b>5,835</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_7: Post received in the last week... Items requiring a signature v2	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,961	2,564	3,397	1,424	1,535	1,475	1,527	2,921	3,041	834	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_7: Post received in the last week... Items requiring a signature v2	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	609	1,281	3,159	2,802	1,368	1,791	1,297	1,505	3,068	2,864	5,007	477	298
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE1_7: Post received in the last week... Items requiring a signature v2 <b>Weighted base</b> <b>Columns</b>	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
	179	4,451	1,498	12	297	5,664	779	803	1,199	1,027	536	1,618	5,613
	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QE1_7: Post received in the last week...	Internet	
Items requiring a signature v2	non-user	Total
Weighted base	333	5,961
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QE2: Do you ever order items to be delivered to you by post/delivery service?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	87%	80%	91%	87%	91%	83%	88%	87%	86%	91%	92%	88%	77%	73%	75%	88%
	Weighted counts	2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479	1,385
	Column Comparisons	-		A		c					D E	c D E	D E			-	-
	% within column	13%	20%	9%	13%	9%	17%	12%	13%	14%	9%	8%	12%	23%	27%	25%	12%
No	Weighted counts	397	251	146	122	47	167	60	183	214	39	80	118	79	81	159	188
	Column Comparisons	-	B				b						b	A B C	A B C	-	-
	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Effective Column n																	
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	
QE2: Do you ever order items to be delivered to you by post/delivery service?		% within column	85%	90%	87%	90%	81%	90%	86%	88%	89%	85%	86%	88%	**	87%	87%	
Yes	Weighted counts	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666		121	2,451	
	Column Comparisons	-	F	f	F		B											
	% within column	15%	10%	13%	10%	19%	10%	17%	14%	12%	11%	15%	14%	12%	**	13%	13%	
No	Weighted counts	208	70	118	61	148	148	248	337	30	17	13	308	89		17	379	
	Column Comparisons	-				C d E		A										
	% within column																	
Effective Column n	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685	
	Column Comparisons																	
Unweighted base			1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base			1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831
Columns			B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		£11,- Under £11,- 500 per year	£17,- 500 - £17,- 499 per year	£30,- 000 - £29,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total	
QE2: Do you ever order items to be delivered to you by post/delivery service?	% within column	80%	84%	90%	92%	94%	83%	90%	37%	87%
	Weighted counts	335	377	504	489	243	625	2,509	61	2,572
	Column Comparisons			A b f	A b f	A b f		B		-
	% within column	20%	16%	10%	8%	6%	17%	10%	63%	13%
No	Weighted counts	83	71	55	43	17	127	292	103	397
	Column Comparisons	C D E	c d e				c d e		A	-
	% within column									
	Effective Column n	249	267	381	359	194	333	1,725	56	1,783
Unweighted base		405	435	621	584	316	542	2,808	91	2,903
Weighted base		418	448	559	533	260	752	2,801	164	2,969
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QE3 & QE3a: Where do you usually get items delivered?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Home address	% within column	97%	98%	97%	98%	95%	96%	99%	97%	97%	98%	95%	97%	99%	100%	100%
	Weighted counts	2,496	1,003	1,493	809	449	785	452	1,236	1,260	369	844	806	260	216	476
	Column Comparisons	-														-
Work address	% within column	6%	6%	7%	6%	6%	7%	5%	6%	6%	6%	9%	6%	1%	1%	1%
	Weighted counts	160	57	103	50	29	56	25	82	78	21	81	54	2	3	4
	Column Comparisons	-									d	D e	d e			-
Friend/relative's address	% within column	6%	4%	7%	5%	5%	7%	7%	6%	6%	6%	8%	6%	1%	4%	2%
	Weighted counts	155	43	112	42	25	58	31	79	76	24	68	51	3	9	12
	Column Comparisons	-		a							d	d	d			-
In store, using a 'collect from store option'	% within column	9%	3%	12%	8%	8%	11%	7%	8%	9%	13%	11%	6%	4%	5%	5%
	Weighted counts	225	34	191	62	37	92	34	107	118	49	101	53	11	11	23
	Column Comparisons	-		A							c d e	c d e				-
Post office	% within column	6%	3%	7%	5%	3%	7%	7%	7%	4%	8%	8%	4%	1%	3%	2%
	Weighted counts	142	29	113	37	15	58	31	89	53	32	70	32	2	7	8
	Column Comparisons	-		A					b		c d	c d				-
Delivery locker	% within column	4%	1%	5%	2%	3%	5%	5%	5%	2%	5%	6%	1%	1%	2%	1%
	Weighted counts	92	14	78	19	13	39	21	61	32	17	57	12	3	3	6
	Column Comparisons	-		A					b		c	C d				-
Another pick-up point	% within column	5%	4%	6%	4%	3%	7%	6%	5%	4%	6%	8%	3%	2%	2%	2%
	Weighted counts	126	38	88	31	14	54	27	67	58	21	67	28	6	4	10
	Column Comparisons	-										c d e				-
Somewhere else	% within column	1%	1%	2%	1%	0%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%
	Weighted counts	31	7	24	9	2	11	9	22	9	8	10	7	2	3	5
	Column Comparisons	-														-
Effective Column n	% within column															
	Weighted counts	1,630	374	1,257	515	290	536	289	782	848	243	570	526	166	126	291
	Column Comparisons															
Unweighted base		2,597	595	2,002	820	462	854	461	1,246	1,351	387	908	838	264	200	464
Weighted base		2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
								Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QE3 & QE3a: Where do you usually get items delivered?		ABC1	C2DE	AB	C1	C2	DE									
Home address	% within column	96%	98%	98%	95%	97%	99%	95%	99%	97%	96%	98%	99%	97%	98%	**
	Weighted counts	1,335	1,161	585	750	556	605	1,322	1,161	2,093	199	129	75	1,839	650	
	Column Comparisons	-	-				d	A								
Work address	% within column	8%	4%	8%	8%	6%	3%	11%	1%	7%	5%	5%	3%	6%	7%	**
	Weighted counts	109	51	48	61	33	18	148	12	141	11	6	2	115	45	
	Column Comparisons	-	-	f	f			B								
Friend/relative's address	% within column	5%	7%	5%	5%	8%	7%	7%	4%	6%	5%	8%	5%	6%	7%	**
	Weighted counts	68	87	30	38	47	40	102	53	132	10	10	4	107	49	
	Column Comparisons	-	-					b								
In store, using a 'collect from store option'	% within column	9%	8%	11%	8%	10%	7%	10%	7%	9%	8%	10%	8%	9%	8%	**
	Weighted counts	129	97	66	63	56	40	144	80	191	16	13	6	172	53	
	Column Comparisons	-	-					b								
Post office	% within column	5%	6%	7%	4%	6%	6%	7%	3%	6%	2%	4%	3%	6%	5%	**
	Weighted counts	74	68	41	33	34	34	102	38	130	4	6	2	106	36	
	Column Comparisons	-	-					B								
Delivery locker	% within column	3%	4%	4%	3%	5%	3%	5%	2%	4%	3%	2%	2%	4%	3%	**
	Weighted counts	48	44	25	23	27	17	64	27	82	7	2	1	70	22	
	Column Comparisons	-	-					b								
Another pick-up point	% within column	5%	5%	6%	4%	6%	4%	6%	3%	5%	3%	3%	4%	5%	4%	**
	Weighted counts	71	55	36	35	33	22	89	37	112	7	4	3	99	27	
	Column Comparisons	-	-					b								
Somewhere else	% within column	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	0%	1%	2%	**
	Weighted counts	14	17	8	5	12	5	15	14	26	3	2	0	20	11	
	Column Comparisons	-	-													
Effective Column n	% within column															
	Weighted counts	922	708	408	514	324	384	863	758	1,018	209	207	197	1,109	517	4
	Column Comparisons															
Unweighted base		1,469	1,128	650	819	516	612	1,375	1,208	1,621	333	329	314	1,767	824	6
Weighted base		1,385	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666	7
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE3 & QE3a: Where do you usually get items delivered?	% within column	97%	97%	98%	98%	96%	96%	96%	98%	97%	**	97%
Home address	Weighted counts	118	2,378	330	370	484	469	234	610	2,435		2,496
	Column Comparisons											-
	% within column	9%	6%	2%	6%	5%	10%	11%	5%	6%	**	6%
Work address	Weighted counts	11	149	6	21	27	49	28	30	157		160
	Column Comparisons						A f	A c f				-
	% within column	15%	6%	7%	6%	7%	6%	7%	4%	6%	**	6%
Friend/relative's address	Weighted counts	18	138	23	22	34	31	17	28	153		155
	Column Comparisons	b										-
	% within column	18%	8%	9%	6%	9%	10%	11%	8%	9%	**	9%
In store, using a 'collect from store option'	Weighted counts	21	204	31	21	45	49	27	52	221		225
	Column Comparisons	b										-
	% within column	14%	5%	8%	4%	7%	7%	6%	2%	5%	**	6%
Post office	Weighted counts	17	125	25	17	33	36	15	15	136		142
	Column Comparisons	B		f		f	f					-
	% within column	12%	3%	4%	3%	4%	4%	5%	3%	3%	**	4%
Delivery locker	Weighted counts	15	77	12	12	21	18	13	16	87		92
	Column Comparisons	B										-
	% within column	9%	5%	4%	4%	5%	5%	6%	5%	5%	**	5%
Another pick-up point	Weighted counts	11	115	13	14	28	24	14	32	123		126
	Column Comparisons											-
	% within column	4%	1%	1%	1%	1%	1%	1%	2%	1%	**	1%
Somewhere else	Weighted counts	4	27	4	3	3	7	4	9	28		31
	Column Comparisons	b										-
	% within column											
Effective Column n	Weighted counts	90	1,541	222	235	358	338	188	289	1,604	25	1,630
	Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3 & QE3a: Where do you usually get items delivered?	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Unweighted base</b>	2,597	595	2,002	820	462	854	461	1,246	1,351	387	908	838	264	200	464
<b>Weighted base</b>	2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3 & QE3a: Where do you usually get items delivered?	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Unweighted base	1,469	1,128	650	819	516	612	1,375	1,208	1,621	333	329	314	1,767	824	6
Weighted base	1,385	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666	7
Columns	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3 & QE3a: Where do you usually get items delivered?	Demographics											
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total	
			Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
Unweighted base	143	2,454	353	375	571	538	299	461	2,555	40	2,597	
Weighted base	121	2,451	335	377	504	489	243	625	2,509	61	2,572	
Columns	A	B	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		Methodology			Quarter				Gender		Age					
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Home address	% within column	83%	90%	78%	89%	85%	78%	79%	82%	84%	79%	81%	84%	89%	86%	88%
	Weighted counts	2,135	928	1,207	732	401	641	361	1,046	1,090	296	717	702	234	186	420
	Column Comparisons	-	B		C D	c										-
Work address	% within column	11%	9%	12%	9%	11%	12%	11%	12%	10%	13%	16%	9%	2%	2%	2%
	Weighted counts	273	91	182	75	51	97	50	149	124	50	141	74	4	4	8
	Column Comparisons	-									D E	C D E	d e			-
Friend/relative's address	% within column	11%	9%	12%	8%	11%	13%	13%	11%	11%	13%	11%	12%	5%	10%	7%
	Weighted counts	283	91	192	68	50	104	61	139	144	48	101	100	14	21	35
	Column Comparisons	-		a												-
In store, using a 'collect from store option'	% within column	14%	7%	18%	13%	11%	16%	15%	12%	15%	19%	16%	12%	9%	10%	10%
	Weighted counts	358	77	281	104	53	133	69	157	201	73	139	99	25	22	47
	Column Comparisons	-		A							c d					-
Post office	% within column	8%	6%	10%	7%	6%	10%	8%	9%	7%	13%	9%	6%	6%	6%	6%
	Weighted counts	206	57	149	55	30	85	36	115	90	47	80	52	15	12	27
	Column Comparisons	-		a							c					-
Delivery locker	% within column	6%	4%	8%	6%	5%	7%	6%	8%	5%	10%	8%	4%	4%	2%	3%
	Weighted counts	156	37	119	49	24	54	29	96	61	37	72	34	9	5	14
	Column Comparisons	-		A					b		c d e	c e				-
Another pick-up point	% within column	9%	7%	10%	7%	5%	12%	10%	9%	9%	12%	10%	7%	6%	4%	5%
	Weighted counts	223	73	150	59	23	94	46	111	111	45	93	60	15	9	25
	Column Comparisons	-				a b	b									-
Somewhere else	% within column	3%	2%	4%	3%	3%	4%	5%	4%	3%	3%	3%	2%	4%	5%	5%
	Weighted counts	85	17	68	23	12	29	21	50	35	13	31	19	11	11	23
	Column Comparisons	-		a												-
Effective Column n		1,630	374	1,257	515	290	536	289	782	848	243	570	526	166	126	291
Unweighted base		2,597	595	2,002	820	462	854	461	1,246	1,351	387	908	838	264	200	464
Weighted base		2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Home address</b>	% within column	84%	81%	87%	83%	79%	83%	81%	86%	83%	87%	84%	82%	82%	84%	**
	Weighted counts	1,169	967	520	649	457	510	1,121	1,006	1,782	181	110	62	1,566	562	
	Column Comparisons	-	-						a							
<b>Work address</b>	% within column	12%	9%	13%	11%	10%	8%	16%	4%	11%	8%	8%	10%	11%	9%	**
	Weighted counts	166	107	80	87	56	50	226	44	238	16	11	7	209	63	
	Column Comparisons	-	-					B								
<b>Friend/relative's address</b>	% within column	9%	13%	10%	9%	12%	14%	12%	10%	11%	9%	13%	13%	11%	10%	**
	Weighted counts	128	155	57	71	70	84	162	117	237	20	17	10	212	69	
	Column Comparisons	-	-													
<b>In store, using a 'collect from store option'</b>	% within column	15%	13%	15%	14%	13%	13%	15%	12%	14%	14%	15%	16%	14%	13%	**
	Weighted counts	204	154	91	114	76	78	212	144	297	28	20	12	271	86	
	Column Comparisons	-	-													
<b>Post office</b>	% within column	7%	9%	8%	7%	10%	8%	9%	6%	8%	5%	7%	6%	9%	6%	**
	Weighted counts	101	105	45	55	56	49	129	75	182	10	9	5	163	42	
	Column Comparisons	-	-					b								
<b>Delivery locker</b>	% within column	6%	6%	7%	6%	5%	7%	7%	4%	6%	6%	5%	4%	7%	4%	**
	Weighted counts	87	69	42	45	27	42	103	51	135	12	6	3	128	27	
	Column Comparisons	-	-					b								
<b>Another pick-up point</b>	% within column	9%	8%	11%	8%	8%	8%	11%	6%	9%	8%	8%	7%	9%	7%	**
	Weighted counts	128	95	69	59	47	48	148	72	192	16	10	5	175	46	
	Column Comparisons	-	-					b								
<b>Somewhere else</b>	% within column	4%	3%	4%	4%	3%	2%	3%	3%	3%	2%	3%	2%	3%	3%	**
	Weighted counts	55	30	25	30	16	14	48	37	75	5	4	1	63	22	
	Column Comparisons	-	-													
<b>Effective Column n</b>		922	708	408	514	324	384	863	758	1,018	209	207	197	1,109	517	4
<b>Unweighted base</b>		1,469	1,128	650	819	516	612	1,375	1,208	1,621	333	329	314	1,767	824	6
<b>Weighted base</b>		1,385	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666	7
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total		
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 500 - 999 per year	£30,- £49,- 1000 - 999 per year	£50,- 1000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user	
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		% within column	66%	84%	80%	86%	81%	82%	80%	87%	83%	**	83%
Home address		Weighted counts	80	2,056	268	323	405	402	193	543	2,087		2,135
		Column Comparisons		A									-
		% within column	20%	10%	7%	8%	8%	15%	21%	9%	10%	**	11%
Work address		Weighted counts	24	249	22	30	42	72	51	56	262		273
		Column Comparisons	b					a b c f	A B C F				-
		% within column	13%	11%	15%	9%	12%	11%	11%	10%	11%	**	11%
Friend/relative's address		Weighted counts	16	267	49	34	59	54	26	60	276		283
		Column Comparisons											-
		% within column	15%	14%	13%	9%	15%	16%	20%	13%	14%	**	14%
In store, using a 'collect from store option'		Weighted counts	18	340	44	33	73	78	48	83	356		358
		Column Comparisons							b		b		-
		% within column	16%	8%	8%	7%	9%	9%	10%	6%	8%	**	8%
Post office		Weighted counts	19	187	26	27	47	46	24	35	203		206
		Column Comparisons	b										-
		% within column	11%	6%	8%	4%	6%	5%	12%	5%	6%	**	6%
Delivery locker		Weighted counts	13	143	26	15	30	27	30	28	154		156
		Column Comparisons							b c d f				-
		% within column	15%	8%	6%	5%	9%	8%	13%	10%	9%	**	9%
Another pick-up point		Weighted counts	18	205	21	20	45	40	32	64	220		223
		Column Comparisons							b				-
		% within column	5%	3%	4%	2%	4%	3%	4%	3%	3%	**	3%
Somewhere else		Weighted counts	7	79	12	9	20	17	9	18	82		85
		Column Comparisons											-
		% within column											
Effective Column n		Weighted counts	90	1,541	222	235	358	338	188	289	1,604	25	1,630
		Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Unweighted base</b>	2,597	595	2,002	820	462	854	461	1,246	1,351	387	908	838	264	200	464
<b>Weighted base</b>	2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>Unweighted base</b>	1,469	1,128	650	819	516	612	1,375	1,208	1,621	333	329	314	1,767	824	6
<b>Weighted base</b>	1,385	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666	7
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?	Demographics										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
			Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
	Yes – I am house-bound	No – I am not house-bound									
Unweighted base	143	2,454	353	375	571	538	299	461	2,555	40	2,597
Weighted base	121	2,451	335	377	504	489	243	625	2,509	61	2,572
Columns	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QE4: Have you ever returned any goods that were delivered to you by post?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Yes	% within column	55%	57%	54%	55%	55%	57%	52%	50%	59%	57%	57%	58%	44%	42%	43%
	Weighted counts	1,414	580	834	450	258	467	239	642	772	213	507	486	116	92	208
	Column Comparisons	-								A	d e	d e	d e			-
	% within column	45%	43%	46%	45%	45%	43%	48%	50%	41%	43%	43%	42%	56%	58%	57%
No	Weighted counts	1,158	446	712	375	213	350	220	630	529	164	377	347	146	124	271
	Column Comparisons	-							B					a b c	a b c	-
	% within column															
	Effective Column n	1,630	374	1,257	515	290	536	289	782	848	243	570	526	166	126	291
Unweighted base		2,597	595	2,002	820	462	854	461	1,246	1,351	387	908	838	264	200	464
Weighted base		2,572	1,026	1,547	825	471	818	459	1,272	1,301	377	884	832	262	216	479
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status			UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-own
QE4: Have you ever returned any goods that were delivered to you by post?																
		% within column														**
Yes	Weighted counts	796	617	359	438	293	324	813	593	1,168	124	75	47	1,033	379	
	Column Comparisons	-	-					b								
	% within column	43%	48%	40%	44%	49%	47%	41%	49%	46%	40%	43%	38%	46%	43%	**
No	Weighted counts	589	570	241	348	281	288	577	576	989	84	57	29	867	286	
	Column Comparisons	-	-					a								
	% within column															
Effective Column n		922	708	408	514	324	384	863	758	1,018	209	207	197	1,109	517	4
Unweighted base		1,469	1,128	650	819	516	612	1,375	1,208	1,621	333	329	314	1,767	824	6
Weighted base		1,385	1,187	599	786	575	612	1,390	1,169	2,157	208	131	76	1,899	666	7
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-	No – I am not house-	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE4: Have you ever returned any goods that were delivered to you by post?	% within column	62%	55%	47%	54%	56%	56%	67%	54%	55%	**	55%
Yes	Weighted counts	76	1,338	158	203	281	272	162	338	1,384		1,414
	Column Comparisons							A b c d f				-
	% within column	38%	45%	53%	46%	44%	44%	33%	46%	45%	**	45%
No	Weighted counts	46	1,113	177	174	223	217	81	287	1,126		1,158
	Column Comparisons			E	e	e	e		e			-
	% within column											
Effective Column n	Weighted counts	90	1,541	222	235	358	338	188	289	1,604	25	1,630
	Column Comparisons											
Unweighted base		143	2,454	353	375	571	538	299	461	2,555	40	2,597
Weighted base		121	2,451	335	377	504	489	243	625	2,509	61	2,572
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Royal Mail	% within column	84%	83%	85%	84%	84%	84%	85%	82%	86%	84%	85%	85%	81%	79%	80%	83%
	Weighted counts	2,904	1,013	1,891	711	816	686	692	1,349	1,555	418	1,020	984	261	221	482	1,570
	Column Comparisons	-								a						-	-
Hermes	% within column	27%	21%	31%	26%	31%	26%	25%	22%	32%	24%	29%	27%	28%	26%	27%	27%
	Weighted counts	941	257	685	224	298	214	206	361	581	117	349	312	90	73	163	508
	Column Comparisons	-		A						A						-	-
Yodel	% within column	17%	14%	18%	19%	19%	15%	14%	17%	17%	15%	17%	19%	15%	15%	15%	15%
	Weighted counts	578	171	407	164	183	119	112	273	305	74	199	216	47	42	89	292
	Column Comparisons	-		a												-	-
Amazon Logistics	% within column	18%	19%	18%	19%	19%	17%	17%	19%	17%	17%	16%	22%	17%	15%	16%	19%
	Weighted counts	628	238	390	158	186	142	141	315	313	83	191	255	56	43	99	364
	Column Comparisons	-											b			-	-
DPD	% within column	21%	22%	20%	20%	25%	19%	19%	21%	21%	23%	24%	20%	17%	13%	15%	21%
	Weighted counts	725	269	456	170	242	155	158	351	374	113	292	231	54	36	90	402
	Column Comparisons	-									e	e				-	-
Parcelforce	% within column	12%	15%	11%	14%	13%	13%	10%	13%	12%	13%	13%	12%	13%	10%	12%	13%
	Weighted counts	430	186	243	117	126	103	84	218	211	67	151	140	42	29	71	242
	Column Comparisons	-	b													-	-
DHL	% within column	13%	13%	13%	13%	15%	13%	11%	14%	13%	17%	16%	10%	15%	4%	10%	15%
	Weighted counts	459	160	299	114	147	111	88	231	228	85	196	120	48	11	58	282
	Column Comparisons	-									c E	c E	e	E		-	-
Collect+	% within column	4%	2%	4%	4%	4%	3%	3%	4%	4%	6%	6%	2%	1%	1%	1%	4%
	Weighted counts	126	30	96	36	43	25	22	61	65	32	70	20	3	2	4	81
	Column Comparisons	-		a							C d e	C d e				-	-
FedEx	% within column	6%	5%	7%	5%	6%	7%	7%	7%	5%	11%	9%	3%	4%	1%	2%	7%
	Weighted counts	215	62	153	46	61	54	54	117	98	57	106	39	11	2	13	126
	Column Comparisons	-									C d E	C d E				-	-
UPS	% within column	5%	4%	6%	6%	6%	4%	4%	6%	4%	8%	6%	4%	6%	3%	4%	6%
	Weighted counts	174	50	124	50	56	33	36	99	76	38	67	44	19	7	26	106
	Column Comparisons	-							b							-	-
UK Mail	% within column	3%	1%	5%	4%	4%	3%	3%	3%	3%	5%	4%	3%	2%	2%	2%	3%
	Weighted counts	119	13	105	31	37	24	27	56	63	26	44	35	7	6	14	62
	Column Comparisons	-		A												-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?																	
Royal Mail	% within column	85%	84%	82%	85%	85%	85%	84%	84%	86%	83%	84%	84%	85%	**	80%	84%
	Weighted counts	1,334	706	864	663	672	1,568	1,328	2,416	252	160	77	2,120	783		158	2,747
	Column Comparisons	-															
Hermes	% within column	28%	25%	28%	28%	27%	27%	28%	26%	30%	33%	36%	26%	31%	**	29%	27%
	Weighted counts	434	213	294	217	217	491	447	758	88	63	33	654	286		58	883
	Column Comparisons	-											a				
Yodel	% within column	18%	15%	16%	19%	18%	17%	16%	17%	16%	18%	20%	16%	20%	**	19%	17%
	Weighted counts	286	127	165	146	140	320	255	480	46	35	18	393	185		37	541
	Column Comparisons	-											a				
Amazon Logistics	% within column	17%	20%	19%	16%	18%	18%	18%	18%	18%	20%	10%	19%	17%	**	13%	18%
	Weighted counts	264	169	195	121	143	340	286	527	54	38	9	473	154		26	602
	Column Comparisons	-									d						
DPD	% within column	21%	23%	20%	22%	19%	22%	19%	20%	26%	25%	21%	21%	21%	**	26%	21%
	Weighted counts	323	191	211	172	151	415	308	583	75	48	19	531	194		51	674
	Column Comparisons	-															
Parcelforce	% within column	12%	15%	11%	14%	10%	12%	12%	12%	15%	12%	16%	13%	12%	**	15%	12%
	Weighted counts	188	130	112	107	81	228	198	348	43	24	14	318	111		29	400
	Column Comparisons	-	d f														
DHL	% within column	11%	18%	13%	12%	10%	16%	10%	13%	15%	14%	15%	14%	11%	**	26%	13%
	Weighted counts	178	149	133	95	82	300	159	375	43	28	13	356	103		51	408
	Column Comparisons	-	d e F				B									B	
Collect+	% within column	3%	5%	4%	4%	2%	5%	2%	4%	4%	4%	4%	4%	2%	**	6%	3%
	Weighted counts	45	39	42	28	17	86	32	102	13	8	3	108	18		13	114
	Column Comparisons	-					B						b				
FedEx	% within column	6%	8%	6%	6%	5%	8%	5%	6%	7%	7%	5%	7%	5%	**	13%	6%
	Weighted counts	89	68	58	50	39	142	72	176	20	14	4	171	44		26	189
	Column Comparisons	-					b									B	
UPS	% within column	4%	7%	5%	5%	4%	6%	4%	5%	6%	4%	5%	5%	5%	**	8%	5%
	Weighted counts	68	56	50	40	28	107	66	146	17	7	4	131	43		15	159
	Column Comparisons	-															

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics							NET: Internet non-user		Total
		QJ6: Annual household income					QJ2: Internet usage				
		Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user			
		% within column	83%	86%	86%	84%	78%	85%	85%	64%	84%
Royal Mail	Weighted counts		348	418	634	561	295	648	2,851	52	2,904
		Column Comparisons							B		-
		% within column	29%	29%	29%	32%	28%	19%	28%	10%	27%
Hermes	Weighted counts		120	143	212	215	105	145	931	8	941
		Column Comparisons	f	f	f	F	f	b			-
		% within column	17%	17%	17%	19%	20%	13%	17%	11%	17%
Yodel	Weighted counts		70	83	122	124	76	103	568	9	578
		Column Comparisons									-
		% within column	16%	18%	18%	18%	21%	20%	19%	4%	18%
Amazon Logistics	Weighted counts		65	86	129	119	78	150	625	3	628
		Column Comparisons							b		-
		% within column	15%	21%	21%	24%	23%	20%	21%	11%	21%
DPD	Weighted counts		64	101	158	163	87	152	714	9	725
		Column Comparisons				a					-
		% within column	12%	10%	10%	13%	15%	15%	12%	14%	12%
Parcelforce	Weighted counts		48	51	75	86	56	114	418	12	430
		Column Comparisons									-
		% within column	11%	10%	12%	17%	22%	11%	13%	8%	13%
DHL	Weighted counts		44	48	92	112	82	82	453	7	459
		Column Comparisons				a b f	A B C F				-
		% within column	2%	4%	4%	3%	5%	3%	4%	6%	4%
Collect+	Weighted counts		10	18	31	22	18	27	121	5	126
		Column Comparisons									-
		% within column	8%	3%	4%	8%	13%	4%	6%	6%	6%
FedEx	Weighted counts		32	15	33	53	48	34	210	5	215
		Column Comparisons	b			b c	B C F				-
		% within column	5%	6%	4%	5%	9%	3%	5%	5%	5%
UPS	Weighted counts		22	30	27	37	33	26	170	4	174
		Column Comparisons					c f				-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
UK Mail	% within column	3%	1%	5%	4%	4%	3%	3%	3%	3%	5%	4%	3%	2%	2%	2%	3%
	Weighted counts	119	13	105	31	37	24	27	56	63	26	44	35	7	6	14	62
	Column Comparisons	-		A												-	-
Interlink	% within column	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	1%	1%	0%	1%	1%
	Weighted counts	49	23	26	12	14	10	13	35	14	11	25	8	5	0	5	28
	Column Comparisons	-							b							-	-
TNT Express	% within column	2%	2%	2%	2%	2%	4%	2%	3%	1%	2%	3%	2%	0%	0%	0%	2%
	Weighted counts	78	26	52	15	15	34	14	51	27	10	37	28	1	1	2	43
	Column Comparisons	-					a b d		b							-	-
Citipost	% within column	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%
	Weighted counts	24	6	18	4	11	5	4	16	8	5	18	2	0	0	0	15
	Column Comparisons	-										c				-	-
Other	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%	4%	1%	2%	1%
	Weighted counts	37	18	19	9	5	14	9	15	22	1	8	15	12	2	14	23
	Column Comparisons	-												a b		-	-
I don't know	% within column	4%	5%	3%	5%	3%	4%	4%	3%	4%	5%	2%	4%	5%	9%	7%	4%
	Weighted counts	135	65	71	42	27	31	35	56	80	23	23	48	17	25	42	81
	Column Comparisons	-	b								b		b	b	B c	-	-
Effective Column n	% within column																
	Weighted counts	2,295	441	1,854	538	628	561	567	1,066	1,229	330	827	753	218	167	385	1,299
Unweighted base	% within column																
	Weighted counts	3,635	698	2,937	853	995	888	899	1,688	1,947	522	1,310	1,193	345	265	610	2,058
Weighted base	% within column																
	Weighted counts	3,454	1,226	2,227	848	970	821	815	1,642	1,812	496	1,203	1,151	324	280	603	1,888
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
UK Mail	% within column	4%	4%	3%	4%	3%	4%	3%	3%	4%	3%	1%	4%	3%	**	2%	3%
	Weighted counts	57	32	30	32	25	73	46	101	11	6	1	92	27		5	114
	Column Comparisons	-															
Interlink	% within column	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	**	4%	1%
	Weighted counts	21	13	14	16	6	38	10	42	3	3	2	35	13		8	41
	Column Comparisons	-					b									b	
TNT Express	% within column	2%	3%	2%	3%	1%	3%	1%	2%	2%	1%	1%	2%	2%	**	8%	2%
	Weighted counts	35	21	22	25	10	62	16	70	5	2	1	63	15		16	62
	Column Comparisons	-					B									B	
Citipost	% within column	1%	1%	1%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	**	5%	0%
	Weighted counts	10	7	8	8	2	22	3	22	2	1	0	22	2		10	15
	Column Comparisons	-					b									B	
Other	% within column	1%	1%	1%	1%	1%	1%	2%	1%	3%	0%	0%	1%	1%	**	0%	1%
	Weighted counts	15	12	11	9	6	11	26	27	10	0	0	24	13		0	37
	Column Comparisons	-						a		a c							
I don't know	% within column	3%	4%	4%	4%	3%	3%	5%	4%	2%	4%	6%	4%	3%	**	3%	4%
	Weighted counts	54	36	46	28	26	57	79	115	7	8	5	104	30		6	130
	Column Comparisons	-						a									
Effective Column n	% within column																
	Weighted counts	995	588	711	467	528	1,201	1,083	1,414	305	309	267	1,543	749	3	144	2,151
Unweighted base	% within column																
	Weighted counts	1,577	932	1,126	740	837	1,902	1,715	2,240	483	489	423	2,444	1,187	4	228	3,407
Weighted base	% within column																
	Weighted counts	1,566	838	1,050	776	790	1,854	1,584	2,878	293	192	91	2,530	920	4	196	3,257
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Yes	% within column	87%	85%	87%	86%	85%	87%	88%	86%	88%	84%	83%	89%	91%	94%	92%
	Weighted counts	2,992	1,048	1,944	733	827	716	716	1,405	1,587	415	996	1,024	293	264	557
	Column Comparisons	-											a B	a b	A B c	-
No - I received a card with instructions to arrange for redelivery or collection from a depot	% within column	13%	13%	13%	15%	14%	13%	12%	14%	13%	15%	16%	12%	8%	7%	8%
	Weighted counts	462	164	298	130	131	106	94	231	231	77	196	143	27	19	45
	Column Comparisons	-									d e	c d E	e			-
No - I received a card to say that it was left in a safe place outside my home	% within column	5%	6%	5%	6%	4%	6%	4%	4%	6%	9%	6%	4%	1%	1%	1%
	Weighted counts	178	69	109	52	44	45	36	68	110	43	77	51	3	4	7
	Column Comparisons	-							a		c D E	d e	d			-
No - I received a card to say that it was left with a neighbour	% within column	5%	5%	5%	6%	5%	3%	6%	5%	5%	7%	5%	5%	5%	3%	4%
	Weighted counts	177	64	113	48	49	28	51	78	99	32	63	58	16	8	23
	Column Comparisons	-														-
No - It was left outside of my home for me to find	% within column	2%	2%	2%	3%	1%	2%	2%	2%	2%	3%	2%	2%	1%	1%	1%
	Weighted counts	66	25	40	25	12	16	12	32	34	14	21	23	4	3	7
	Column Comparisons	-														-
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	31	8	22	5	14	6	6	13	18	3	16	8	3	1	4
	Column Comparisons	-														-
NET: No	% within column	19%	19%	19%	22%	19%	18%	18%	19%	19%	24%	23%	17%	12%	11%	11%
	Weighted counts	660	233	427	184	182	149	145	320	340	119	278	194	38	31	69
	Column Comparisons	-									c D E	c D E				-
Effective Column n	% within column															
	Weighted counts	2,295	441	1,854	538	628	561	567	1,066	1,229	330	827	753	218	167	385
	Column Comparisons															

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?																
<b>Yes</b>	% within column	87%	87%	85%	88%	87%	87%	84%	90%	87%	89%	85%	85%	86%	87%	**
	Weighted counts	1,635	1,357	715	920	674	684	1,552	1,427	2,490	261	164	78	2,184	804	
	Column Comparisons	-	-					A								
<b>No - I received a card with instructions to arrange for redelivery or collection from a depot</b>	% within column	14%	13%	14%	13%	13%	13%	16%	10%	13%	13%	15%	12%	14%	12%	**
	Weighted counts	257	205	116	141	101	104	300	160	384	38	29	11	352	109	
	Column Comparisons	-	-					B								
<b>No - I received a card to say that it was left in a safe place outside my home</b>	% within column	5%	5%	6%	5%	6%	5%	6%	5%	5%	3%	4%	6%	5%	5%	**
	Weighted counts	98	80	47	50	43	37	104	73	155	10	7	6	135	42	
	Column Comparisons	-	-													
<b>No - I received a card to say that it was left with a neighbour</b>	% within column	5%	5%	6%	5%	6%	3%	6%	4%	5%	4%	5%	3%	5%	5%	**
	Weighted counts	103	74	52	50	47	27	107	70	153	11	9	3	129	47	
	Column Comparisons	-	-													
<b>No - It was left outside of my home for me to find</b>	% within column	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	**
	Weighted counts	43	23	18	25	17	6	41	23	54	6	4	2	45	21	
	Column Comparisons	-	-													
<b>I don't know</b>	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	2%	2%	1%	1%	**
	Weighted counts	13	17	9	4	7	11	18	12	24	1	4	2	24	7	
	Column Comparisons	-	-													
<b>NET: No</b>	% within column	20%	18%	21%	19%	20%	17%	22%	16%	19%	19%	21%	19%	20%	18%	**
	Weighted counts	373	287	172	201	153	134	411	246	548	55	40	18	494	166	
	Column Comparisons	-	-					B								
<b>Effective Column n</b>	% within column															
	Weighted counts	1,299	995	588	711	467	528	1,201	1,083	1,414	305	309	267	1,543	749	3
		Column Comparisons														

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
		% within column										
<b>Yes</b>		84%	87%	88%	85%	85%	85%	87%	90%	87%	80%	<b>87%</b>
	Weighted counts	165	2,827	367	415	628	570	326	686	2,926	65	<b>2,992</b>
	Column Comparisons											-
<b>No - I received a card with instructions to arrange for redelivery or collection from a depot</b>		13%	13%	12%	17%	13%	13%	18%	10%	13%	9%	<b>13%</b>
	Weighted counts	26	436	50	81	99	89	69	73	454	8	<b>462</b>
	Column Comparisons				f			f				-
<b>No - I received a card to say that it was left in a safe place outside my home</b>		6%	5%	7%	3%	5%	7%	7%	4%	5%	10%	<b>5%</b>
	Weighted counts	12	166	27	14	39	44	25	29	169	8	<b>178</b>
	Column Comparisons											-
<b>No - I received a card to say that it was left with a neighbour</b>		3%	5%	6%	4%	5%	6%	8%	4%	5%	0%	<b>5%</b>
	Weighted counts	7	170	24	19	34	41	28	30	176	0	<b>177</b>
	Column Comparisons											-
<b>No - It was left outside of my home for me to find</b>		1%	2%	3%	2%	1%	1%	3%	2%	2%	1%	<b>2%</b>
	Weighted counts	2	63	11	9	7	9	13	17	65	1	<b>66</b>
	Column Comparisons											-
<b>I don't know</b>		2%	1%	0%	1%	1%	1%	0%	1%	1%	1%	<b>1%</b>
	Weighted counts	5	26	2	4	11	8	2	5	30	1	<b>31</b>
	Column Comparisons											-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
	% within column	19%	19%	19%	22%	19%	18%	18%	19%	19%	24%	23%	17%	12%	11%	11%
NET: No	Weighted counts	660	233	427	184	182	149	145	320	340	119	278	194	38	31	69
	Column Comparisons	-									c D E	c D E				-
	% within column															
Effective Column n	Weighted counts	2,295	441	1,854	538	628	561	567	1,066	1,229	330	827	753	218	167	385
	Column Comparisons															
Unweighted base		3,635	698	2,937	853	995	888	899	1,688	1,947	522	1,310	1,193	345	265	610
Weighted base		3,454	1,226	2,227	848	970	821	815	1,642	1,812	496	1,203	1,151	324	280	603
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
<b>NET: No</b>	<i>% within column</i>	20%	18%	21%	19%	20%	17%	22%	16%	19%	19%	21%	19%	20%	18%	**
	<i>Weighted counts</i>	373	287	172	201	153	134	411	246	548	55	40	18	494	166	
	<i>Column Comparisons</i>	-	-					B								
	<i>% within column</i>															
<b>Effective Column n</b>																
	<i>Weighted counts</i>	1,299	995	588	711	467	528	1,201	1,083	1,414	305	309	267	1,543	749	3
	<i>Column Comparisons</i>															
<b>Unweighted base</b>																
		2,058	1,577	932	1,126	740	837	1,902	1,715	2,240	483	489	423	2,444	1,187	4
<b>Weighted base</b>																
		1,888	1,566	838	1,050	776	790	1,854	1,584	2,878	293	192	91	2,530	920	4
<b>Columns</b>																
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total		
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year		I don't know/ I prefer not to answer	NET: Internet user
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?		% within column	19%	19%	18%	20%	20%	22%	22%	14%	19%	20%	19%
NET: No		Weighted counts	37	622	76	97	148	146	84	109	643	16	660
		Column Comparisons											-
		% within column											
Effective Column n		Weighted counts	144	2,151	294	336	545	482	285	354	2,257	36	2,295
		Column Comparisons											
Unweighted base			228	3,407	465	532	863	763	451	561	3,575	57	3,635
Weighted base			196	3,257	417	487	739	667	377	767	3,370	81	3,454
Columns			A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	30%	40%	25%	32%	37%	25%	25%	31%	29%	21%	30%	35%	**	**
	Weighted counts	140	65	75	42	49	26	24	72	68	16	59	50		
	Column Comparisons	-	b												
Fairly satisfied	% within column	38%	34%	40%	40%	35%	35%	43%	39%	37%	42%	43%	33%	**	**
	Weighted counts	174	56	118	52	45	37	40	89	85	32	85	47		
	Column Comparisons	-													
Neither satisfied or dissatisfied	% within column	13%	9%	15%	13%	16%	14%	8%	11%	15%	9%	11%	16%	**	**
	Weighted counts	60	14	46	17	21	15	7	26	34	7	21	22		
	Column Comparisons	-													
Fairly dissatisfied	% within column	10%	6%	12%	11%	5%	14%	12%	12%	8%	18%	9%	9%	**	**
	Weighted counts	47	11	36	14	7	15	11	27	20	14	17	12		
	Column Comparisons	-													
Very dissatisfied	% within column	8%	11%	7%	5%	7%	13%	12%	7%	10%	9%	7%	8%	**	**
	Weighted counts	39	18	22	6	9	13	11	16	23	7	14	12		
	Column Comparisons	-													
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0		
	Column Comparisons	-													
NET: Satisfied	% within column	68%	74%	65%	72%	72%	59%	68%	70%	66%	63%	73%	68%	**	**
	Weighted counts	315	121	194	94	94	63	64	161	153	49	144	97		
	Column Comparisons	-													
NET: Dissatisfied	% within column	19%	17%	19%	15%	12%	27%	24%	19%	19%	28%	16%	17%	**	**
	Weighted counts	86	28	58	20	15	29	23	43	43	21	31	24		
	Column Comparisons	-													
Effective Column n	Weighted counts	300	58	242	74	89	71	65	132	167	51	130	90	17	12
	Column Comparisons														
Average		2.3	2.1	2.4	2.2	2.1	2.6	2.4	2.2	2.3	2.5	2.2	2.2	2.5	2.4
Standard Deviation		1.2	1.3	1.2	1.1	1.2	1.3	1.3	1.2	1.3	1.3	1.2	1.2	1.4	1.4
Unweighted base		486	94	392	121	144	116	105	215	271	83	210	146	27	20
Weighted base		461	164	297	130	131	106	94	231	231	77	196	143	27	19
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG					Working status		UK nation				Rurality	
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied	% within column	**	22%	40%	22%	23%	33%	48%	29%	33%	31%	15%	40%	39%	31%
	Weighted counts		57	83	26	32	33	50	88	52	119	6	12	4	109
	Column Comparisons		-	-				c d					b		
Fairly satisfied	% within column	**	41%	33%	44%	40%	44%	23%	41%	32%	38%	41%	31%	24%	37%
	Weighted counts		106	68	51	56	44	24	122	51	147	16	9	3	130
	Column Comparisons		-	-	f		f								
Neither satisfied or dissatisfied	% within column	**	13%	13%	13%	13%	12%	13%	13%	14%	12%	16%	13%	21%	13%
	Weighted counts		34	26	15	19	12	14	38	22	48	6	4	2	46
	Column Comparisons		-	-											
Fairly dissatisfied	% within column	**	12%	8%	13%	11%	8%	7%	7%	15%	9%	17%	11%	8%	11%
	Weighted counts		31	16	15	16	8	8	22	24	36	6	3	1	37
	Column Comparisons		-	-						a					
Very dissatisfied	% within column	**	11%	6%	8%	13%	3%	8%	10%	6%	9%	10%	4%	8%	9%
	Weighted counts		28	12	9	18	3	8	29	10	33	4	1	1	30
	Column Comparisons		-	-											
Don't know	% within column	**	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts		0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons		-	-											
NET: Satisfied	% within column	**	64%	74%	66%	62%	77%	71%	70%	64%	69%	56%	71%	64%	68%
	Weighted counts		164	151	76	88	78	74	211	103	266	21	20	7	239
	Column Comparisons		-	-											
NET: Dissatisfied	% within column	**	23%	13%	21%	24%	11%	15%	17%	22%	18%	27%	16%	16%	19%
	Weighted counts		59	27	25	34	11	16	51	35	70	10	4	2	67
	Column Comparisons		-	-											
Effective Column n	% within column														
	Weighted counts	29	174	125	79	95	62	63	188	110	185	39	44	33	214
Column Comparisons															
Average		2.4	2.5	2.0	2.4	2.5	2.1	2.0	2.3	2.3	2.3	2.7	2.1	2.2	2.3
Standard Deviation		1.4	1.3	1.2	1.2	1.3	1.0	1.3	1.2	1.3	1.2	1.2	1.2	1.3	1.2
Unweighted base		47	283	203	128	155	101	102	306	178	300	62	71	53	348
Weighted base		45	257	205	116	141	101	103	300	160	384	38	29	11	352
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
				Yes – I am	No – I am not	Under £11,-	£11,- £17,-	£17,- £29,-	£30,- £49,-	£50,- £99,-	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per year				
Very satisfied	% within column	29%	**	**	31%	38%	38%	24%	30%	14%	42%	30%	**	30%
	Weighted counts	31			136	19	31	23	27	10	31	137		140
	Column Comparisons													-
Fairly satisfied	% within column	41%	**	**	38%	27%	32%	42%	39%	45%	38%	38%	**	38%
	Weighted counts	45			164	13	26	41	35	31	28	172		174
	Column Comparisons													-
Neither satisfied or dissatisfied	% within column	13%	**	**	12%	19%	17%	16%	8%	16%	5%	13%	**	13%
	Weighted counts	14			54	9	14	15	7	11	4	59		60
	Column Comparisons													-
Fairly dissatisfied	% within column	9%	**	**	10%	8%	10%	9%	11%	17%	6%	10%	**	10%
	Weighted counts	10			45	4	8	9	10	12	4	47		47
	Column Comparisons													-
Very dissatisfied	% within column	8%	**	**	8%	8%	2%	10%	12%	8%	9%	8%	**	8%
	Weighted counts	9			37	4	2	10	11	6	7	39		39
	Column Comparisons													-
Don't know	% within column	0%	**	**	0%	0%	1%	0%	0%	0%	0%	0%	**	0%
	Weighted counts	0			0	0	0	0	0	0	0	0		0
	Column Comparisons													-
NET: Satisfied	% within column	70%	**	**	69%	65%	71%	65%	69%	58%	80%	68%	**	68%
	Weighted counts	76			300	33	57	64	62	41	59	310		315
	Column Comparisons													-
NET: Dissatisfied	% within column	17%	**	**	19%	17%	12%	19%	23%	25%	15%	19%	**	19%
	Weighted counts	19			82	8	10	19	21	17	11	85		86
	Column Comparisons													-
Effective Column n	% within column													
	Weighted counts	85	0	19	280	31	57	67	62	45	38	295	5	300
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Average</b>	2.3	2.1	2.4	2.2	2.1	2.6	2.4	2.2	2.3	2.5	2.2	2.2	2.5	2.4
<b>Standard Deviation</b>	1.2	1.3	1.2	1.1	1.2	1.3	1.3	1.2	1.3	1.3	1.2	1.2	1.4	1.4
<b>Unweighted base</b>	486	94	392	121	144	116	105	215	271	83	210	146	27	20
<b>Weighted base</b>	461	164	297	130	131	106	94	231	231	77	196	143	27	19
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Average</b>	2.4	2.5	2.0	2.4	2.5	2.1	2.0	2.3	2.3	2.3	2.7	2.1	2.2	2.3
<b>Standard Deviation</b>	1.4	1.3	1.2	1.2	1.3	1.0	1.3	1.2	1.3	1.2	1.2	1.2	1.3	1.2
<b>Unweighted base</b>	47	283	203	128	155	101	102	306	178	300	62	71	53	348
<b>Weighted base</b>	45	257	205	116	141	101	103	300	160	384	38	29	11	352
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Average	2.3		2.5	2.3	2.2	2.1	2.4	2.4	2.6	2.0	2.3	2.1	2.3
Standard Deviation	1.2		1.2	1.2	1.3	1.1	1.2	1.3	1.2	1.2	1.2	1.3	1.2
Unweighted base	138	0	31	455	51	91	109	100	73	62	478	8	486
Weighted base	109	0	26	436	50	80	99	89	69	73	454	8	461
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home															
Very satisfied	% within column	44%	**	36%	**	**	55%	**	34%	50%	**	43%	54%	**	**
	Weighted counts	78		40			25		23	55		33	28		
	Column Comparisons	-													
Fairly satisfied	% within column	35%	**	36%	**	**	19%	**	42%	31%	**	42%	20%	**	**
	Weighted counts	63		39			9		29	34		32	10		
	Column Comparisons	-													
Neither satisfied or dissatisfied	% within column	8%	**	12%	**	**	8%	**	11%	6%	**	5%	5%	**	**
	Weighted counts	14		14			4		7	6		4	2		
	Column Comparisons	-		a											
Fairly dissatisfied	% within column	5%	**	8%	**	**	5%	**	9%	3%	**	5%	5%	**	**
	Weighted counts	10		8			2		6	4		4	3		
	Column Comparisons	-													
Very dissatisfied	% within column	7%	**	8%	**	**	12%	**	4%	9%	**	5%	16%	**	**
	Weighted counts	13		9			5		3	10		4	8		
	Column Comparisons	-													
Don't know	% within column	0%	**	0%	**	**	0%	**	0%	0%	**	0%	0%	**	**
	Weighted counts	0		0			0		0	0		0	0		
	Column Comparisons	-		-			-		-	-		-	-		
NET: Satisfied	% within column	80%	**	72%	**	**	75%	**	76%	82%	**	85%	74%	**	**
	Weighted counts	141		79			34		52	90		65	38		
	Column Comparisons	-													
NET: Dissatisfied	% within column	13%	**	15%	**	**	17%	**	13%	13%	**	10%	21%	**	**
	Weighted counts	23		17			8		9	14		7	11		
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	118	24	94	31	31	32	24	42	76	26	51	35	4	2
	Column Comparisons														
Average		2.0	1.7	2.1	2.0	2.2	2.0	1.6	2.1	1.9	2.0	1.9	2.1	1.8	1.8
Standard Deviation		1.2	1.1	1.2	1.0	1.3	1.4	.9	1.1	1.2	.9	1.1	1.5	.5	2.0
Unweighted base		185	38	147	49	48	51	37	66	119	41	80	55	6	3
Weighted base		178	69	109	52	44	45	36	68	110	43	77	51	3	4
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG					Working status		UK nation				Rurality	
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied	% within column	**	42%	47%	45%	39%	**	**	48%	39%	43%	**	**	**	44%
	Weighted counts		41	37	21	20			50	29	66				59
	Column Comparisons		-	-											
Fairly satisfied	% within column	**	41%	28%	39%	44%	**	**	39%	31%	36%	**	**	**	33%
	Weighted counts		41	23	18	22			40	23	55				45
	Column Comparisons		-	-											
Neither satisfied or dissatisfied	% within column	**	7%	8%	7%	8%	**	**	6%	9%	8%	**	**	**	8%
	Weighted counts		7	7	3	4			6	7	12				11
	Column Comparisons		-	-											
Fairly dissatisfied	% within column	**	4%	7%	4%	4%	**	**	3%	9%	6%	**	**	**	7%
	Weighted counts		4	6	2	2			3	6	9				9
	Column Comparisons		-	-											
Very dissatisfied	% within column	**	6%	9%	5%	6%	**	**	4%	12%	8%	**	**	**	9%
	Weighted counts		6	8	3	3			5	9	12				12
	Column Comparisons		-	-											
Don't know	% within column	**	0%	0%	0%	0%	**	**	0%	0%	0%	**	**	**	0%
	Weighted counts		0	0	0	0			0	0	0				0
	Column Comparisons		-	-	-	-			-	-	-				-
NET: Satisfied	% within column	**	83%	75%	84%	83%	**	**	87%	71%	78%	**	**	**	77%
	Weighted counts		82	60	40	42			90	51	122				104
	Column Comparisons		-	-					b						
NET: Dissatisfied	% within column	**	10%	17%	9%	10%	**	**	8%	20%	14%	**	**	**	15%
	Weighted counts		9	13	4	5			8	15	21				21
	Column Comparisons		-	-					a						
Effective Column n	Weighted counts	6	66	52	33	32	25	27	68	49	74	13	11	20	85
	Column Comparisons														
Average		1.8	1.9	2.0	1.9	1.9	2.3	1.7	1.8	2.2	2.0	1.7	1.9	1.5	2.0
Standard Deviation		1.3	1.1	1.3	1.1	1.1	1.5	1.0	1.0	1.4	1.2	.8	1.6	.6	1.3
Unweighted base		9	103	82	52	51	40	42	107	77	116	20	18	31	133
Weighted base		7	98	80	47	50	43	37	104	73	155	10	7	6	135
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am	No – I am not	Under £11,-	£11,- £17,-	£17,- £29,-	£30,- £49,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
		Rural	Unkn-own	house-bound	500 per year	499 per year	999 per year	999 per year	per year				
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Very satisfied</b>													
		% within column	45%	**	**	45%	**	**	**	**	46%	**	<b>44%</b>
		Weighted counts	19			75					78		<b>78</b>
		Column Comparisons											-
<b>Fairly satisfied</b>													
		% within column	43%	**	**	35%	**	**	**	**	34%	**	<b>35%</b>
		Weighted counts	18			58					57		<b>63</b>
		Column Comparisons											-
<b>Neither satisfied or dissatisfied</b>													
		% within column	7%	**	**	8%	**	**	**	**	7%	**	<b>8%</b>
		Weighted counts	3			14					12		<b>14</b>
		Column Comparisons											-
<b>Fairly dissatisfied</b>													
		% within column	2%	**	**	5%	**	**	**	**	6%	**	<b>5%</b>
		Weighted counts	1			9					10		<b>10</b>
		Column Comparisons											-
<b>Very dissatisfied</b>													
		% within column	3%	**	**	7%	**	**	**	**	8%	**	<b>7%</b>
		Weighted counts	1			11					13		<b>13</b>
		Column Comparisons											-
<b>Don't know</b>													
		% within column	0%	**	**	0%	**	**	**	**	0%	**	<b>0%</b>
		Weighted counts	0			0					0		<b>0</b>
		Column Comparisons											-
<b>NET: Satisfied</b>													
		% within column	88%	**	**	80%	**	**	**	**	80%	**	<b>80%</b>
		Weighted counts	37			133					135		<b>141</b>
		Column Comparisons											-
<b>NET: Dissatisfied</b>													
		% within column	5%	**	**	12%	**	**	**	**	13%	**	<b>13%</b>
		Weighted counts	2			20					23		<b>23</b>
		Column Comparisons											-
<b>Effective Column n</b>													
		% within column											
		Weighted counts	33	0	8	110	15	12	27	31	17	15	<b>118</b>
		Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3	Q4	Q1	Q2	Male	Female	16-24	25-44	45-64	65-74	75+
				2017	2017	2018	2018			years	years	years	years	years
<b>Average</b>	2.0	1.7	2.1	2.0	2.2	2.0	1.6	2.1	1.9	2.0	1.9	2.1	1.8	1.8
<b>Standard Deviation</b>	1.2	1.1	1.2	1.0	1.3	1.4	.9	1.1	1.2	.9	1.1	1.5	.5	2.0
<b>Unweighted base</b>	185	38	147	49	48	51	37	66	119	41	80	55	6	3
<b>Weighted base</b>	178	69	109	52	44	45	36	68	110	43	77	51	3	4
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N.		Urban
												Wales	Ireland	
<b>Average</b>	1.8	1.9	2.0	1.9	1.9	2.3	1.7	1.8	2.2	2.0	1.7	1.9	1.5	2.0
<b>Standard Deviation</b>	1.3	1.1	1.3	1.1	1.1	1.5	1.0	1.0	1.4	1.2	.8	1.6	.6	1.3
<b>Unweighted base</b>	9	103	82	52	51	40	42	107	77	116	20	18	31	133
<b>Weighted base</b>	7	98	80	47	50	43	37	104	73	155	10	7	6	135
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home	Demographics													
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
	Rural	Unkn-own	Yes – I am house-bound		No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
<b>Average</b>	1.8		2.4	1.9	2.0	2.5	2.0	2.1	1.6	1.7	2.0	2.1	<b>2.0</b>	
<b>Standard Deviation</b>	.9		1.5	1.2	1.4	1.7	1.2	1.2	.9	.9	1.2	.6	<b>1.2</b>	
<b>Unweighted base</b>	52	0	12	173	24	19	42	49	27	24	178	7	<b>185</b>	
<b>Weighted base</b>	42	0	12	166	27	14	39	44	25	29	169	8	<b>178</b>	
<b>Columns</b>	B	C	A	B	A	B	C	D	E	F	A	B	<b>A</b>	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	49%	**	51%	**	55%	**	**	41%	56%	**	50%	60%	**	**
	Weighted counts	87		57		27			32	55		31	35		
	Column Comparisons	-													
Fairly satisfied	% within column	33%	**	29%	**	22%	**	**	47%	22%	**	32%	25%	**	**
	Weighted counts	58		33		11			36	22		20	14		
	Column Comparisons	-							b						
Neither satisfied or dissatisfied	% within column	9%	**	9%	**	18%	**	**	6%	11%	**	7%	4%	**	**
	Weighted counts	16		10		9			5	11		4	3		
	Column Comparisons	-													
Fairly dissatisfied	% within column	5%	**	8%	**	4%	**	**	4%	6%	**	6%	9%	**	**
	Weighted counts	9		9		2			3	6		4	5		
	Column Comparisons	-													
Very dissatisfied	% within column	2%	**	3%	**	0%	**	**	1%	3%	**	1%	2%	**	**
	Weighted counts	4		4		0			1	3		1	1		
	Column Comparisons	-													
Don't know	% within column	2%	**	0%	**	0%	**	**	0%	3%	**	5%	0%	**	**
	Weighted counts	3		0		0			0	3		3	0		
	Column Comparisons	-													
NET: Satisfied	% within column	82%	**	80%	**	78%	**	**	88%	78%	**	82%	84%	**	**
	Weighted counts	145		91		38			69	77		51	49		
	Column Comparisons	-													
NET: Dissatisfied	% within column	7%	**	11%	**	4%	**	**	5%	9%	**	7%	11%	**	**
	Weighted counts	13		13		2			4	9		4	7		
	Column Comparisons	-		a											
Effective Column n	% within column														
	Weighted counts	102	18	84	25	29	21	27	40	62	18	41	32	6	5
	Column Comparisons														
Average		1.8	1.6	1.8	1.8	1.7	1.9	1.7	1.8	1.7	1.9	1.7	1.7	2.0	1.4
Standard Deviation		1.0	.7	1.1	1.1	.9	1.1	.9	.9	1.1	1.0	.9	1.1	1.0	.5
Unweighted base		176	30	146	44	50	36	46	70	106	31	70	55	11	9
Weighted base		174	61	113	48	49	28	49	78	96	32	60	58	16	8
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG					Working status		UK nation			Rurality		
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied	% within column	**	42%	59%	38%	46%	**	**	48%	51%	49%	**	**	**	51%
	Weighted counts		43	44	20	23			51	36	75				66
	Column Comparisons		-	-											
Fairly satisfied	% within column	**	39%	25%	39%	38%	**	**	38%	25%	33%	**	**	**	26%
	Weighted counts		40	18	21	19			41	18	50				33
	Column Comparisons		-	-											
Neither satisfied or dissatisfied	% within column	**	10%	7%	12%	9%	**	**	6%	12%	9%	**	**	**	11%
	Weighted counts		11	5	6	4			7	9	14				14
	Column Comparisons		-	-											
Fairly dissatisfied	% within column	**	2%	9%	4%	0%	**	**	4%	7%	5%	**	**	**	7%
	Weighted counts		2	7	2	0			4	5	8				9
	Column Comparisons		-	-											
Very dissatisfied	% within column	**	4%	0%	1%	6%	**	**	3%	0%	2%	**	**	**	3%
	Weighted counts		4	0	0	3			4	0	3				4
	Column Comparisons		-	-											
Don't know	% within column	**	3%	0%	5%	0%	**	**	0%	4%	2%	**	**	**	2%
	Weighted counts		3	0	3	0			0	3	3				3
	Column Comparisons		-	-											
NET: Satisfied	% within column	**	81%	84%	77%	85%	**	**	86%	77%	82%	**	**	**	77%
	Weighted counts		83	62	40	43			92	54	126				100
	Column Comparisons		-	-											
NET: Dissatisfied	% within column	**	6%	9%	5%	6%	**	**	7%	7%	7%	**	**	**	9%
	Weighted counts		6	7	3	3			8	5	11				12
	Column Comparisons		-	-											
Effective Column n	Weighted counts	12	63	39	31	32	21	18	63	39	64	13	14	11	68
	Column Comparisons														
Average		1.8	1.8	1.7	1.8	1.8	1.7	1.5	1.8	1.7	1.8	1.9	1.5	1.8	1.8
Standard Deviation		.9	1.0	1.0	.9	1.1	1.1	.8	1.0	1.0	1.0	1.1	.7	1.2	1.1
Unweighted base		20	108	68	53	55	36	32	109	67	110	23	24	19	116
Weighted base		23	100	74	50	50	47	27	107	67	151	11	9	3	126
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am	No – I am not	Under £11,- per year	£11,- 500 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour			Unkn-own	house-bound									
		% within column											
<b>Very satisfied</b>		Weighted counts	44%	**	**	50%	**	**	**	**	50%	**	<b>49%</b>
		Column Comparisons	21		85						87		<b>87</b>
		% within column									-		-
<b>Fairly satisfied</b>		Weighted counts	52%	**	**	33%	**	**	**	**	33%	**	<b>33%</b>
		Column Comparisons	25		57						58		<b>58</b>
		% within column									-		-
<b>Neither satisfied or dissatisfied</b>		Weighted counts	3%	**	**	8%	**	**	**	**	9%	**	<b>9%</b>
		Column Comparisons	1		14						15		<b>16</b>
		% within column									-		-
<b>Fairly dissatisfied</b>		Weighted counts	1%	**	**	5%	**	**	**	**	5%	**	<b>5%</b>
		Column Comparisons	0		9						9		<b>9</b>
		% within column									-		-
<b>Very dissatisfied</b>		Weighted counts	0%	**	**	2%	**	**	**	**	2%	**	<b>2%</b>
		Column Comparisons	0		3						3		<b>4</b>
		% within column									-		-
<b>Don't know</b>		Weighted counts	0%	**	**	2%	**	**	**	**	2%	**	<b>2%</b>
		Column Comparisons	0		3						3		<b>3</b>
		% within column									-		-
<b>NET: Satisfied</b>		Weighted counts	96%	**	**	83%	**	**	**	**	83%	**	<b>82%</b>
		Column Comparisons	46		141						145		<b>145</b>
		% within column									-		-
<b>NET: Dissatisfied</b>		Weighted counts	1%	**	**	7%	**	**	**	**	7%	**	<b>7%</b>
		Column Comparisons	1		12						12		<b>13</b>
		% within column									-		-
<b>Effective Column n</b>		Weighted counts	35	0	4	98	16	12	23	16	12	101	<b>102</b>
		Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Average</b>	1.8	1.6	1.8	1.8	1.7	1.9	1.7	1.8	1.7	1.9	1.7	1.7	2.0	1.4
<b>Standard Deviation</b>	1.0	.7	1.1	1.1	.9	1.1	.9	.9	1.1	1.0	.9	1.1	1.0	.5
<b>Unweighted base</b>	176	30	146	44	50	36	46	70	106	31	70	55	11	9
<b>Weighted base</b>	174	61	113	48	49	28	49	78	96	32	60	58	16	8
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Average</b>	1.8	1.8	1.7	1.8	1.8	1.7	1.5	1.8	1.7	1.8	1.9	1.5	1.8	1.8
<b>Standard Deviation</b>	.9	1.0	1.0	.9	1.1	1.1	.8	1.0	1.0	1.0	1.1	.7	1.2	1.1
<b>Unweighted base</b>	20	108	68	53	55	36	32	109	67	110	23	24	19	116
<b>Weighted base</b>	23	100	74	50	50	47	27	107	67	151	11	9	3	126
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
	Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Average	1.6		2.1	1.7	1.7	2.1	1.8	1.6	1.8	1.6	1.7	5.0	1.8
Standard Deviation	.6		1.2	1.0	1.2	1.4	1.0	.7	.9	.9	1.0		1.0
Unweighted base	60	0	7	169	27	21	40	40	28	20	174	1	176
Weighted base	47	0	7	167	24	19	34	38	28	30	173	0	174
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find			Methodology			Quarter				Gender		Age						SEG	
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE
Very satisfied	% within column	27%	**	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	18		7															
	Column Comparisons	-																	
Fairly satisfied	% within column	21%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	14		7															
	Column Comparisons	-																	
Neither satisfied or dissatisfied	% within column	11%	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	7		3															
	Column Comparisons	-																	
Fairly dissatisfied	% within column	20%	**	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	13		11															
	Column Comparisons	-																	
Very dissatisfied	% within column	21%	**	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	14		12															
	Column Comparisons	-																	
Don't know	% within column	0%	**	0%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	0		0															
	Column Comparisons	-		-															
NET: Satisfied	% within column	48%	**	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	31		14															
	Column Comparisons	-																	
NET: Dissatisfied	% within column	41%	**	56%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	Weighted counts	27		23															
	Column Comparisons	-		a															
Effective Column n	% within column																		
	Weighted counts	42	8	34	12	10	12	9	19	23	9	14	13	3	2	6	26	16	
Column Comparisons																			
Average		2.9	2.2	3.3	2.4	3.5	2.8	3.3	2.7	3.0	2.5	3.5	2.4	3.9	2.9	3.4	2.7	3.2	
Standard Deviation		1.5	1.4	1.5	1.5	1.6	1.6	1.5	1.5	1.6	1.5	1.4	1.5	1.5	2.3	1.8	1.6	1.4	
Unweighted base		73	14	59	21	17	20	15	33	40	16	25	22	6	4	10	45	28	
Weighted base		66	25	40	25	12	16	12	32	34	14	21	23	4	3	7	43	23	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income		
		AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wales	N. Ire- land	Urban	Rural	Unkn- own	I am hou...	No – I am n- hou...	£11,- Under 500 - £11,- 500 per year	£11,- 500 - £17,- 499 per year
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	28%	**	**
	Weighted counts															18		
	Column Comparisons																	
Very satisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	21%	**	**
	Weighted counts															14		
	Column Comparisons																	
Fairly satisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	**	**
	Weighted counts															5		
	Column Comparisons																	
Neither satisfied or dissatisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	21%	**	**
	Weighted counts															13		
	Column Comparisons																	
Fairly dissatisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	22%	**	**
	Weighted counts															14		
	Column Comparisons																	
Very dissatisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	0%	**	**
	Weighted counts															0		
	Column Comparisons															-		
Don't know	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	49%	**	**
	Weighted counts															31		
	Column Comparisons																	
NET: Satisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	43%	**	**
	Weighted counts															27		
	Column Comparisons																	
NET: Dissatisfied	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	43%	**	**
	Weighted counts															27		
	Column Comparisons																	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics					
		QJ6: Annual household income			QJ2: Internet usage		
		£17,- 500 - £29,999 per year	£30,- 000 - £49,999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find							
	% within column	**	**	**	**	28%	**
<b>Very satisfied</b>	Weighted counts					18	<b>18</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	20%	**
<b>Fairly satisfied</b>	Weighted counts					13	<b>14</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	11%	**
<b>Neither satisfied or dissatisfied</b>	Weighted counts					7	<b>7</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	20%	**
<b>Fairly dissatisfied</b>	Weighted counts					13	<b>13</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	22%	**
<b>Very dissatisfied</b>	Weighted counts					14	<b>14</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	0%	**
<b>Don't know</b>	Weighted counts					0	<b>0</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	47%	**
<b>NET: Satisfied</b>	Weighted counts					31	<b>31</b>
	Column Comparisons					-	-
	% within column	**	**	**	**	42%	**
<b>NET: Dissatisfied</b>	Weighted counts					27	<b>27</b>
	Column Comparisons					-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find		Demographics																
		Methodology			Quarter				Gender		Age						SEG	
		Total	CAPI	Online	Q3	Q4	Q1	Q2	Male	Fema- le	16-24	25-44	45-64	65-74	75+	65+	ABC1	C2DE
					2017	2017	2018	2018			years	years	years	years	years	(Net)		
<b>Effective Column n</b>	% within column	42	8	34	12	10	12	9	19	23	9	14	13	3	2	6	26	16
<b>Average</b>	Weighted counts	2.9	2.2	3.3	2.4	3.5	2.8	3.3	2.7	3.0	2.5	3.5	2.4	3.9	2.9	3.4	2.7	3.2
<b>Standard Deviation</b>	Column Comparisons	1.5	1.4	1.5	1.5	1.6	1.6	1.5	1.5	1.6	1.5	1.4	1.5	1.5	2.3	1.8	1.6	1.4
<b>Unweighted base</b>		73	14	59	21	17	20	15	33	40	16	25	22	6	4	10	45	28
<b>Weighted base</b>		66	25	40	25	12	16	12	32	34	14	21	23	4	3	7	43	23
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find	SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income	
	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wales	N. Ire- land	Urban	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	£11,- 500 - per year	£11,- 499 - per year
<b>Effective Column n</b>	10	16	10	6	25	16	25	6	6	5	25	17	0	2	40	5	6
<b>Average</b>	2.5	2.8	3.2	3.0	2.6	3.3	2.8	3.6	2.5	2.1	3.0	2.7		2.7	2.9	2.7	3.2
<b>Standard Deviation</b>	1.7	1.7	1.5	1.2	1.5	1.6	1.5	1.5	1.7	1.5	1.6	1.4		1.0	1.6	2.0	1.4
<b>Unweighted base</b>	18	27	17	11	44	28	43	10	11	9	43	30	0	3	70	9	10
<b>Weighted base</b>	18	25	17	6	41	23	54	6	4	2	45	21	0	2	63	11	9
<b>Columns</b>	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics						
		QJ6: Annual household income				QJ2: Internet usage		
		£17,- 500 - £29,999 per year	£30,- 000 - £49,999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Inter- net user	NET: Inter- net non- user	Total
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find	% within column							
<b>Effective Column n</b>	Weighted counts	8	9	8	7	42	1	<b>42</b>
<b>Average</b>	Column Comparisons	2.5	4.1	2.4	2.7	2.9	2.0	<b>2.9</b>
<b>Standard Deviation</b>		1.5	1.2	1.5	1.5	1.6		<b>1.5</b>
<b>Unweighted base</b>		13	15	14	12	72	1	<b>73</b>
<b>Weighted base</b>		7	9	13	17	65	1	<b>66</b>
<b>Columns</b>		C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ); A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	77%	73%	81%	81%	77%	75%	77%	76%	79%	75%	81%	80%	74%	64%	69%	79%
	Weighted counts	4,614	1,862	2,751	1,153	1,177	1,104	1,179	2,212	2,402	628	1,567	1,530	496	393	889	2,507
	Column Comparisons	-		A	c				a		E	a d E	a d E	e		-	-
No	% within column	21%	26%	17%	17%	21%	23%	21%	22%	19%	21%	18%	18%	24%	34%	29%	19%
	Weighted counts	1,239	668	570	249	330	337	322	651	588	173	349	350	163	204	366	600
	Column Comparisons	-	B				a		b					b c	A B C d	-	-
I don't know	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	4%	1%	1%	2%	2%	2%	2%
	Weighted counts	110	33	77	23	28	33	26	58	51	34	21	28	14	12	26	53
	Column Comparisons	-		a							B c					-	-
Effective Column n	% within column																
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		% within column	75%	82%	78%	78%	73%	81%	73%	77%	80%	78%	77%	78%	**	70%	78%	
Yes	Weighted counts	2,107	1,115	1,391	1,012	1,095	2,499	2,093	3,867	382	234	131	3,436	1,171		208	4,406	
	Column Comparisons	-	F	f	f		B										a	
	% within column	23%	17%	20%	20%	25%	17%	25%	21%	19%	19%	24%	21%	20%	**	24%	21%	
No	Weighted counts	639	233	367	261	378	518	714	1,047	91	58	43	934	303		72	1,167	
	Column Comparisons	-				C d e	A											
	% within column	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	2%	**	6%	2%	
I don't know	Weighted counts	56	20	34	24	32	51	57	95	4	6	5	82	25		17	93	
	Column Comparisons	-														B		
	% within column																	
Effective Column n		Weighted counts	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
		Column Comparisons																
Unweighted base			2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base			2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
Columns			B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature	% within column	74%	76%	81%	84%	85%	70%	79%	45%	77%
Yes	Weighted counts	578	610	973	859	455	1,140	4,457	151	4,614
	Column Comparisons			a b F	A b F	A b F	B			-
	% within column	24%	22%	18%	15%	13%	27%	19%	54%	21%
No	Weighted counts	187	178	212	153	69	440	1,052	179	1,239
	Column Comparisons	c D E	d E				C D E		A	-
	% within column	2%	2%	1%	2%	2%	2%	2%	1%	2%
I don't know	Weighted counts	14	15	15	16	12	38	104	5	110
	Column Comparisons									-
	% within column									
Effective Column n	Weighted counts	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Pick up the item from a delivery office	% within column	27%	25%	27%	26%	27%	27%	26%	28%	25%	24%	28%	28%	28%
	Weighted counts	1,253	479	774	312	320	304	317	635	618	154	443	427	143
	Column Comparisons	-												
Arrange for redelivery to your home	% within column	35%	28%	40%	35%	35%	34%	37%	33%	37%	37%	34%	35%	33%
	Weighted counts	1,665	529	1,136	411	424	387	444	750	915	239	540	548	166
	Column Comparisons	-		A						a				
Arrange for the item to be left in a safe place	% within column	26%	23%	27%	24%	24%	27%	28%	23%	28%	28%	26%	25%	19%
	Weighted counts	1,205	436	769	283	288	301	332	512	693	180	422	394	97
	Column Comparisons	-		a						A				
Arrange for delivery to a neighbour	% within column	24%	22%	25%	25%	26%	22%	22%	23%	24%	26%	22%	24%	24%
	Weighted counts	1,121	407	714	291	312	249	270	527	594	171	352	373	121
	Column Comparisons	-		a										
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	19%	15%	21%	19%	20%	19%	17%	19%	18%	18%	19%	21%	14%
	Weighted counts	882	282	600	228	241	214	199	430	452	115	306	322	71
	Column Comparisons	-		A										
Arrange to pick it up from a collection point/box	% within column	10%	8%	11%	10%	11%	10%	10%	11%	9%	11%	14%	10%	5%
	Weighted counts	483	160	323	118	127	117	122	253	230	73	221	149	23
	Column Comparisons	-		a							d e	c D E	d e	
Arrange for delivery to an alternative address	% within column	5%	4%	7%	6%	6%	5%	5%	6%	5%	8%	7%	5%	3%
	Weighted counts	257	73	184	74	71	54	59	132	126	50	111	76	13
	Column Comparisons	-		a							d e	d e		
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	5%	5%	4%	6%	4%	5%	3%	5%	4%	9%	6%	3%	2%
	Weighted counts	217	91	126	73	48	59	36	109	108	56	93	50	10
	Column Comparisons	-			d						C D E	c d e		
Arrange to pick it up at the operator's depot	% within column	9%	11%	8%	12%	8%	5%	10%	10%	7%	11%	10%	9%	5%
	Weighted counts	419	205	214	137	101	61	120	238	181	70	163	134	27
	Column Comparisons	-	b		b C	c		c	b		d	d		
Any other way	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	30	14	16	11	2	10	7	15	15	2	6	11	3
	Column Comparisons	-												
I don't know	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	28	5	23	7	5	9	7	13	15	6	9	5	2
	Column Comparisons	-												

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p <= 0.05$ ), A, B, C, D, E, F... ( $p <= 0.001$ ).

Part 1 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?														
Pick up the item from a delivery office	% within column	21%	25%	27%	26%	26%	27%	26%	27%	28%	24%	27%	27%	24%
	Weighted counts	86	228	686	567	295	391	270	297	722	523	1,061	105	58
	Column Comparisons		-	-	-					b				
Arrange for redelivery to your home	% within column	43%	37%	34%	37%	34%	33%	36%	39%	31%	40%	36%	32%	37%
	Weighted counts	172	338	864	801	386	477	371	430	798	860	1,405	124	90
	Column Comparisons		-	-	-					A				
Arrange for the item to be left in a safe place	% within column	28%	23%	27%	24%	28%	26%	27%	21%	26%	25%	25%	30%	25%
	Weighted counts	112	209	688	517	316	371	279	238	669	526	977	118	61
	Column Comparisons		-	-	-	f								
Arrange for delivery to a neighbour	% within column	26%	25%	24%	24%	24%	23%	24%	24%	24%	24%	24%	21%	25%
	Weighted counts	103	225	604	517	273	331	250	267	607	506	940	81	60
	Column Comparisons		-	-	-									
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	17%	15%	20%	18%	21%	19%	20%	15%	20%	17%	19%	18%	20%
	Weighted counts	68	139	502	380	237	265	211	168	505	373	740	71	47
	Column Comparisons		-	-	-	f		f						
Arrange to pick it up from a collection point/ box	% within column	4%	4%	11%	10%	11%	10%	11%	9%	12%	8%	11%	7%	10%
	Weighted counts	17	41	272	211	127	146	110	101	309	171	420	27	25
	Column Comparisons		-	-	-					B				
Arrange for delivery to an alternative address	% within column	2%	2%	5%	6%	5%	5%	7%	5%	7%	3%	6%	4%	7%
	Weighted counts	7	20	132	126	60	72	75	51	186	69	219	16	16
	Column Comparisons		-	-	-					B				
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	2%	2%	4%	5%	4%	4%	6%	5%	5%	4%	5%	5%	4%
	Weighted counts	8	18	107	111	50	57	60	50	132	83	179	20	9
	Column Comparisons		-	-	-									
Arrange to pick it up at the operator's depot	% within column	6%	6%	9%	9%	9%	9%	8%	9%	10%	7%	9%	8%	10%
	Weighted counts	25	52	234	185	106	128	84	102	261	155	353	30	24
	Column Comparisons		-	-	-					b				
Any other way	% within column	2%	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	0%	1%
	Weighted counts	8	11	23	7	16	7	4	3	8	22	26	2	1
	Column Comparisons	b	-	-	-						a			
I don't know	% within column	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	1%	0%
	Weighted counts	6	7	5	22	0	5	10	12	11	17	25	2	1
	Column Comparisons		-	-	-			c	c					

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am	No – I am not	Under £11,-	£11,- 500 - £17,-	£17,- 500 - £29,-	£30,- 000 - £49,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per year		
	% within column	21%	28%	23%	**	20%	27%	27%	28%	26%	27%	25%	26%	27%
Pick up the item from a delivery office	Weighted counts	28	975	276		44	1,209	163	173	262	237	115	303	1,211
	Column Comparisons		b											
	% within column	35%	35%	36%	**	36%	35%	41%	39%	37%	32%	32%	32%	35%
Arrange for redelivery to your home	Weighted counts	46	1,238	425		78	1,587	246	246	366	284	147	375	1,613
	Column Comparisons							d e f						
	% within column	37%	23%	33%	**	25%	26%	23%	22%	25%	28%	32%	25%	26%
Arrange for the item to be left in a safe place	Weighted counts	49	808	394		55	1,149	136	139	250	245	145	288	1,186
	Column Comparisons	c		A								a b		b
	% within column	30%	24%	24%	**	20%	24%	25%	21%	25%	25%	22%	23%	24%
Arrange for delivery to a neighbour	Weighted counts	40	834	284		44	1,077	150	129	253	221	101	268	1,078
	Column Comparisons	b												
	% within column	17%	18%	20%	**	17%	19%	16%	20%	21%	18%	23%	17%	19%
Arrange for delivery to a Post Office branch, where you can pick it up	Weighted counts	23	639	243		38	844	96	123	208	156	104	194	864
	Column Comparisons													b
	% within column	9%	11%	7%	**	14%	10%	9%	8%	11%	12%	13%	9%	10%
Arrange to pick it up from a collection point/box	Weighted counts	11	392	89		30	453	53	47	107	110	61	105	473
	Column Comparisons		b											
	% within column	5%	6%	5%	**	13%	5%	5%	5%	6%	6%	9%	4%	5%
Arrange for delivery to an alternative address	Weighted counts	6	197	61		29	228	28	30	58	53	41	48	247
	Column Comparisons					B								
	% within column	7%	5%	4%	**	10%	4%	4%	4%	5%	5%	5%	5%	5%
Get a friend/relative to pick up the item from the delivery/enquiry office	Weighted counts	9	169	48		23	195	24	24	46	41	24	58	207
	Column Comparisons					B								
	% within column	9%	10%	6%	**	14%	9%	9%	8%	8%	9%	9%	10%	9%
Arrange to pick it up at the operator's depot	Weighted counts	12	342	77		31	388	56	51	82	78	39	114	401
	Column Comparisons		b			b								

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?			Total
	% within column	25%	27%
<b>Pick up the item from a delivery office</b>	Weighted counts	39	1,253
	Column Comparisons		-
	% within column	32%	35%
<b>Arrange for redelivery to your home</b>	Weighted counts	51	1,665
	Column Comparisons		-
	% within column	12%	26%
<b>Arrange for the item to be left in a safe place</b>	Weighted counts	19	1,205
	Column Comparisons		-
	% within column	26%	24%
<b>Arrange for delivery to a neighbour</b>	Weighted counts	41	1,121
	Column Comparisons		-
	% within column	11%	19%
<b>Arrange for delivery to a Post Office branch, where you can pick it up</b>	Weighted counts	18	882
	Column Comparisons		-
	% within column	6%	10%
<b>Arrange to pick it up from a collection point/box</b>	Weighted counts	10	483
	Column Comparisons		-
	% within column	7%	5%
<b>Arrange for delivery to an alternative address</b>	Weighted counts	10	257
	Column Comparisons		-
	% within column	7%	5%
<b>Get a friend/relative to pick up the item from the delivery/enquiry office</b>	Weighted counts	11	217
	Column Comparisons		-
	% within column	12%	9%
<b>Arrange to pick it up at the operator's depot</b>	Weighted counts	18	419
	Column Comparisons		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Any other way	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	30	14	16	11	2	10	7	15	15	2	6	11	3
	Column Comparisons	-												
I don't know	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	28	5	23	7	5	9	7	13	15	6	9	5	2
	Column Comparisons	-												
NET: Arrange pick-up	% within column	55%	56%	54%	57%	55%	54%	54%	59%	51%	56%	59%	55%	50%
	Weighted counts	2,583	1,060	1,523	669	660	607	648	1,330	1,253	361	949	849	254
	Column Comparisons	-							B		e	d E	e	
NET: Arrange new delivery	% within column	54%	46%	58%	53%	55%	52%	54%	51%	56%	57%	52%	52%	53%
	Weighted counts	2,529	875	1,654	630	665	591	644	1,162	1,367	369	838	815	269
	Column Comparisons	-		A						a				
Effective Column n	% within column													
	Weighted counts	2,950	664	2,286	723	754	717	757	1,376	1,574	410	1,051	961	307
	Column Comparisons													
Unweighted base		4,766	1,073	3,693	1,168	1,218	1,158	1,222	2,223	2,543	663	1,698	1,553	496
Weighted base		4,714	1,886	2,827	1,179	1,203	1,131	1,201	2,270	2,443	651	1,604	1,553	504
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
Any other way	% within column	2%	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	0%	1%
	Weighted counts	8	11	23	7	16	7	4	3	8	22	26	2	1
	Column Comparisons	b	-	-	-						a			
I don't know	% within column	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	1%	0%
	Weighted counts	6	7	5	22	0	5	10	12	11	17	25	2	1
	Column Comparisons		-	-	-			c	c					
NET: Arrange pick-up	% within column	42%	47%	56%	53%	56%	56%	55%	51%	59%	50%	55%	54%	53%
	Weighted counts	170	424	1,443	1,140	641	802	571	569	1,506	1,061	2,177	208	129
	Column Comparisons		-	-	-					B				
NET: Arrange new delivery	% within column	59%	56%	52%	56%	52%	52%	54%	57%	51%	57%	54%	48%	56%
	Weighted counts	238	507	1,331	1,198	587	744	566	632	1,293	1,225	2,130	188	137
	Column Comparisons		-	-	-						A			
Effective Column n	% within column													
	Weighted counts	220	527	1,678	1,273	751	927	584	689	1,567	1,369	1,833	391	377
	Column Comparisons													
Unweighted base		356	852	2,710	2,056	1,213	1,497	943	1,113	2,531	2,212	2,961	632	609
Weighted base		402	906	2,562	2,151	1,137	1,425	1,041	1,111	2,553	2,138	3,949	389	243
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am	No – I am not	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?	N.	Ireland	Urban	Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per ye-ar	NET: Internet user
	% within column	0%	1%	1%	**	1%	1%	0%	1%	0%	0%	1%	1%
	Weighted counts	1	19	11		2	28	2	3	4	4	5	30
	Column Comparisons												
Any other way	% within column	0%	1%	1%	**	0%	1%	1%	0%	1%	0%	0%	1%
	Weighted counts	0	19	9		1	27	7	3	10	1	4	23
	Column Comparisons												
	% within column	52%	57%	49%	**	52%	55%	52%	54%	54%	56%	57%	56%
I don't know	Weighted counts	69	1,998	582		113	2,470	312	341	533	494	261	642
	Column Comparisons		B										
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	73	1,881	644		123	2,406	364	344	559	463	221	578
NET: Arrange pick-up	Column Comparisons							d e f		e			
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	73	1,881	644		123	2,406	364	344	559	463	221	578
	Column Comparisons							d e f		e			
NET: Arrange new delivery	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	73	1,881	644		123	2,406	364	344	559	463	221	578
	Column Comparisons							d e f		e			
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
Effective Column n	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521
	Column Comparisons												
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521
Unweighted base	Column Comparisons												
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521
	Column Comparisons												
Weighted base	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521
	Column Comparisons												
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
Columns	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521
	Column Comparisons												
	% within column	55%	54%	54%	**	56%	54%	61%	55%	56%	53%	48%	50%
	Weighted counts	349	2,040	906	4	152	2,798	392	405	680	613	340	521

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Internet non-user	
			Total
Any other way	% within column	0%	1%
	Weighted counts	0	30
	Column Comparisons		-
I don't know	% within column	2%	1%
	Weighted counts	4	28
	Column Comparisons	a	-
NET: Arrange pick-up	% within column	51%	55%
	Weighted counts	81	2,583
	Column Comparisons		-
NET: Arrange new delivery	% within column	55%	54%
	Weighted counts	88	2,529
	Column Comparisons		-
Effective Column n	% within column		
	Weighted counts	62	2,950
	Column Comparisons		
Unweighted base		100	4,766
Weighted base		159	4,714
Columns		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Yes	% within column	39%	30%	47%	39%	43%	40%	36%	39%	40%	48%	46%	39%	28%
	Weighted counts	2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
	Column Comparisons	-		A		d					C D E	C D E	D E	
No	% within column	61%	70%	53%	61%	57%	60%	64%	61%	60%	52%	54%	61%	72%
	Weighted counts	3,614	1,800	1,814	872	872	886	984	1,789	1,825	437	1,043	1,172	484
	Column Comparisons	-	B					b					A B	A B C
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
	Column Comparisons													
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Yes</b>	% within column	22%	25%	43%	36%	44%	42%	39%	33%	44%	34%	39%	44%	43%
	Weighted counts	131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
	Column Comparisons		-	-	-	e F	F	f		B			d	d
<b>No</b>	% within column	78%	75%	57%	64%	56%	58%	61%	67%	56%	66%	61%	56%	57%
	Weighted counts	477	960	1,813	1,801	768	1,046	797	1,004	1,705	1,894	3,056	267	171
	Column Comparisons	A B C	-	-	-			c	C D e		A			
<b>Effective Column n</b>	% within column													
	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
Column Comparisons														
<b>Unweighted base</b>		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
<b>Weighted base</b>		609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?		N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Yes	% within column	33%	39%	39%	**	52%	39%	33%	40%	41%	48%	56%	30%	41%
	Weighted counts	59	1,756	589		155	2,193	258	319	492	489	298	493	2,307
	Column Comparisons					B			a f	a F	A b c F	A B C d F		B
No	% within column	67%	61%	61%	**	48%	61%	67%	60%	59%	52%	44%	70%	59%
	Weighted counts	120	2,696	909		142	3,472	521	484	707	538	238	1,125	3,306
	Column Comparisons	b c					A	b c D E	d E	d E	e		b C D E	
Effective Column n	% within column													
	Weighted counts	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
Column Comparisons														
Unweighted base		704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633
Weighted base		179	4,452	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?		Internet usage	
		NET: Internet non-user	Total
<b>Yes</b>	% within column	12%	<b>39%</b>
	Weighted counts	40	<b>2,348</b>
	Column Comparisons		-
<b>No</b>	% within column	88%	<b>61%</b>
	Weighted counts	295	<b>3,614</b>
	Column Comparisons	A	-
<b>Effective Column n</b>	% within column		
	Weighted counts	118	<b>3,587</b>
	Column Comparisons		
<b>Unweighted base</b>		192	<b>5,836</b>
<b>Weighted base</b>		334	<b>5,962</b>
<b>Columns</b>		B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

			QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive						
			This is a 'great to have' – makes a difference and can sway my decision	This is not a 'nice to have', but I can live without it being offered	This is not important to me – I don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base	
Guarantee that the parcel will arrive intact	% within row		63%	27%	8%	2%	0%	90%	100%
	Weighted counts		1,478	629	190	41	9	2,108	2,348
Guaranteed delivery to my door	% within row		50%	36%	11%	2%	0%	86%	100%
	Weighted counts		1,176	849	263	55	4	2,025	2,348
Guarantee that the parcel will arrive on time	% within row		38%	43%	15%	3%	0%	81%	100%
	Weighted counts		903	1,005	357	74	10	1,908	2,348
Low cost	% within row		33%	47%	16%	3%	1%	81%	100%
	Weighted counts		780	1,111	379	62	17	1,890	2,348
Free delivery	% within row		25%	53%	18%	4%	1%	78%	100%
	Weighted counts		581	1,244	425	86	13	1,824	2,348
Proof and details of delivery receipt sent to me if someone else receives it	% within row		42%	36%	17%	4%	1%	78%	100%
	Weighted counts		977	853	399	95	24	1,830	2,348
Convenient options for me to accept the delivery	% within row		27%	51%	18%	4%	0%	78%	100%
	Weighted counts		631	1,193	425	89	10	1,824	2,348
Fast delivery	% within row		27%	48%	20%	3%	1%	76%	100%
	Weighted counts		640	1,136	473	81	18	1,776	2,348
Ability to track the delivery	% within row		34%	42%	21%	4%	0%	75%	100%
	Weighted counts		789	976	491	84	8	1,764	2,348
Proof of postage/dispatch	% within row		34%	41%	20%	4%	1%	75%	100%
	Weighted counts		799	965	470	97	16	1,765	2,348
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	% within row		30%	45%	18%	4%	3%	76%	100%
	Weighted counts		711	1,066	412	95	64	1,778	2,348

Weight: Demographic, Geographic &amp; Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Part 1 of 2

			QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive						
			This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base	
Option to reschedule if I am unable to take the delivery	% within row		32%	45%	19%	4%	1%	76%	100%
	Weighted counts		747	1,046	444	95	16	1,792	2,348
Ability to select a specific date/time for delivery	% within row		19%	49%	24%	7%	1%	68%	100%
	Weighted counts		447	1,156	572	154	20	1,602	2,348
Availability of nearby collection points in case of failed delivery	% within row		23%	44%	23%	8%	3%	67%	100%
	Weighted counts		538	1,024	529	194	62	1,562	2,348
Ability to provide a specific time slot or SMS notification of delivery time	% within row		16%	50%	26%	7%	1%	66%	100%
	Weighted counts		380	1,165	611	161	31	1,545	2,348
Ability to choose an express or next day service	% within row		18%	44%	28%	9%	1%	62%	100%
	Weighted counts		426	1,033	661	206	21	1,459	2,348
Ability to select an evening/weekend delivery	% within row		13%	41%	31%	13%	1%	54%	100%
	Weighted counts		313	964	727	313	31	1,277	2,348
Inclusion of insurance	% within row		15%	34%	34%	15%	3%	49%	100%
	Weighted counts		353	794	788	353	60	1,147	2,348

Weight: Demographic, Geographic &amp; Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics										
			Methodology			Quarter				Gender		Age	
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
This is mandatory to me – a must have	% within column		33%	32%	34%	36%	32%	34%	31%	31%	35%	35%	32%
	Weighted counts		780	244	536	198	213	203	166	354	426	139	291
	Column Comparisons		-										
This is a 'great to have' – makes a difference and can sway my decision	% within column		47%	48%	47%	42%	47%	50%	50%	46%	49%	47%	49%
	Weighted counts		1,111	363	747	232	313	294	271	520	591	185	442
	Column Comparisons		-										
This is a 'nice to have', but I can live without it being offered	% within column		16%	16%	16%	19%	17%	13%	16%	18%	14%	16%	14%
	Weighted counts		379	125	254	103	111	79	86	204	175	64	128
	Column Comparisons		-							b			
This is not important to me – don't mind if not offered	% within column		3%	3%	2%	2%	3%	2%	3%	4%	2%	3%	3%
	Weighted counts		62	25	37	13	22	11	16	43	19	10	26
	Column Comparisons		-							b			
This is a negative to me	% within column		1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%
	Weighted counts		17	6	10	6	4	2	4	11	5	0	8
	Column Comparisons		-										
NET: Important (T2B)	% within column		81%	80%	81%	78%	79%	84%	80%	77%	84%	81%	82%
	Weighted counts		1,890	607	1,283	431	526	496	437	874	1,017	323	732
	Column Comparisons		-								A		
Effective Column n	% within column												
	Weighted counts		1,645	298	1,347	375	449	412	409	743	902	279	642
	Column Comparisons												
Unweighted base			2,528	458	2,070	576	690	633	629	1,142	1,386	429	986
Weighted base			2,348	764	1,584	553	663	589	543	1,132	1,216	397	894
Columns			A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Age				SEG					Working status	
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
This is mandatory to me – a must have	% within column	34%	32%	30%	31%	31%	36%	28%	33%	37%	35%	32%
	Weighted counts	251	60	40	100	418	362	171	247	187	175	440
	Column Comparisons				-	-	-					
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	44%	45%	44%	47%	48%	44%	49%	46%	50%	48%
	Weighted counts	341	83	59	142	634	476	267	368	228	248	654
	Column Comparisons				-	-	-					
This is a 'nice to have', but I can live without it being offered	% within column	17%	20%	18%	19%	18%	14%	21%	16%	15%	12%	17%
	Weighted counts	125	39	24	63	243	136	127	116	75	61	228
	Column Comparisons				-	-	-	f				
This is not important to me – don't mind if not offered	% within column	2%	4%	4%	4%	3%	3%	4%	1%	2%	3%	2%
	Weighted counts	14	7	5	12	36	26	25	11	10	16	30
	Column Comparisons				-	-	-					
This is a negative to me	% within column	1%	1%	2%	1%	1%	0%	2%	1%	0%	0%	1%
	Weighted counts	5	1	3	4	15	2	10	5	1	0	11
	Column Comparisons				-	-	-					
NET: Important (T2B)	% within column	81%	75%	76%	75%	78%	84%	73%	82%	83%	85%	80%
	Weighted counts	592	143	99	242	1,052	838	438	615	415	423	1,094
	Column Comparisons				-	-	-		C	c	C	
Effective Column n	% within column											
	Weighted counts	502	139	83	222	988	657	453	535	307	351	920
	Column Comparisons											
Unweighted base		772	213	128	341	1,518	1,010	696	822	471	539	1,413
Weighted base		736	190	131	321	1,347	1,001	600	746	501	501	1,363
Columns		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income	
									Yes – I am	No – I am not	Under	
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unkn-own	houseb-ound	houseb-ound	£11,500 per year
This is mandatory to me – a must have	% within column	35%	33%	31%	39%	33%	34%	30%	**	30%	33%	38%
	Weighted counts	337	645	66	50	19	604	176		46	734	98
	Column Comparisons											
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	48%	45%	44%	52%	46%	50%	**	42%	48%	51%
	Weighted counts	451	930	94	55	31	814	294		65	1,046	130
	Column Comparisons											
This is a 'nice to have', but I can live without it being offered	% within column	15%	16%	21%	13%	13%	16%	18%	**	17%	16%	9%
	Weighted counts	146	311	44	16	7	275	104		27	352	23
	Column Comparisons											
This is not important to me – don't mind if not offered	% within column	3%	3%	2%	4%	2%	3%	2%	**	9%	2%	2%
	Weighted counts	32	52	4	5	1	49	13		14	48	5
	Column Comparisons									B		
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	0%	**	2%	1%	0%
	Weighted counts	5	14	2	0	0	14	2		3	14	1
	Column Comparisons											
NET: Important (T2B)	% within column	81%	81%	76%	83%	85%	81%	80%	**	72%	81%	89%
	Weighted counts	788	1,575	160	105	50	1,418	469		111	1,779	229
	Column Comparisons										a	b d E
Effective Column n	% within column											
	Weighted counts	717	1,019	227	217	182	1,142	502	1	115	1,530	193
Unweighted base	Column Comparisons											
		1,101	1,566	349	334	279	1,754	772	2	177	2,351	297
Weighted base												
		971	1,953	210	127	59	1,756	589	3	155	2,193	258
Columns		B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics					QJ2: Internet usage		Total
		QJ6: Annual household income				I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year				
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost	% within column	36%	32%	32%	27%	35%	33%	**	33%
<b>This is mandatory to me – a must have</b>	Weighted counts	114	157	156	80	175	770		780
	Column Comparisons								-
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	42%	51%	47%	43%	48%	48%	**	47%
	Weighted counts	133	252	232	128	235	1,096		1,111
	Column Comparisons								-
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	16%	14%	17%	26%	15%	16%	**	16%
	Weighted counts	52	68	85	79	72	365		379
	Column Comparisons	a		a	A b C d f				-
<b>This is not important to me – don't mind if not offered</b>	% within column	5%	3%	1%	3%	2%	3%	**	3%
	Weighted counts	17	13	6	9	11	60		62
	Column Comparisons								-
<b>This is a negative to me</b>	% within column	1%	0%	2%	1%	0%	1%	**	1%
	Weighted counts	2	2	10	2	0	17		17
	Column Comparisons								-
<b>NET: Important (T2B)</b>	% within column	78%	83%	79%	70%	83%	81%	**	81%
	Weighted counts	247	409	388	208	410	1,866		1,890
	Column Comparisons		E	e		e	b		-
<b>Effective Column n</b>	% within column								
	Weighted counts	224	385	364	228	252	1,621	23	1,645
	Column Comparisons								
<b>Unweighted base</b>		344	591	559	350	387	2,491	35	2,528
<b>Weighted base</b>		319	492	489	298	493	2,307	40	2,348
<b>Columns</b>		B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	25%	28%	23%	24%	25%	28%	23%	23%	27%	23%	23%	25%	31%
	Weighted counts	581	215	365	130	166	162	123	257	323	92	208	188	59
	Column Comparisons	-	b											
This is a 'great to have' – makes a difference and can sway my decision	% within column	53%	44%	57%	56%	51%	52%	53%	51%	55%	53%	50%	55%	53%
	Weighted counts	1,244	337	907	312	341	303	288	577	666	209	449	408	100
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	18%	22%	16%	15%	19%	17%	22%	20%	16%	19%	21%	16%	14%
	Weighted counts	425	170	254	85	125	98	117	232	193	77	184	117	28
	Column Comparisons	-	b						b					
This is not important to me – don't mind if not offered	% within column	4%	5%	3%	4%	4%	4%	2%	5%	2%	5%	5%	3%	1%
	Weighted counts	86	35	51	24	28	22	13	56	30	18	45	20	3
	Column Comparisons	-							b					
This is a negative to me	% within column	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%
	Weighted counts	13	6	7	3	4	4	2	10	3	0	9	3	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	78%	72%	80%	80%	76%	79%	76%	74%	81%	76%	73%	81%	84%
	Weighted counts	1,824	552	1,272	442	506	466	411	835	990	302	657	595	159
	Column Comparisons	-		A						A			b	b
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
Column Comparisons														
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		% within column	26%	29%	25%	24%	21%	29%	25%	23%	23%	25%	20%	27%
This is mandatory to me – a must have	Weighted counts	34	93	341	240	126	215	123	117	314	263	492	41	34
	Column Comparisons		-	-	-		c							
	% within column	59%	55%	51%	56%	54%	49%	55%	56%	52%	54%	53%	55%	49%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	78	178	687	557	325	362	275	281	707	528	1,036	115	62
	Column Comparisons		-	-	-									
	% within column	15%	15%	19%	17%	19%	19%	18%	16%	20%	16%	17%	22%	22%
This is a 'nice to have', but I can live without it being offered	Weighted counts	20	47	257	168	116	141	88	80	271	153	339	45	27
	Column Comparisons		-	-	-					b				
	% within column	0%	1%	4%	3%	4%	4%	3%	4%	4%	3%	4%	3%	2%
This is not important to me – don't mind if not offered	Weighted counts	0	3	52	34	25	27	13	21	59	26	76	7	3
	Column Comparisons		-	-	-									
	% within column	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%
This is a negative to me	Weighted counts	0	1	9	3	7	2	1	2	11	1	10	2	1
	Column Comparisons		-	-	-									
	% within column	85%	84%	76%	80%	75%	77%	80%	79%	75%	81%	78%	74%	76%
NET: Important (T2B)	Weighted counts	112	271	1,028	796	452	577	398	398	1,022	791	1,528	156	96
	Column Comparisons	b	-	-	-						a			
	% within column													
Effective Column n	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Unweighted base														
Weighted base														
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		N. Ireland	Urban	Rural	Unkn-own									
	% within column	23%	26%	21%	**	21%	25%	25%	25%	21%	22%	22%	33%	25%
This is mandatory to me – a must have	Weighted counts	13	458	121		33	548	65	79	102	108	65	162	571
	Column Comparisons		b										c d	
This is a 'great to have' – makes a difference and can sway my decision	% within column	52%	52%	57%	**	50%	53%	55%	55%	54%	52%	52%	51%	53%
	Weighted counts	30	907	335		78	1,166	142	174	267	254	156	250	1,227
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	23%	17%	20%	**	17%	18%	17%	15%	21%	20%	22%	14%	18%
	Weighted counts	14	306	119		26	399	43	48	104	98	65	67	415
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	1%	4%	2%	**	10%	3%	3%	5%	3%	6%	2%	3%	4%
	Weighted counts	1	74	12		16	70	7	15	16	27	7	14	82
	Column Comparisons		b			B								
This is a negative to me	% within column	1%	1%	0%	**	2%	0%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	0	11	1		3	10	0	3	3	2	4	0	12
	Column Comparisons					b								
NET: Important (T2B)	% within column	74%	78%	77%	**	71%	78%	80%	80%	75%	74%	74%	83%	78%
	Weighted counts	44	1,365	457		110	1,714	207	253	369	362	221	411	1,798
	Column Comparisons													
Effective Column n	% within column	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Weighted counts													
	Column Comparisons													
Unweighted base	% within column	279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
	Weighted counts													
	Column Comparisons													
Weighted base	% within column	59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
	Weighted counts													
	Column Comparisons													
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery			Total
	% within column	**	25%
<b>This is mandatory to me – a must have</b>	Weighted counts		581
	Column Comparisons		-
	% within column	**	53%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,244
	Column Comparisons		-
	% within column	**	18%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		425
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		86
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		13
	Column Comparisons		-
	% within column	**	78%
<b>NET: Important (T2B)</b>	Weighted counts		1,824
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	15%	19%	13%	17%	17%	14%	12%	16%	14%	16%	16%	15%	9%
	Weighted counts	353	144	209	93	112	83	65	180	173	64	144	114	17
	Column Comparisons	-	b											
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	34%	34%	32%	32%	35%	37%	34%	34%	35%	35%	35%	28%
	Weighted counts	794	259	535	176	211	206	201	384	410	138	316	258	54
	Column Comparisons	-									e	e	e	
This is a 'nice to have', but I can live without it being offered	% within column	34%	27%	37%	32%	34%	33%	35%	34%	34%	34%	31%	33%	42%
	Weighted counts	788	210	579	179	227	194	188	379	409	135	274	241	80
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	15%	16%	14%	14%	15%	15%	15%	14%	16%	13%	16%	14%	17%
	Weighted counts	353	125	228	80	102	87	84	156	197	53	141	102	33
	Column Comparisons	-												
This is a negative to me	% within column	3%	3%	2%	4%	2%	3%	1%	3%	2%	2%	2%	3%	3%
	Weighted counts	60	26	34	24	11	18	6	33	27	7	18	21	6
	Column Comparisons	-			b d									
NET: Important (T2B)	% within column	49%	53%	47%	49%	49%	49%	49%	50%	48%	51%	52%	51%	37%
	Weighted counts	1,147	403	744	269	323	289	266	564	583	202	460	372	70
	Column Comparisons	-	b								d e	d E	d e	
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		11%	10%	14%	16%	15%	14%	19%	13%	17%	13%	15%	13%	21%
This is mandatory to me – a must have		14	31	194	160	92	102	93	67	229	123	294	26	27
										b				b d
			-	-	-									
This is a 'great to have' – makes a difference and can sway my decision		21%	25%	33%	35%	33%	33%	33%	37%	36%	30%	34%	34%	33%
		28	82	443	351	196	247	166	185	497	291	660	71	42
										b				
			-	-	-									
This is a 'nice to have', but I can live without it being offered		43%	43%	34%	33%	34%	34%	33%	33%	31%	38%	34%	33%	30%
		57	137	459	330	206	253	165	165	417	368	657	68	37
											a			
			-	-	-									
This is not important to me – don't mind if not offered		19%	18%	16%	14%	14%	17%	13%	16%	13%	17%	15%	20%	15%
		24	57	212	141	86	125	63	78	179	169	286	42	19
											a			
			-	-	-									
This is a negative to me		6%	4%	3%	2%	3%	3%	3%	1%	3%	2%	3%	1%	1%
		8	14	39	20	20	19	14	7	40	19	55	2	2
			-	-	-									
NET: Important (T2B)		32%	35%	47%	51%	48%	47%	52%	50%	53%	43%	49%	47%	55%
		42	113	637	510	288	349	259	251	727	414	954	98	69
										B				
			-	-	-									
Effective Column n		83	222	988	657	453	535	307	351	920	717	1,019	227	217
			-	-	-									
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		N. Ireland	Urban	Rural	Unknown									
	% within column	10%	16%	13%	**	18%	15%	14%	13%	14%	13%	21%	17%	15%
This is mandatory to me – a must have	Weighted counts	6	274	78		28	325	36	42	70	63	61	82	347
	Column Comparisons													
	% within column	35%	34%	33%	**	39%	33%	33%	35%	34%	31%	34%	36%	34%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	20	598	195		61	733	86	113	165	153	100	177	778
	Column Comparisons													
	% within column	42%	33%	36%	**	30%	34%	34%	34%	36%	36%	31%	30%	34%
This is a 'nice to have', but I can live without it being offered	Weighted counts	25	578	210		46	742	88	108	176	175	92	149	778
	Column Comparisons	c												
	% within column	11%	15%	15%	**	10%	15%	16%	13%	14%	17%	13%	16%	15%
This is not important to me – don't mind if not offered	Weighted counts	6	262	91		16	337	42	41	70	81	39	79	347
	Column Comparisons													
	% within column	2%	3%	3%	**	2%	3%	2%	4%	2%	4%	2%	1%	2%
This is a negative to me	Weighted counts	1	45	15		4	56	5	14	10	18	6	6	57
	Column Comparisons													
	% within column	44%	50%	46%	**	57%	48%	48%	49%	48%	44%	54%	52%	49%
NET: Important (T2B)	Weighted counts	26	871	273		89	1,058	122	155	235	215	161	258	1,125
	Column Comparisons													
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
			Total
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance			
	% within column	**	15%
<b>This is mandatory to me – a must have</b>	Weighted counts		353
	Column Comparisons		-
	% within column	**	34%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		794
	Column Comparisons		-
	% within column	**	34%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		788
	Column Comparisons		-
	% within column	**	15%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		353
	Column Comparisons		-
	% within column	**	3%
<b>This is a negative to me</b>	Weighted counts		60
	Column Comparisons		-
	% within column	**	49%
<b>NET: Important (T2B)</b>	Weighted counts		1,147
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column		38%	49%	33%	39%	38%	38%	38%	37%	40%	45%	42%	38%	26%
	Weighted counts		903	375	529	218	253	225	208	418	485	179	374	277	49
	Column Comparisons		-	B								D E	D E	d e	
This is a 'great to have' – makes a difference and can sway my decision	% within column		43%	40%	44%	42%	43%	44%	43%	41%	44%	37%	43%	45%	47%
	Weighted counts		1,005	303	702	233	283	257	232	467	537	149	381	329	89
	Column Comparisons		-												
This is a 'nice to have', but I can live without it being offered	% within column		15%	10%	18%	14%	16%	16%	16%	17%	13%	15%	12%	15%	22%
	Weighted counts		357	74	283	76	103	91	86	195	162	59	105	109	41
	Column Comparisons		-		A					b					b
This is not important to me – don't mind if not offered	% within column		3%	1%	4%	4%	3%	2%	3%	4%	2%	2%	3%	3%	5%
	Weighted counts		74	9	64	24	19	15	16	49	25	9	30	19	10
	Column Comparisons		-		a					b					
This is a negative to me	% within column		0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts		10	3	6	2	4	1	2	3	6	2	4	2	1
	Column Comparisons		-												
NET: Important (T2B)	% within column		81%	89%	78%	82%	81%	82%	81%	78%	84%	82%	84%	82%	73%
	Weighted counts		1,908	677	1,231	451	536	482	440	885	1,023	328	755	606	138
	Column Comparisons		-	B							a	d E	d E	d E	
Effective Column n	% within column														
	Weighted counts		1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons														
Unweighted base			2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base			2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time														
<b>This is mandatory to me – a must have</b>	% within column	19%	23%	38%	39%	36%	40%	40%	38%	42%	34%	39%	35%	42%
	Weighted counts	25	74	515	389	214	301	199	190	573	326	752	73	53
	Column Comparisons		-	-	-					B				
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	43%	45%	44%	42%	47%	41%	40%	43%	42%	45%	42%	46%	43%
	Weighted counts	56	146	588	416	280	308	201	215	568	433	829	96	55
	Column Comparisons		-	-	-									
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	32%	26%	15%	16%	14%	16%	16%	15%	13%	18%	15%	15%	12%
	Weighted counts	42	84	202	155	85	117	81	74	176	178	302	32	16
	Column Comparisons	A B C	-	-	-					a				
<b>This is not important to me – don't mind if not offered</b>	% within column	5%	5%	3%	4%	3%	2%	4%	4%	3%	3%	3%	3%	2%
	Weighted counts	6	15	34	39	18	16	18	21	39	31	63	7	3
	Column Comparisons		-	-	-									
<b>This is a negative to me</b>	% within column	1%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%
	Weighted counts	1	2	8	2	4	4	1	0	7	2	7	2	0
	Column Comparisons		-	-	-									
<b>NET: Important (T2B)</b>	% within column	62%	68%	82%	80%	82%	82%	80%	81%	84%	78%	81%	81%	85%
	Weighted counts	82	220	1,103	805	494	609	400	405	1,141	759	1,581	169	108
	Column Comparisons		-	-	-					b				
<b>Effective Column n</b>	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
<b>Unweighted base</b>		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
<b>Weighted base</b>		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
							Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
This is mandatory to me – a must have	% within column	42%	39%	36%	**	35%	39%	38%	34%	36%	39%	37%	45%	39%
	Weighted counts	25	691	210		54	849	97	107	175	190	111	223	892
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	42%	45%	**	40%	43%	44%	42%	44%	39%	49%	41%	43%
	Weighted counts	25	739	266		62	942	114	135	219	190	145	202	991
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	13%	15%	16%	**	13%	15%	16%	18%	15%	19%	13%	11%	15%
	Weighted counts	8	261	96		21	336	40	56	75	93	39	54	347
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	2%	3%	2%	**	10%	3%	2%	5%	5%	3%	1%	3%	3%
	Weighted counts	1	59	15		15	59	6	17	22	13	2	13	69
	Column Comparisons					B		e	e					
This is a negative to me	% within column	0%	0%	0%	**	2%	0%	0%	1%	0%	1%	1%	0%	0%
	Weighted counts	0	7	2		3	7	1	3	0	4	2	0	8
	Column Comparisons					b								
NET: Important (T2B)	% within column	85%	81%	81%	**	75%	82%	82%	76%	80%	78%	86%	86%	82%
	Weighted counts	50	1,429	476		116	1,792	211	242	394	380	256	425	1,882
	Column Comparisons											b d	b d	b
Effective Column n	% within column													
	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time		Internet non-user	
			Total
<b>This is mandatory to me – a must have</b>	% within column	**	38%
	Weighted counts		903
	Column Comparisons		-
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	**	43%
	Weighted counts		1,005
	Column Comparisons		-
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	**	15%
	Weighted counts		357
	Column Comparisons		-
<b>This is not important to me – don't mind if not offered</b>	% within column	**	3%
	Weighted counts		74
	Column Comparisons		-
<b>This is a negative to me</b>	% within column	**	0%
	Weighted counts		10
	Column Comparisons		-
<b>NET: Important (T2B)</b>	% within column	**	81%
	Weighted counts		1,908
	Column Comparisons		-
<b>Effective Column n</b>	% within column		
	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery													
This is mandatory to me – a must have	% within column	34%	45%	28%	32%	34%	33%	36%	33%	34%	39%	35%	34%
	Weighted counts	789	346	443	176	224	192	197	377	412	155	312	249
	Column Comparisons	-	B								E	E	E
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	37%	44%	44%	41%	43%	38%	40%	43%	39%	43%	41%
	Weighted counts	976	284	692	245	271	251	209	452	523	156	382	303
	Column Comparisons	-		a									
This is a 'nice to have', but I can live without it being offered	% within column	21%	14%	24%	19%	21%	20%	23%	22%	20%	20%	18%	21%
	Weighted counts	491	106	386	106	140	121	124	251	241	80	162	152
	Column Comparisons	-		A									
This is not important to me – don't mind if not offered	% within column	4%	3%	4%	4%	4%	4%	2%	4%	3%	2%	4%	4%
	Weighted counts	84	26	57	23	24	23	13	45	39	7	32	31
	Column Comparisons	-											
This is a negative to me	% within column	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%
	Weighted counts	8	2	7	3	3	2	0	8	1	0	6	1
	Column Comparisons	-							b				
NET: Important (T2B)	% within column	75%	82%	72%	76%	75%	75%	75%	73%	77%	78%	78%	75%
	Weighted counts	1,764	630	1,135	421	496	442	406	829	935	311	694	552
	Column Comparisons	-	B								E	E	E
Effective Column n	% within column												
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502
	Column Comparisons												
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
This is mandatory to me – a must have	% within column	31%	12%	23%	34%	33%	32%	37%	33%	32%	36%	30%	34%
	Weighted counts	59	15	74	463	326	190	273	165	161	494	290	662
	Column Comparisons	e		-	-	-					b		
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	39%	42%	41%	42%	44%	39%	40%	43%	41%	42%	41%
	Weighted counts	83	51	134	558	418	264	294	203	215	564	407	800
	Column Comparisons			-	-	-							
This is a 'nice to have', but I can live without it being offered	% within column	21%	44%	31%	21%	21%	20%	21%	22%	20%	19%	24%	21%
	Weighted counts	41	58	98	279	212	121	157	111	101	257	230	412
	Column Comparisons		A B C D	-	-	-						a	
This is not important to me – don't mind if not offered	% within column	4%	6%	4%	3%	4%	4%	3%	4%	5%	3%	4%	4%
	Weighted counts	7	7	14	42	42	22	20	20	23	41	43	72
	Column Comparisons			-	-	-							
This is a negative to me	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
	Weighted counts	1	0	1	6	3	3	2	2	0	7	1	7
	Column Comparisons			-	-	-							
NET: Important (T2B)	% within column	75%	51%	65%	76%	74%	76%	76%	73%	75%	78%	72%	75%
	Weighted counts	141	66	208	1,021	744	453	567	367	376	1,058	697	1,461
	Column Comparisons	E		-	-	-					b		
Effective Column n	% within column												
	Weighted counts	139	83	222	988	657	453	535	307	351	920	717	1,019
	Column Comparisons												
Unweighted base		213	128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566
Weighted base		190	131	321	1,347	1,001	600	746	501	501	1,363	971	1,953
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
		NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am houseb- ound	No – I am not houseb- ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive...	Ability to track the delivery	% within column	29%	38%	30%	35%	29%	**	29%	34%	34%	29%	28%	32%
This is mandatory to me – a must have	Weighted counts		61	48	18	618	170		45	743	86	91	136	159
	Column Comparisons				b									
This is a 'great to have' – makes a difference and can sway my decision	% within column		44%	45%	47%	40%	46%	**	38%	42%	41%	44%	44%	39%
	Weighted counts		92	57	28	701	272		59	917	106	141	218	191
	Column Comparisons					a								
This is a 'nice to have', but I can live without it being offered	% within column		24%	14%	20%	21%	21%	**	22%	21%	20%	23%	24%	24%
	Weighted counts		50	18	12	367	125		35	457	52	72	116	118
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column		3%	3%	2%	4%	4%	**	8%	3%	5%	4%	4%	4%
	Weighted counts		7	4	1	63	21		12	72	12	14	20	19
	Column Comparisons								b					
This is a negative to me	% within column		0%	1%	1%	0%	0%	**	3%	0%	1%	0%	0%	1%
	Weighted counts		0	1	0	7	1		4	4	2	1	1	3
	Column Comparisons								B					
NET: Important (T2B)	% within column		73%	82%	77%	75%	75%	**	67%	76%	75%	73%	72%	71%
	Weighted counts		153	104	45	1,320	442		104	1,660	193	232	354	349
	Column Comparisons								a					
Effective Column n	% within column													
	Weighted counts		227	217	182	1,142	502	1	115	1,530	193	224	385	364
	Column Comparisons													
Unweighted base			349	334	279	1,754	772	2	177	2,351	297	344	591	559
Weighted base			210	127	59	1,756	589	3	155	2,193	258	319	492	489
Columns			B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
					Total
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		38%	42%	34%	**
<b>This is mandatory to me – a must have</b>		112	205	778	<b>789</b>
		Column Comparisons			-
		c	b c		
<b>This is a 'great to have' – makes a difference and can sway my decision</b>		40%	41%	42%	**
		119	201	962	<b>976</b>
		Column Comparisons			-
<b>This is a 'nice to have', but I can live without it being offered</b>		19%	16%	21%	**
		57	77	480	<b>491</b>
		Column Comparisons			-
<b>This is not important to me – don't mind if not offered</b>		3%	2%	3%	**
		8	11	80	<b>84</b>
		Column Comparisons			-
<b>This is a negative to me</b>		1%	0%	0%	**
		2	0	7	<b>8</b>
		Column Comparisons			-
<b>NET: Important (T2B)</b>		78%	82%	75%	**
		231	405	1,739	<b>1,764</b>
		Column Comparisons			-
			c d		
<b>Effective Column n</b>		228	252	1,621	23
		Column Comparisons			<b>1,645</b>
<b>Unweighted base</b>		350	387	2,491	35
		Column Comparisons			<b>2,528</b>
<b>Weighted base</b>		298	493	2,307	40
		Column Comparisons			<b>2,348</b>
<b>Columns</b>		E	F	A	B
					A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service	% within column	18%	25%	15%	21%	19%	17%	15%	19%	17%	24%	19%	18%	11%
	Weighted counts	426	189	237	116	129	102	80	217	209	96	170	132	20
	Column Comparisons	-	B								d E	d e	e	
This is mandatory to me – a must have	% within column	44%	50%	41%	45%	41%	44%	46%	43%	45%	42%	48%	44%	41%
	Weighted counts	1,033	381	652	251	274	261	247	491	542	167	431	325	77
	Column Comparisons	-	B								e	E	e	e
This is a 'great to have' – makes a difference and can sway my decision	% within column	28%	21%	32%	25%	30%	28%	29%	28%	28%	28%	26%	28%	31%
	Weighted counts	661	160	502	141	198	163	160	318	344	109	235	208	59
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	9%	4%	11%	8%	8%	10%	10%	8%	9%	6%	6%	9%	14%
	Weighted counts	206	30	177	42	55	57	52	96	110	24	52	65	27
	Column Comparisons	-		A										a b
This is not important to me – don't mind if not offered	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	3%
	Weighted counts	21	4	17	4	7	6	4	11	11	1	6	5	6
	Column Comparisons	-												a b
This is a negative to me	% within column	62%	75%	56%	66%	61%	62%	60%	63%	62%	66%	67%	62%	51%
	Weighted counts	1,459	570	889	367	403	363	327	708	751	263	601	458	97
	Column Comparisons	-	B								d E	D E	d E	e
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
This is mandatory to me – a must have	% within column	6%	9%	18%	19%	18%	18%	18%	19%	20%	15%	18%	16%	23%
	Weighted counts	8	28	241	185	105	135	92	93	273	150	355	34	29
	Column Comparisons		-	-	-					b				
This is a 'great to have' – makes a difference and can sway my decision	% within column	25%	34%	45%	43%	43%	47%	44%	42%	49%	38%	44%	46%	46%
	Weighted counts	33	109	606	428	256	350	220	208	662	366	852	96	58
	Column Comparisons		-	-	-					B				
This is a 'nice to have', but I can live without it being offered	% within column	38%	34%	27%	29%	31%	25%	30%	29%	25%	32%	28%	26%	26%
	Weighted counts	50	109	370	291	184	186	148	143	340	315	554	55	33
	Column Comparisons		-	-	-						A			
This is not important to me – don't mind if not offered	% within column	29%	20%	8%	9%	8%	9%	8%	11%	6%	13%	9%	11%	5%
	Weighted counts	38	65	113	93	46	67	40	53	80	127	173	22	6
	Column Comparisons	A B C d	-	-	-						A			
This is a negative to me	% within column	3%	3%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Weighted counts	3	10	17	4	9	8	1	3	8	13	18	2	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	31%	43%	63%	61%	60%	65%	62%	60%	69%	53%	62%	62%	69%
	Weighted counts	40	137	846	613	361	485	312	301	935	516	1,207	130	87
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		N. Ireland	Urban	Rural	Unkn-own									
	% within column	14%	19%	16%	**	22%	18%	22%	16%	16%	18%	20%	19%	18%
This is mandatory to me – a must have	Weighted counts	8	331	95		34	392	57	51	77	89	60	92	422
	Column Comparisons													
	% within column	45%	45%	40%	**	43%	44%	37%	40%	48%	40%	48%	48%	44%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	26	794	237		66	967	95	127	235	196	144	236	1,012
	Column Comparisons													
	% within column	33%	27%	32%	**	24%	28%	31%	30%	26%	31%	26%	26%	28%
This is a 'nice to have', but I can live without it being offered	Weighted counts	19	474	187		37	625	81	97	126	152	77	130	649
	Column Comparisons													
	% within column	8%	8%	11%	**	9%	9%	8%	13%	10%	9%	5%	7%	9%
This is not important to me – don't mind if not offered	Weighted counts	5	143	63		13	193	21	41	51	44	16	33	205
	Column Comparisons													
	% within column	1%	1%	1%	**	3%	1%	1%	1%	1%	2%	1%	0%	1%
This is a negative to me	Weighted counts	1	14	7		5	17	4	3	3	9	2	1	19
	Column Comparisons					b								
	% within column	58%	64%	56%	**	65%	62%	59%	56%	63%	58%	68%	67%	62%
NET: Important (T2B)	Weighted counts	34	1,125	332		100	1,359	152	178	312	284	204	329	1,434
	Column Comparisons		b											
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		Internet non-user	
			Total
	% within column	**	18%
<b>This is mandatory to me – a must have</b>	Weighted counts		426
	Column Comparisons		-
	% within column	**	44%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,033
	Column Comparisons		-
	% within column	**	28%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		661
	Column Comparisons		-
	% within column	**	9%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		206
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		21
	Column Comparisons		-
	% within column	**	62%
<b>NET: Important (T2B)</b>	Weighted counts		1,459
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery	% within column	19%	24%	16%	19%	20%	21%	15%	19%	19%	25%	21%	17%	9%
	Weighted counts	447	185	261	107	134	125	80	218	229	98	192	126	16
	Column Comparisons	-	B								c D e	d e	d	
This is mandatory to me – a must have	% within column	49%	53%	47%	48%	47%	49%	53%	47%	51%	45%	53%	49%	49%
	Weighted counts	1,156	405	750	267	312	286	290	533	623	177	475	361	92
	Column Comparisons	-	b											
This is a 'great to have' – makes a difference and can sway my decision	% within column	24%	17%	28%	26%	26%	22%	24%	25%	23%	23%	20%	28%	28%
	Weighted counts	572	130	442	143	169	131	130	288	284	92	182	203	54
	Column Comparisons	-		A									b	
This is a 'nice to have', but I can live without it being offered	% within column	7%	5%	7%	5%	6%	8%	8%	7%	6%	7%	4%	6%	13%
	Weighted counts	154	38	116	27	41	45	41	82	72	29	35	44	25
	Column Comparisons	-									b			B c
This is not important to me – don't mind if not offered	% within column	1%	1%	1%	2%	1%	0%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	20	5	15	9	6	2	3	12	8	1	10	2	2
	Column Comparisons	-												
This is a negative to me	% within column	68%	77%	64%	68%	67%	70%	68%	66%	70%	69%	75%	66%	57%
	Weighted counts	1,602	591	1,012	375	446	411	370	751	852	275	667	486	109
	Column Comparisons	-	B								d E	c D E	e	
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery														
<b>This is mandatory to me – a must have</b>	% within column	12%	10%	18%	20%	18%	19%	20%	19%	21%	16%	19%	16%	21%
	Weighted counts	15	32	248	198	109	139	102	96	281	160	378	33	27
	Column Comparisons		-	-	-					b				
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	38%	44%	51%	47%	50%	51%	49%	45%	51%	47%	49%	47%	48%
	Weighted counts	50	143	682	473	302	380	246	227	694	454	965	98	61
	Column Comparisons		-	-	-									
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	31%	30%	23%	26%	24%	23%	24%	27%	23%	27%	24%	29%	24%
	Weighted counts	41	95	316	256	147	169	121	135	312	259	465	61	30
	Column Comparisons		-	-	-									
<b>This is not important to me – don't mind if not offered</b>	% within column	15%	14%	6%	7%	6%	7%	6%	8%	5%	9%	6%	8%	6%
	Weighted counts	20	45	87	67	34	53	28	40	65	89	126	17	8
	Column Comparisons	a B c	-	-	-						A			
<b>This is a negative to me</b>	% within column	3%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%
	Weighted counts	4	7	13	6	9	5	4	2	11	9	17	1	0
	Column Comparisons	a c	-	-	-									
<b>NET: Important (T2B)</b>	% within column	50%	54%	69%	67%	69%	70%	70%	65%	72%	63%	69%	62%	70%
	Weighted counts	66	174	931	672	411	519	348	323	975	614	1,343	131	88
	Column Comparisons		-	-	-					B				
<b>Effective Column n</b>	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
<b>Unweighted base</b>		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
<b>Weighted base</b>		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		N. Ireland	Urban	Rural	Unknown									
		15%	20%	17%	**	25%	19%	17%	15%	17%	19%	22%	24%	19%
This is mandatory to me – a must have		9	346	101		39	408	44	46	82	91	66	118	436
		Column Comparisons												
		53%	51%	44%	**	39%	50%	48%	48%	47%	48%	53%	51%	50%
This is a 'great to have' – makes a difference and can sway my decision		31	893	260		61	1,095	124	151	233	235	158	253	1,142
		Column Comparisons												
		27%	22%	30%	**	24%	24%	26%	29%	27%	24%	21%	19%	24%
This is a 'nice to have', but I can live without it being offered		16	394	179		37	535	67	91	134	120	64	96	561
		Column Comparisons												
		5%	6%	8%	**	9%	6%	8%	8%	8%	7%	3%	5%	6%
This is not important to me – don't mind if not offered		3	109	45		14	140	20	26	39	36	8	25	148
		Column Comparisons												
		1%	1%	1%	**	3%	1%	1%	1%	1%	1%	1%	0%	1%
This is a negative to me		0	14	5		4	15	2	4	4	7	2	2	19
		Column Comparisons												
		67%	71%	61%	**	64%	69%	65%	62%	64%	67%	75%	75%	68%
NET: Important (T2B)		40	1,239	361		100	1,503	168	198	315	326	224	371	1,578
		Column Comparisons												
			B									b c	b c	
		Column Comparisons												
Effective Column n		182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
		Column Comparisons												
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		Internet non-user	
			Total
	% within column	**	19%
<b>This is mandatory to me – a must have</b>	Weighted counts		447
	Column Comparisons		-
	% within column	**	49%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,156
	Column Comparisons		-
	% within column	**	24%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		572
	Column Comparisons		-
	% within column	**	7%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		154
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		20
	Column Comparisons		-
	% within column	**	68%
<b>NET: Important (T2B)</b>	Weighted counts		1,602
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
This is mandatory to me – a must have	% within column	27%	34%	24%	28%	28%	27%	26%	28%	26%	37%	29%	26%
	Weighted counts	640	257	384	157	183	161	139	321	320	146	263	191
	Column Comparisons	-	B								b c D E	D e	D e
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	50%	47%	48%	47%	49%	50%	45%	51%	44%	49%	52%
	Weighted counts	1,136	383	752	264	308	291	272	513	623	174	437	384
	Column Comparisons	-								a		e	e
This is a 'nice to have', but I can live without it being offered	% within column	20%	15%	23%	20%	21%	19%	20%	22%	19%	16%	18%	19%
	Weighted counts	473	112	361	112	137	114	110	246	227	64	160	142
	Column Comparisons	-		A									
This is not important to me – don't mind if not offered	% within column	3%	1%	5%	2%	4%	3%	4%	4%	3%	3%	3%	3%
	Weighted counts	81	9	72	12	29	19	21	40	42	11	28	19
	Column Comparisons	-		A									
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%
	Weighted counts	18	3	15	7	5	4	2	12	5	2	7	0
	Column Comparisons	-											
NET: Important (T2B)	% within column	76%	84%	72%	76%	74%	77%	76%	74%	78%	81%	78%	78%
	Weighted counts	1,776	640	1,136	421	492	452	411	834	942	320	699	575
	Column Comparisons	-	B								D E	D E	D E
Effective Column n	% within column												
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502
	Column Comparisons												
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics											
			Age			SEG					Working status		UK nation	
			65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery			11%	15%	13%	26%	29%	24%	28%	32%	25%	31%	22%	28%
This is mandatory to me – a must have	% within column		11%	15%	13%	26%	29%	24%	28%	32%	25%	31%	22%	28%
	Weighted counts		21	20	41	353	287	144	209	161	126	421	215	540
	Column Comparisons				-	-	-					B		
This is a 'great to have' – makes a difference and can sway my decision	% within column		52%	32%	44%	50%	46%	52%	49%	41%	50%	49%	48%	48%
	Weighted counts		99	42	141	678	458	310	368	205	252	666	466	936
	Column Comparisons		e		-	-	-	e	e		e			
This is a 'nice to have', but I can live without it being offered	% within column		30%	38%	33%	19%	22%	19%	18%	24%	20%	17%	24%	20%
	Weighted counts		57	51	107	250	223	116	134	120	102	230	238	392
	Column Comparisons		a b c	A B C	-	-	-						A	
This is not important to me – don't mind if not offered	% within column		5%	12%	7%	4%	3%	4%	4%	2%	4%	3%	5%	3%
	Weighted counts		9	15	24	52	29	21	31	10	20	38	44	68
	Column Comparisons			a B C	-	-	-							
This is a negative to me	% within column		3%	2%	3%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts		5	3	8	13	5	9	4	5	0	9	9	17
	Column Comparisons		c	c	-	-	-							
NET: Important (T2B)	% within column		63%	48%	57%	77%	74%	76%	77%	73%	76%	80%	70%	76%
	Weighted counts		119	63	182	1,031	745	454	577	366	378	1,086	681	1,476
	Column Comparisons		e		-	-	-					B		
Effective Column n	% within column													
	Weighted counts		139	83	222	988	657	453	535	307	351	920	717	1,019
	Column Comparisons													
Unweighted base			213	128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566
Weighted base			190	131	321	1,347	1,001	600	746	501	501	1,363	971	1,953
Columns			D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

							Demographics						
									QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income		
											£11,-	£17,-	£30,-
											500 -	500 -	000 -
											£11,-	£17,-	£49,-
											500 per	499 per	999 per
											year	year	year
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											year	year	year
											year	year	year
											year	year	year
											year	year	year
											year	year	year

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery		30%	32%	27%	**	27%
This is mandatory to me – a must have		88	157	627		640
		Column Comparisons				
		-				
This is a 'great to have' – makes a difference and can sway my decision		53%	53%	49%	**	48%
		159	263	1,126		1,136
		Column Comparisons				
		b				
This is a 'nice to have', but I can live without it being offered		15%	13%	20%	**	20%
		45	66	462		473
		Column Comparisons				
		-				
This is not important to me – don't mind if not offered		2%	1%	3%	**	3%
		5	7	75		81
		Column Comparisons				
		-				
This is a negative to me		0%	0%	1%	**	1%
		0	0	18		18
		Column Comparisons				
		-				
NET: Important (T2B)		83%	85%	76%	**	76%
		248	420	1,752		1,776
		Column Comparisons				
		B c D a B C D b				
		-				
Effective Column n		228	252	1,621	23	1,645
		Column Comparisons				
Unweighted base		350	387	2,491	35	2,528
Weighted base		298	493	2,307	40	2,348
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column		27%	35%	23%	23%	27%	30%	28%	25%	29%	28%	30%	27%	17%
	Weighted counts		631	270	361	127	179	174	151	283	348	112	265	200	33
	Column Comparisons		-	B								d e	d e	d e	
This is a 'great to have' – makes a difference and can sway my decision	% within column		51%	52%	50%	55%	49%	53%	48%	49%	52%	50%	50%	53%	55%
	Weighted counts		1,193	399	795	302	322	310	260	557	636	198	447	393	104
	Column Comparisons		-												
This is a 'nice to have', but I can live without it being offered	% within column		18%	8%	23%	20%	19%	14%	20%	21%	15%	18%	16%	16%	22%
	Weighted counts		425	65	360	109	124	81	110	241	184	71	145	118	41
	Column Comparisons		-		A					b					
This is not important to me – don't mind if not offered	% within column		4%	4%	4%	3%	5%	4%	4%	4%	3%	3%	4%	3%	6%
	Weighted counts		89	28	61	14	32	21	21	47	42	14	32	25	10
	Column Comparisons		-												
This is a negative to me	% within column		0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts		10	2	7	1	6	2	1	4	6	2	5	0	1
	Column Comparisons		-												
NET: Important (T2B)	% within column		78%	87%	73%	77%	76%	82%	76%	74%	81%	78%	80%	81%	72%
	Weighted counts		1,824	668	1,156	428	501	484	411	840	984	311	712	593	137
	Column Comparisons		-	B							a	E	E	E	e
Effective Column n	% within column														
	Weighted counts		1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons														
Unweighted base			2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base			2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery														
<b>This is mandatory to me – a must have</b>	% within column	16%	17%	26%	28%	25%	27%	29%	26%	29%	24%	27%	21%	36%
	Weighted counts	21	54	355	276	152	203	144	132	398	229	529	44	46
	Column Comparisons		-	-	-					b				B d
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	39%	48%	51%	51%	52%	50%	49%	52%	52%	50%	51%	54%	44%
	Weighted counts	51	156	687	506	310	377	246	260	702	487	990	112	56
	Column Comparisons		-	-	-									
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	38%	28%	18%	19%	17%	18%	18%	19%	15%	22%	18%	22%	17%
	Weighted counts	49	91	239	185	105	135	91	95	211	209	346	46	21
	Column Comparisons	A B C d	-	-	-					a				
<b>This is not important to me – don't mind if not offered</b>	% within column	6%	6%	4%	3%	5%	4%	3%	3%	3%	4%	4%	4%	2%
	Weighted counts	8	19	58	31	31	27	17	14	46	42	79	8	2
	Column Comparisons		-	-	-									
<b>This is a negative to me</b>	% within column	1%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%
	Weighted counts	2	2	7	3	2	5	3	0	6	3	8	0	1
	Column Comparisons		-	-	-									
<b>NET: Important (T2B)</b>	% within column	55%	65%	77%	78%	77%	78%	78%	78%	81%	74%	78%	74%	81%
	Weighted counts	72	209	1,042	782	462	580	391	392	1,100	716	1,519	156	103
	Column Comparisons		-	-	-					B				
<b>Effective Column n</b>	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
<b>Unweighted base</b>		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
<b>Weighted base</b>		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		N. Ireland	Urban	Rural	Unknown									
	% within column	20%	28%	23%	**	22%	27%	27%	22%	24%	26%	28%	33%	27%
This is mandatory to me – a must have	Weighted counts	12	492	138		35	596	70	71	119	127	82	162	624
	Column Comparisons													
	% within column	58%	51%	51%	**	46%	51%	48%	51%	50%	51%	58%	49%	51%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	34	894	298		72	1,122	124	162	244	250	172	242	1,179
	Column Comparisons	c												
	% within column	20%	17%	22%	**	17%	18%	22%	20%	20%	19%	13%	14%	18%
This is a 'nice to have', but I can live without it being offered	Weighted counts	12	295	130		26	399	58	65	100	92	39	70	413
	Column Comparisons			a										
	% within column	1%	4%	4%	**	11%	3%	2%	5%	5%	4%	1%	4%	4%
This is not important to me – don't mind if not offered	Weighted counts	1	68	22		17	72	4	17	27	19	4	18	83
	Column Comparisons					B								
	% within column	1%	0%	0%	**	3%	0%	1%	1%	0%	0%	0%	0%	0%
This is a negative to me	Weighted counts	0	8	2		5	4	2	4	2	2	0	0	8
	Column Comparisons					B								
	% within column	78%	79%	74%	**	69%	78%	75%	73%	74%	77%	85%	82%	78%
NET: Important (T2B)	Weighted counts	46	1,386	436		106	1,718	194	233	362	376	254	405	1,802
	Column Comparisons		b				a					a b c d	b c	b
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		Internet non-user	Total
	% within column	**	27%
<b>This is mandatory to me – a must have</b>	Weighted counts		631
	Column Comparisons		-
	% within column	**	51%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,193
	Column Comparisons		-
	% within column	**	18%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		425
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		89
	Column Comparisons		-
	% within column	**	0%
<b>This is a negative to me</b>	Weighted counts		10
	Column Comparisons		-
	% within column	**	78%
<b>NET: Important (T2B)</b>	Weighted counts		1,824
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics												
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	63%	74%	57%	61%	62%	65%	64%	59%	66%	66%	61%	68%	53%	
	Weighted counts	1,478	567	911	338	410	384	346	671	807	262	549	503	101	
	Column Comparisons	-	B							a	d e	e	b d E		
This is a 'great to have' – makes a difference and can sway my decision	% within column	27%	20%	30%	29%	26%	25%	27%	28%	25%	22%	27%	26%	32%	
	Weighted counts	629	155	474	161	174	147	147	322	307	89	241	190	61	
	Column Comparisons	-		A											
This is a 'nice to have', but I can live without it being offered	% within column	8%	5%	10%	7%	9%	9%	7%	9%	7%	10%	8%	5%	13%	
	Weighted counts	190	36	154	40	60	51	38	102	88	38	73	36	24	
	Column Comparisons	-		A							c			c	
This is not important to me – don't mind if not offered	% within column	2%	1%	2%	1%	2%	1%	2%	3%	1%	1%	3%	1%	1%	
	Weighted counts	41	5	36	8	15	6	11	32	9	6	26	6	3	
	Column Comparisons	-		a					b						
This is a negative to me	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%	
	Weighted counts	9	0	9	6	3	0	1	5	4	3	5	1	1	
	Column Comparisons	-													
NET: Important (T2B)	% within column	90%	95%	87%	90%	88%	90%	91%	88%	92%	88%	88%	94%	85%	
	Weighted counts	2,108	723	1,385	499	584	531	493	993	1,114	351	790	693	162	
	Column Comparisons	-	B							a			a b d e		
Effective Column n	% within column														
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139	
	Column Comparisons														
	Unweighted base	2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213	
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190	
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact														
<b>This is mandatory to me – a must have</b>	% within column	49%	51%	64%	61%	62%	66%	61%	61%	63%	63%	62%	66%	69%
	Weighted counts	64	165	867	611	372	495	304	307	863	610	1,213	139	87
	Column Comparisons		-	-	-									
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	% within column	36%	34%	26%	28%	27%	25%	27%	29%	27%	27%	27%	28%	24%
	Weighted counts	48	109	348	281	161	187	136	145	364	262	526	59	30
	Column Comparisons		-	-	-									
<b>This is a 'nice to have', but I can live without it being offered</b>	% within column	14%	13%	8%	8%	8%	7%	9%	8%	8%	8%	9%	5%	6%
	Weighted counts	19	43	105	85	50	55	46	39	107	81	166	11	8
	Column Comparisons	c	-	-	-									
<b>This is not important to me – don't mind if not offered</b>	% within column	0%	1%	1%	2%	2%	1%	3%	1%	2%	1%	2%	0%	0%
	Weighted counts	0	3	20	22	12	8	14	7	23	14	39	1	1
	Column Comparisons		-	-	-									
<b>This is a negative to me</b>	% within column	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	0	1	7	3	5	2	0	3	6	3	8	0	1
	Column Comparisons		-	-	-									
<b>NET: Important (T2B)</b>	% within column	85%	85%	90%	89%	89%	91%	88%	90%	90%	90%	89%	94%	93%
	Weighted counts	112	274	1,215	892	533	682	441	452	1,227	872	1,739	198	118
	Column Comparisons		-	-	-									
<b>Effective Column n</b>	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
<b>Unweighted base</b>		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
<b>Weighted base</b>		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am	No – I am not	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound							
	% within column	65%	64%	60%	**	45%	64%	63%	58%	59%	62%	70%	67%	63%
This is mandatory to me – a must have	Weighted counts	38	1,121	356		70	1,408	162	183	292	302	208	330	1,464
	Column Comparisons						A							b
	% within column	25%	26%	30%	**	32%	26%	26%	30%	30%	25%	23%	27%	27%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	15	451	177		49	580	67	95	146	123	68	131	618
	Column Comparisons													
	% within column	8%	8%	8%	**	11%	8%	9%	8%	9%	11%	7%	5%	8%
This is a 'nice to have', but I can live without it being offered	Weighted counts	5	143	47		18	172	24	26	45	53	20	23	183
	Column Comparisons													
	% within column	1%	2%	1%	**	9%	1%	1%	4%	2%	2%	1%	2%	1%
This is not important to me – don't mind if not offered	Weighted counts	1	33	8		14	27	1	13	9	8	2	9	33
	Column Comparisons					B								
	% within column	1%	0%	0%	**	3%	0%	1%	1%	0%	1%	0%	0%	0%
This is a negative to me	Weighted counts	0	8	2		4	5	3	2	0	4	0	0	9
	Column Comparisons					B								
	% within column	91%	90%	90%	**	77%	91%	89%	87%	89%	87%	93%	93%	90%
NET: Important (T2B)	Weighted counts	53	1,572	533		119	1,989	229	278	438	425	276	460	2,082
	Column Comparisons						A							B
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		Internet non-user	Total
	% within column	**	63%
<b>This is mandatory to me – a must have</b>	Weighted counts		1,478
	Column Comparisons		-
	% within column	**	27%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		629
	Column Comparisons		-
	% within column	**	8%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		190
	Column Comparisons		-
	% within column	**	2%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		41
	Column Comparisons		-
	% within column	**	0%
<b>This is a negative to me</b>	Weighted counts		9
	Column Comparisons		-
	% within column	**	90%
<b>NET: Important (T2B)</b>	Weighted counts		2,108
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery	% within column	13%	18%	11%	12%	14%	13%	14%	15%	12%	20%	13%	14%	5%
	Weighted counts	313	135	178	67	93	79	75	170	144	78	118	101	9
	Column Comparisons	-	B								b c D E	d e	d e	
This is mandatory to me – a must have	% within column	41%	46%	39%	43%	41%	40%	40%	40%	43%	41%	47%	41%	28%
	Weighted counts	964	348	616	238	275	234	217	447	517	163	424	300	53
	Column Comparisons	-	b								d E	c D E	d E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	31%	25%	34%	32%	29%	32%	31%	31%	31%	29%	29%	31%	43%
	Weighted counts	727	194	533	174	195	189	168	350	377	114	255	231	81
	Column Comparisons	-		A										a b
This is a 'nice to have', but I can live without it being offered	% within column	13%	11%	15%	12%	13%	14%	14%	14%	13%	10%	10%	13%	21%
	Weighted counts	313	82	231	67	89	80	76	154	159	41	92	99	40
	Column Comparisons	-		a										a b
This is not important to me – don't mind if not offered	% within column	1%	1%	2%	1%	2%	1%	1%	1%	2%	0%	0%	1%	3%
	Weighted counts	31	5	26	7	11	7	6	12	19	2	4	6	7
	Column Comparisons	-												a b c
This is a negative to me	% within column	54%	63%	50%	55%	55%	53%	54%	54%	54%	61%	61%	54%	33%
	Weighted counts	1,277	483	794	304	368	313	292	617	660	241	542	401	62
	Column Comparisons	-	B								D E	D E	D E	
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery														
This is mandatory to me – a must have	% within column	5%	5%	13%	13%	13%	13%	14%	13%	15%	11%	13%	12%	19%
	Weighted counts	7	16	181	132	80	101	68	65	204	108	259	24	24
	Column Comparisons		-	-	-					b				
This is a 'great to have' – makes a difference and can sway my decision	% within column	18%	24%	43%	39%	43%	42%	40%	37%	47%	33%	42%	37%	36%
	Weighted counts	24	77	576	388	260	316	201	187	635	320	813	77	46
	Column Comparisons		-	-	-					B				
This is a 'nice to have', but I can live without it being offered	% within column	35%	40%	29%	34%	26%	30%	36%	32%	29%	34%	31%	32%	31%
	Weighted counts	47	128	386	341	158	227	181	161	391	333	602	66	40
	Column Comparisons		-	-	-			c			a			
This is not important to me – don't mind if not offered	% within column	31%	25%	14%	13%	15%	12%	9%	17%	9%	19%	13%	19%	13%
	Weighted counts	41	81	183	130	92	91	44	86	126	186	250	41	16
	Column Comparisons	A B C	-	-	-	e			e		A			
This is a negative to me	% within column	10%	6%	2%	1%	2%	1%	1%	0%	1%	2%	1%	0%	1%
	Weighted counts	13	19	22	9	11	11	7	2	8	23	29	1	1
	Column Comparisons	A B C	-	-	-						a			
NET: Important (T2B)	% within column	24%	29%	56%	52%	57%	56%	54%	50%	62%	44%	55%	48%	55%
	Weighted counts	31	94	757	521	340	417	269	252	839	428	1,072	102	70
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery		N. Ireland	Urban	Rural	Unkn-own									
	% within column	11%	14%	11%	**	13%	13%	12%	7%	12%	13%	16%	19%	13%
This is mandatory to me – a must have	Weighted counts	6	250	63		21	293	30	23	58	62	48	92	306
	Column Comparisons											b	b	
	% within column	47%	43%	36%	**	36%	41%	35%	41%	40%	40%	48%	41%	41%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	28	748	213		56	908	91	130	199	198	144	203	952
	Column Comparisons		b											
	% within column	31%	30%	35%	**	31%	31%	42%	29%	34%	32%	23%	28%	31%
This is a 'nice to have', but I can live without it being offered	Weighted counts	18	520	207		48	679	109	93	165	155	69	136	711
	Column Comparisons			a				b d E f		e				
	% within column	10%	12%	16%	**	17%	13%	10%	20%	13%	14%	11%	12%	13%
This is not important to me – don't mind if not offered	Weighted counts	6	218	95		27	286	25	63	63	70	34	59	309
	Column Comparisons							a						
	% within column	1%	1%	2%	**	3%	1%	1%	3%	1%	1%	1%	1%	1%
This is a negative to me	Weighted counts	0	19	12		4	27	3	9	7	5	3	3	29
	Column Comparisons													
	% within column	58%	57%	47%	**	49%	55%	47%	48%	52%	53%	64%	60%	55%
NET: Important (T2B)	Weighted counts	34	999	276		76	1,201	121	153	257	259	192	295	1,258
	Column Comparisons		B									A b c d	a b	
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery		Internet non-user	Total
	% within column	**	13%
<b>This is mandatory to me – a must have</b>	Weighted counts		313
	Column Comparisons		-
	% within column	**	41%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		964
	Column Comparisons		-
	% within column	**	31%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		727
	Column Comparisons		-
	% within column	**	13%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		313
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		31
	Column Comparisons		-
	% within column	**	54%
<b>NET: Important (T2B)</b>	Weighted counts		1,277
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	34%	42%	30%	33%	36%	32%	35%	31%	37%	38%	35%	34%	32%
	Weighted counts	799	319	480	184	237	190	188	354	446	151	313	247	60
	Column Comparisons	-	B							a	e			
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	41%	41%	42%	36%	46%	41%	40%	42%	40%	42%	42%	36%
	Weighted counts	965	310	655	231	239	270	225	451	514	158	375	306	69
	Column Comparisons	-					b							
This is a 'nice to have', but I can live without it being offered	% within column	20%	13%	23%	19%	22%	17%	21%	23%	18%	19%	18%	20%	25%
	Weighted counts	470	99	372	107	148	103	112	255	215	76	163	147	48
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	4%	4%	4%	4%	5%	4%	3%	5%	3%	3%	4%	4%	6%
	Weighted counts	97	30	68	24	35	21	17	59	39	13	33	31	12
	Column Comparisons	-							b					
This is a negative to me	% within column	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	1%
	Weighted counts	16	5	11	7	2	6	1	13	2	0	10	4	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	75%	82%	72%	75%	72%	78%	76%	71%	79%	78%	77%	75%	68%
	Weighted counts	1,765	630	1,135	415	477	460	413	805	959	309	688	553	129
	Column Comparisons	-	B							A				
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG					Working status		UK nation				
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		% within column	22%	28%	32%	37%	32%	33%	38%	35%	36%	32%	34%	31%	40%
This is mandatory to me – a must have	Weighted counts	29	88	434	366	189	244	192	173	486	312	663	66	51	
	Column Comparisons		-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	43%	39%	42%	40%	43%	41%	38%	41%	41%	41%	41%	43%	39%	39%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	57	126	566	399	259	307	192	207	565	395	800	91	49	
	Column Comparisons		-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	28%	26%	21%	19%	20%	22%	18%	20%	19%	22%	20%	20%	18%	18%
This is a 'nice to have', but I can live without it being offered	Weighted counts	37	85	281	189	118	164	91	98	258	209	394	42	23	
	Column Comparisons		-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	7%	6%	4%	4%	5%	4%	4%	4%	3%	6%	4%	5%	3%	3%
This is not important to me – don't mind if not offered	Weighted counts	9	21	58	40	31	27	20	20	44	53	82	11	4	
	Column Comparisons		-	-	-	-	-	-	-	-	a	-	-	-	-
	% within column	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%	0%
This is a negative to me	Weighted counts	0	1	7	8	3	4	5	3	10	2	14	0	0	
	Column Comparisons		-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	65%	67%	74%	76%	75%	74%	77%	76%	77%	73%	75%	75%	79%	79%
NET: Important (T2B)	Weighted counts	85	214	1,000	765	449	551	385	380	1,051	707	1,463	157	100	
	Column Comparisons		-	-	-	-	-	-	-	b	-	-	-	-	-
	% within column														
Effective Column n	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217	
	Column Comparisons														
Unweighted base			128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base			131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns			E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am	No – I am not	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		N. Ireland	Urban	Rural	Unknown	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per ye- ar	NET: Internet user
		% within column			**	31%	34%	36%	27%	34%	31%	33%	34%
This is mandatory to me – a must have		Weighted counts	19	618	181	48	752	93	87	170	152	98	790
		Column Comparisons										b	
This is a 'great to have' – makes a difference and can sway my decision		% within column	43%	40%	43%	**	41%	41%	42%	44%	40%	41%	41%
		Weighted counts	25	708	254	64	901	108	141	196	202	123	954
		Column Comparisons											
This is a 'nice to have', but I can live without it being offered		% within column	21%	19%	23%	**	20%	20%	19%	20%	21%	24%	20%
		Weighted counts	12	338	133	30	440	49	63	102	118	67	455
		Column Comparisons									f		
This is not important to me – don't mind if not offered		% within column	2%	4%	3%	**	7%	4%	3%	7%	4%	3%	4%
		Weighted counts	1	79	19	11	86	7	21	21	16	9	92
		Column Comparisons											
This is a negative to me		% within column	1%	1%	0%	**	1%	1%	1%	2%	1%	0%	1%
		Weighted counts	0	14	2	2	14	2	6	3	1	0	16
		Column Comparisons											
NET: Important (T2B)		% within column	76%	76%	74%	**	72%	75%	78%	71%	74%	72%	76%
		Weighted counts	45	1,326	436	111	1,653	200	228	365	354	222	1,744
		Column Comparisons											b
Effective Column n		% within column	182	1,142	502	1	115	1,530	193	224	385	228	1,621
		Weighted counts											
		Column Comparisons											
Unweighted base		% within column	279	1,754	772	2	177	2,351	297	344	591	350	2,491
		Weighted counts											
		Column Comparisons											
Weighted base		% within column	59	1,756	589	3	155	2,193	258	319	492	298	2,307
		Weighted counts											
		Column Comparisons											
Columns			D	A	B	C	A	B	A	B	C	D	E
												F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch			Total
	% within column	**	34%
<b>This is mandatory to me – a must have</b>	Weighted counts		799
	Column Comparisons		-
	% within column	**	41%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		965
	Column Comparisons		-
	% within column	**	20%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		470
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		97
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		16
	Column Comparisons		-
	% within column	**	75%
<b>NET: Important (T2B)</b>	Weighted counts		1,765
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	50%	61%	45%	56%	50%	46%	48%	47%	53%	55%	48%	53%	43%
	Weighted counts	1,176	465	711	307	332	273	263	534	642	219	432	389	81
	Column Comparisons	-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	33%	38%	32%	34%	40%	38%	37%	35%	32%	37%	36%	41%
	Weighted counts	849	249	600	178	227	237	207	418	431	129	328	262	78
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	11%	6%	14%	10%	13%	11%	11%	12%	10%	10%	12%	10%	12%
	Weighted counts	263	43	220	56	83	65	59	137	126	39	106	73	23
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	2%	1%	3%	2%	3%	2%	3%	4%	1%	3%	3%	2%	3%
	Weighted counts	55	6	49	12	18	12	14	40	16	10	25	11	6
	Column Comparisons	-		a					b					
This is a negative to me	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	4	0	4	0	2	2	0	4	1	0	3	0	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	86%	93%	83%	88%	84%	87%	87%	84%	88%	87%	85%	88%	84%
	Weighted counts	2,025	714	1,311	485	560	510	471	952	1,073	347	760	651	160
	Column Comparisons	-	B							a				
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
	Unweighted base	2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG						Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		% within column	42%	42%	49%	52%	46%	51%	50%	53%	49%	52%	50%	52%	55%
This is mandatory to me – a must have		Weighted counts	55	136	659	517	275	384	251	267	662	507	967	109	70
		Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision		% within column	40%	41%	38%	34%	40%	36%	34%	35%	36%	36%	36%	37%	34%
		Weighted counts	52	130	505	344	238	268	169	174	497	346	706	78	43
		Column Comparisons		-	-	-									
		% within column	17%	14%	11%	12%	12%	10%	14%	10%	12%	10%	12%	10%	10%
This is a 'nice to have', but I can live without it being offered		Weighted counts	22	45	146	118	71	75	69	49	166	96	225	21	12
		Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered		% within column	2%	3%	3%	2%	3%	3%	2%	2%	2%	2%	3%	1%	1%
		Weighted counts	3	9	35	20	17	19	10	10	34	21	52	1	1
		Column Comparisons		-	-	-									
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
This is a negative to me		Weighted counts	0	1	1	3	1	1	2	0	3	1	3	0	0
		Column Comparisons		-	-	-									
NET: Important (T2B)		% within column	81%	83%	86%	86%	85%	87%	84%	88%	85%	88%	86%	89%	89%
		Weighted counts	107	267	1,164	861	512	652	420	441	1,160	852	1,673	187	113
		Column Comparisons		-	-	-									
		% within column													
Effective Column n		Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
		Column Comparisons													
Unweighted base			128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base			131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns			E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		N. Ireland	Urban	Rural	Unknown									
	% within column	50%	51%	48%	**	39%	51%	51%	50%	47%	48%	47%	57%	50%
This is mandatory to me – a must have	Weighted counts	30	890	283		61	1,115	130	159	232	234	141	280	1,160
	Column Comparisons						a							
	% within column	38%	35%	39%	**	32%	36%	37%	33%	38%	35%	42%	34%	36%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	22	620	229		50	799	95	104	187	173	125	165	839
	Column Comparisons													
	% within column	10%	11%	11%	**	19%	11%	11%	13%	13%	14%	9%	7%	11%
This is a 'nice to have', but I can live without it being offered	Weighted counts	6	196	68		30	233	29	42	62	67	27	36	257
	Column Comparisons					b								
	% within column	1%	3%	1%	**	7%	2%	1%	4%	2%	3%	1%	2%	2%
This is not important to me – don't mind if not offered	Weighted counts	1	47	8		11	45	4	12	10	15	3	11	47
	Column Comparisons					b								
	% within column	1%	0%	0%	**	2%	0%	0%	0%	0%	0%	0%	0%	0%
This is a negative to me	Weighted counts	0	3	1		3	1	0	1	0	1	1	0	4
	Column Comparisons					B								
	% within column	88%	86%	87%	**	72%	87%	87%	82%	85%	83%	89%	90%	87%
NET: Important (T2B)	Weighted counts	52	1,510	513		111	1,914	225	263	419	406	266	445	1,998
	Column Comparisons					A								b
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door			Total
	% within column	**	50%
<b>This is mandatory to me – a must have</b>	Weighted counts		1,176
	Column Comparisons		-
	% within column	**	36%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		849
	Column Comparisons		-
	% within column	**	11%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		263
	Column Comparisons		-
	% within column	**	2%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		55
	Column Comparisons		-
	% within column	**	0%
<b>This is a negative to me</b>	Weighted counts		4
	Column Comparisons		-
	% within column	**	86%
<b>NET: Important (T2B)</b>	Weighted counts		2,025
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b\_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery	% within column	23%	32%	19%	24%	23%	24%	21%	23%	23%	26%	25%	25%	12%
This is mandatory to me – a must have	Weighted counts	538	241	297	131	154	139	114	262	276	103	219	182	23
	Column Comparisons	-	B								d E	d e	d e	
	% within column	44%	43%	44%	44%	41%	47%	42%	41%	46%	43%	48%	43%	37%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	1,024	331	694	241	273	279	231	460	565	169	425	318	70
	Column Comparisons	-								a				
	% within column	23%	17%	25%	21%	26%	19%	24%	24%	21%	23%	20%	22%	30%
This is a 'nice to have', but I can live without it being offered	Weighted counts	529	128	401	117	169	114	129	273	256	92	176	163	56
	Column Comparisons	-		A										
	% within column	8%	7%	9%	9%	8%	7%	10%	10%	7%	8%	7%	8%	15%
This is not important to me – don't mind if not offered	Weighted counts	194	56	139	47	53	42	53	112	83	30	58	57	29
	Column Comparisons	-							b					a b c
	% within column	3%	1%	3%	3%	2%	3%	3%	2%	3%	1%	2%	2%	6%
This is a negative to me	Weighted counts	62	9	54	16	14	15	17	25	37	4	16	16	12
	Column Comparisons	-		a										a b c
	% within column	67%	75%	63%	67%	64%	71%	64%	64%	69%	68%	72%	68%	49%
NET: Important (T2B)	Weighted counts	1,562	572	991	373	426	418	345	722	840	272	644	500	92
	Column Comparisons	-	B							a	D E	D E	D E	
	% within column													
Effective Column n	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery														
This is mandatory to me – a must have	% within column	9%	11%	24%	22%	22%	25%	24%	20%	25%	21%	23%	20%	32%
	Weighted counts	12	35	320	219	131	188	118	101	335	201	448	42	40
	Column Comparisons		-	-	-									b D
This is a 'great to have' – makes a difference and can sway my decision	% within column	32%	35%	44%	43%	46%	43%	43%	42%	47%	39%	43%	43%	41%
	Weighted counts	42	112	596	429	276	320	217	212	645	374	849	91	52
	Column Comparisons		-	-	-					B				
This is a 'nice to have', but I can live without it being offered	% within column	32%	31%	21%	24%	22%	21%	23%	25%	21%	25%	23%	23%	19%
	Weighted counts	42	98	286	243	132	154	117	127	285	241	443	49	24
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	15%	15%	8%	8%	8%	8%	6%	11%	6%	11%	8%	10%	5%
	Weighted counts	20	49	110	85	47	62	30	55	85	110	163	21	7
	Column Comparisons	a b c	-	-	-						A			
This is a negative to me	% within column	12%	8%	3%	3%	2%	3%	4%	1%	1%	5%	3%	4%	3%
	Weighted counts	15	27	36	26	14	22	19	7	14	45	50	8	4
	Column Comparisons	A B C	-	-	-						A			
NET: Important (T2B)	% within column	41%	46%	68%	65%	68%	68%	67%	62%	72%	59%	66%	63%	73%
	Weighted counts	54	147	915	647	407	508	335	313	980	575	1,296	133	92
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		N. Ireland	Urban	Rural	Unkn-own									
	% within column	15%	24%	21%	**	21%	23%	23%	19%	20%	21%	23%	30%	23%
This is mandatory to me – a must have	Weighted counts	9	415	121		32	506	60	62	98	103	70	146	535
	Column Comparisons													
	% within column	55%	45%	41%	**	40%	44%	45%	42%	42%	42%	50%	43%	44%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	33	785	240		62	962	117	133	205	206	149	214	1,004
	Column Comparisons	c												
	% within column	23%	22%	25%	**	24%	22%	19%	26%	27%	27%	19%	15%	22%
This is a 'nice to have', but I can live without it being offered	Weighted counts	13	382	146		36	492	49	83	131	131	58	76	515
	Column Comparisons							f	f	f				
	% within column	6%	8%	10%	**	12%	8%	9%	9%	8%	8%	5%	9%	8%
This is not important to me – don't mind if not offered	Weighted counts	4	138	57		19	176	22	30	41	40	16	46	190
	Column Comparisons													
	% within column	1%	2%	4%	**	4%	3%	4%	3%	3%	2%	2%	2%	3%
This is a negative to me	Weighted counts	1	37	26		6	57	9	11	16	9	6	11	62
	Column Comparisons			a										
	% within column	70%	68%	61%	**	61%	67%	69%	61%	62%	63%	73%	73%	67%
NET: Important (T2B)	Weighted counts	41	1,200	361		95	1,468	177	195	304	309	218	360	1,539
	Column Comparisons		b									b c d	b c d	
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		Internet non-user	
			Total
	% within column	**	23%
<b>This is mandatory to me – a must have</b>	Weighted counts		538
	Column Comparisons		-
	% within column	**	44%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,024
	Column Comparisons		-
	% within column	**	23%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		529
	Column Comparisons		-
	% within column	**	8%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		194
	Column Comparisons		-
	% within column	**	3%
<b>This is a negative to me</b>	Weighted counts		62
	Column Comparisons		-
	% within column	**	67%
<b>NET: Important (T2B)</b>	Weighted counts		1,562
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	30%	40%	26%	27%	32%	32%	29%	27%	34%	32%	29%	33%	25%
	Weighted counts	711	307	404	151	214	190	157	303	408	126	256	246	48
	Column Comparisons	-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	43%	47%	46%	42%	46%	48%	45%	46%	42%	46%	47%	42%
	Weighted counts	1,066	327	739	256	278	273	259	511	556	167	414	343	80
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	18%	12%	20%	19%	18%	17%	17%	20%	15%	19%	18%	14%	20%
	Weighted counts	412	92	320	102	117	102	90	232	180	76	161	106	39
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	4%	3%	4%	5%	5%	1%	5%	4%	4%	5%	3%	4%	8%
	Weighted counts	95	26	69	25	36	8	25	50	45	19	31	26	16
	Column Comparisons	-			c	c		c						
This is a negative to me	% within column	3%	2%	3%	3%	3%	3%	2%	3%	2%	2%	3%	2%	4%
	Weighted counts	64	11	52	19	18	15	12	37	27	9	31	16	8
	Column Comparisons	-		a										
NET: Important (T2B)	% within column	76%	83%	72%	74%	74%	79%	77%	72%	79%	74%	75%	80%	67%
	Weighted counts	1,778	634	1,144	407	491	464	416	814	964	293	671	588	128
	Column Comparisons	-	B							A			d	
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
This is mandatory to me – a must have	% within column	26%	26%	30%	31%	30%	31%	31%	30%	31%	30%	29%	32%	40%
	Weighted counts	35	83	405	306	177	228	157	149	419	290	575	67	51
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	48%	44%	47%	44%	47%	47%	46%	41%	47%	44%	46%	48%	37%
	Weighted counts	63	142	629	437	279	350	231	206	639	423	893	101	46
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	23%	21%	17%	18%	18%	16%	15%	21%	16%	19%	18%	16%	16%
	Weighted counts	30	69	231	181	108	123	77	105	221	187	347	34	21
	Column Comparisons		-	-	-									
This is not important to me – don't mind if not offered	% within column	3%	6%	4%	5%	3%	4%	4%	5%	4%	5%	4%	3%	4%
	Weighted counts	3	19	50	45	21	29	20	25	51	44	82	7	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	0%	2%	2%	3%	3%	2%	3%	3%	2%	3%	3%	1%	3%
	Weighted counts	0	8	32	32	15	17	15	17	33	27	56	2	4
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	74%	70%	77%	74%	76%	77%	78%	71%	78%	73%	75%	80%	77%
	Weighted counts	98	225	1,034	743	457	578	388	355	1,058	713	1,468	168	97
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		N. Ireland	Urban	Rural	Unkn-own									
	% within column	32%	30%	31%	**	28%	30%	31%	24%	28%	26%	30%	39%	30%
This is mandatory to me – a must have	Weighted counts	19	526	185		43	668	80	78	140	130	90	193	701
	Column Comparisons												b c d	
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	45%	47%	**	39%	46%	45%	45%	44%	47%	50%	43%	46%
	Weighted counts	26	790	274		60	1,006	115	144	218	230	149	210	1,056
	Column Comparisons												b	
This is a 'nice to have', but I can live without it being offered	% within column	18%	18%	18%	**	21%	17%	18%	20%	20%	21%	16%	12%	17%
	Weighted counts	10	308	104		33	379	46	63	97	100	47	59	399
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	3%	5%	2%	**	8%	4%	4%	8%	4%	3%	3%	3%	4%
	Weighted counts	2	81	13		13	82	10	25	21	15	8	16	90
	Column Comparisons		b			b								
This is a negative to me	% within column	3%	3%	2%	**	4%	3%	2%	3%	3%	3%	1%	3%	3%
	Weighted counts	2	52	12		6	57	5	9	16	15	4	15	61
	Column Comparisons													
NET: Important (T2B)	% within column	76%	75%	78%	**	67%	76%	76%	70%	73%	74%	80%	82%	76%
	Weighted counts	45	1,316	459		103	1,674	196	222	358	360	239	403	1,757
	Column Comparisons						a					b	b c	b
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		Internet non-user	Total
	% within column	**	30%
<b>This is mandatory to me – a must have</b>	Weighted counts		711
	Column Comparisons		-
	% within column	**	45%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,066
	Column Comparisons		-
	% within column	**	18%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		412
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		95
	Column Comparisons		-
	% within column	**	3%
<b>This is a negative to me</b>	Weighted counts		64
	Column Comparisons		-
	% within column	**	76%
<b>NET: Important (T2B)</b>	Weighted counts		1,778
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery	% within column	32%	41%	27%	29%	33%	34%	31%	31%	32%	37%	32%	32%	27%
	Weighted counts	747	316	431	163	216	200	168	355	392	147	285	239	52
	Column Comparisons	-	B								e	e	e	
This is mandatory to me – a must have	% within column	45%	42%	46%	43%	44%	44%	48%	41%	48%	41%	47%	45%	44%
	Weighted counts	1,046	317	729	237	291	257	261	462	584	164	418	328	84
	Column Comparisons	-								a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	19%	12%	22%	22%	17%	19%	17%	23%	15%	18%	17%	17%	22%
	Weighted counts	444	94	351	124	116	114	91	259	185	72	152	128	43
	Column Comparisons	-		A					B					
This is a 'nice to have', but I can live without it being offered	% within column	4%	4%	4%	4%	5%	3%	4%	4%	4%	3%	3%	5%	5%
	Weighted counts	95	33	62	21	35	16	23	48	47	13	29	37	10
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	1%	1%	1%	2%	1%	0%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	16	4	12	9	5	2	1	8	8	1	10	3	1
	Column Comparisons	-												
This is a negative to me	% within column	76%	83%	73%	72%	77%	78%	79%	72%	80%	78%	79%	77%	71%
	Weighted counts	1,792	633	1,159	400	507	457	428	816	976	311	703	567	135
	Column Comparisons	-	B							A	E	E	E	
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
This is mandatory to me – a must have	% within column	18%	24%	32%	31%	27%	36%	33%	29%	32%	32%	32%	30%	35%
	Weighted counts	24	76	434	312	164	271	166	146	438	308	624	63	44
	Column Comparisons		-	-	-		c							
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	42%	45%	44%	50%	41%	41%	47%	45%	44%	44%	45%	44%
	Weighted counts	52	136	605	441	302	303	204	236	614	425	865	94	55
	Column Comparisons		-	-	-	d e								
This is a 'nice to have', but I can live without it being offered	% within column	38%	29%	18%	20%	19%	18%	21%	19%	18%	20%	19%	20%	17%
	Weighted counts	49	92	247	197	113	135	103	94	251	191	371	42	22
	Column Comparisons	A B C d	-	-	-									
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	4%	2%	5%	4%	4%	4%	5%	4%	4%	4%
	Weighted counts	6	16	51	44	15	36	22	22	48	44	80	9	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	0%	1%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%
	Weighted counts	1	2	8	7	6	2	5	2	12	4	12	2	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	58%	66%	77%	75%	78%	77%	74%	76%	77%	75%	76%	75%	79%
	Weighted counts	76	211	1,040	753	466	574	371	382	1,052	732	1,488	157	100
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		N. Ireland	Urban	Rural	Unknown									
	% within column	26%	33%	29%	**	40%	31%	35%	27%	28%	30%	31%	39%	32%
This is mandatory to me – a must have	Weighted counts	16	573	173		62	685	90	87	138	148	91	192	740
	Column Comparisons													
	% within column	54%	43%	48%	**	29%	46%	41%	46%	43%	44%	52%	43%	45%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	32	762	281		45	1,001	106	146	212	214	154	214	1,031
	Column Comparisons						A							
	% within column	15%	19%	19%	**	22%	19%	20%	20%	24%	21%	15%	13%	19%
This is a 'nice to have', but I can live without it being offered	Weighted counts	9	334	111		34	410	52	64	119	103	44	63	428
	Column Comparisons									e f	f			
	% within column	3%	4%	4%	**	8%	4%	3%	6%	4%	4%	2%	5%	4%
This is not important to me – don't mind if not offered	Weighted counts	2	73	22		12	84	8	19	20	18	7	24	92
	Column Comparisons													
	% within column	1%	1%	0%	**	2%	1%	1%	1%	1%	1%	1%	0%	1%
This is a negative to me	Weighted counts	0	14	2		2	13	2	4	4	5	2	0	16
	Column Comparisons													
	% within column	80%	76%	77%	**	69%	77%	76%	73%	71%	74%	82%	82%	77%
NET: Important (T2B)	Weighted counts	47	1,336	454		107	1,685	195	233	350	363	245	406	1,771
	Column Comparisons											c	c	b
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		Internet non-user	
			Total
	% within column	**	32%
<b>This is mandatory to me – a must have</b>	Weighted counts		747
	Column Comparisons		-
	% within column	**	45%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,046
	Column Comparisons		-
	% within column	**	19%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		444
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		95
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		16
	Column Comparisons		-
	% within column	**	76%
<b>NET: Important (T2B)</b>	Weighted counts		1,792
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time	% within column	16%	19%	15%	16%	16%	19%	14%	16%	17%	22%	17%	15%	9%
	Weighted counts	380	142	238	86	108	111	75	178	202	88	148	114	18
	Column Comparisons	-									d e			
This is mandatory to me – a must have	% within column	50%	55%	47%	50%	50%	51%	47%	48%	51%	47%	52%	52%	48%
	Weighted counts	1,165	421	744	279	330	303	253	548	617	185	466	384	91
	Column Comparisons	-	b								e	E	E	e
This is a 'great to have' – makes a difference and can sway my decision	% within column	26%	20%	29%	26%	26%	21%	32%	26%	26%	25%	23%	25%	31%
	Weighted counts	611	150	461	143	170	125	173	294	317	98	209	185	59
	Column Comparisons	-		A				c						
This is a 'nice to have', but I can live without it being offered	% within column	7%	6%	7%	6%	7%	7%	7%	8%	6%	6%	6%	6%	10%
	Weighted counts	161	45	116	32	48	41	39	91	70	25	53	47	19
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	1%	1%	2%	2%	1%	2%	1%	2%	1%	0%	2%	1%	2%
	Weighted counts	31	6	25	12	6	10	3	22	9	1	18	6	3
	Column Comparisons	-							b					
This is a negative to me	% within column	66%	74%	62%	66%	66%	70%	60%	64%	67%	69%	69%	68%	57%
	Weighted counts	1,545	563	983	365	438	413	328	726	819	274	613	498	109
	Column Comparisons	-	B				d				d E	d E	d E	e
NET: Important (T2B)	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales
This is mandatory to me – a must have	% within column	10%	10%	16%	17%	14%	17%	18%	16%	17%	16%	16%	17%	18%
	Weighted counts	13	31	211	170	85	126	89	81	226	152	316	35	23
	Column Comparisons		-	-	-									
This is a 'great to have' – makes a difference and can sway my decision	% within column	29%	40%	49%	50%	47%	51%	50%	50%	53%	45%	50%	47%	46%
	Weighted counts	38	129	665	500	285	380	250	250	724	435	978	98	58
	Column Comparisons		-	-	-					B				
This is a 'nice to have', but I can live without it being offered	% within column	45%	37%	27%	24%	30%	25%	23%	25%	24%	29%	26%	28%	28%
	Weighted counts	59	118	368	243	180	187	116	127	326	282	498	60	35
	Column Comparisons	A B C	-	-	-						a			
This is not important to me – don't mind if not offered	% within column	13%	11%	6%	7%	7%	6%	7%	8%	5%	10%	7%	8%	7%
	Weighted counts	17	36	87	74	43	44	34	40	69	92	133	16	9
	Column Comparisons		-	-	-						A			
This is a negative to me	% within column	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	2%
	Weighted counts	3	7	16	15	7	9	12	3	18	9	27	1	2
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	39%	50%	65%	67%	62%	68%	68%	66%	70%	60%	66%	64%	64%
	Weighted counts	51	160	875	670	370	505	339	331	950	587	1,294	134	81
	Column Comparisons		-	-	-					B				
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		N. Ireland	Urban	Rural	Unknown									
	% within column	11%	17%	14%	**	18%	16%	18%	13%	14%	17%	18%	18%	16%
This is mandatory to me – a must have	Weighted counts	6	296	83		29	352	45	41	67	83	55	89	375
	Column Comparisons													
	% within column	51%	51%	45%	**	46%	50%	49%	52%	49%	47%	47%	53%	50%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	30	900	264		71	1,094	125	165	239	232	141	262	1,149
	Column Comparisons		b											
	% within column	30%	24%	32%	**	20%	26%	25%	25%	29%	27%	27%	22%	26%
This is a 'nice to have', but I can live without it being offered	Weighted counts	18	419	191		31	579	64	81	143	132	82	109	596
	Column Comparisons			A										
	% within column	6%	7%	8%	**	12%	6%	7%	9%	7%	7%	6%	5%	7%
This is not important to me – don't mind if not offered	Weighted counts	3	115	46		19	142	19	29	35	35	18	25	156
	Column Comparisons					b								
	% within column	2%	1%	1%	**	3%	1%	1%	1%	1%	2%	1%	2%	1%
This is a negative to me	Weighted counts	1	26	5		5	26	3	3	7	9	2	8	31
	Column Comparisons					b								
	% within column	62%	68%	59%	**	64%	66%	66%	65%	62%	64%	66%	71%	66%
NET: Important (T2B)	Weighted counts	37	1,196	347		100	1,445	171	206	307	314	196	351	1,524
	Column Comparisons		B											
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		Internet non-user	
			Total
	% within column	**	16%
<b>This is mandatory to me – a must have</b>	Weighted counts		380
	Column Comparisons		-
	% within column	**	50%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		1,165
	Column Comparisons		-
	% within column	**	26%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		611
	Column Comparisons		-
	% within column	**	7%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		161
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		31
	Column Comparisons		-
	% within column	**	66%
<b>NET: Important (T2B)</b>	Weighted counts		1,545
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	42%	47%	39%	43%	40%	39%	45%	40%	43%	41%	42%	46%	37%
	Weighted counts	977	361	616	238	268	228	244	458	518	162	372	336	71
	Column Comparisons	-	b								e	e	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	36%	36%	36%	35%	39%	35%	35%	37%	38%	37%	36%	37%
	Weighted counts	853	277	576	199	235	228	191	398	454	149	331	262	69
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	17%	12%	20%	16%	17%	19%	16%	19%	15%	18%	16%	13%	19%
	Weighted counts	399	89	310	88	113	110	88	213	186	73	148	99	37
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	4%	4%	4%	3%	6%	3%	3%	4%	4%	2%	3%	5%	6%
	Weighted counts	95	32	63	18	40	18	19	47	48	10	31	35	11
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Weighted counts	24	5	19	10	7	5	2	15	9	3	13	4	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	78%	84%	75%	79%	76%	77%	80%	76%	80%	78%	79%	81%	74%
	Weighted counts	1,830	638	1,191	437	502	456	434	857	973	311	703	598	140
	Column Comparisons	-	B							a	E	E	E	e
Effective Column n	% within column													
	Weighted counts	1,645	298	1,347	375	449	412	409	743	902	279	642	502	139
	Column Comparisons													
Unweighted base		2,528	458	2,070	576	690	633	629	1,142	1,386	429	986	772	213
Weighted base		2,348	764	1,584	553	663	589	543	1,132	1,216	397	894	736	190
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales
This is mandatory to me – a must have	% within column	27%	33%	41%	43%	43%	39%	42%	44%	43%	40%	41%	38%	52%
	Weighted counts	36	106	546	431	255	290	212	219	585	388	806	79	65
	Column Comparisons		-	-	-									b
This is a 'great to have' – makes a difference and can sway my decision	% within column	31%	34%	37%	35%	37%	37%	35%	35%	36%	36%	36%	43%	32%
	Weighted counts	41	111	501	352	223	278	176	176	497	353	703	90	40
	Column Comparisons		-	-	-									
This is a 'nice to have', but I can live without it being offered	% within column	33%	25%	17%	17%	14%	19%	18%	17%	16%	19%	18%	15%	12%
	Weighted counts	43	80	226	174	85	141	89	85	213	183	343	31	15
	Column Comparisons	a B C	-	-	-									
This is not important to me – don't mind if not offered	% within column	6%	6%	4%	4%	4%	4%	4%	3%	4%	4%	4%	4%	4%
	Weighted counts	8	20	59	36	26	32	19	17	53	42	79	9	5
	Column Comparisons		-	-	-									
This is a negative to me	% within column	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	3	5	16	9	11	5	5	4	15	6	21	1	1
	Column Comparisons		-	-	-									
NET: Important (T2B)	% within column	59%	68%	78%	78%	80%	76%	78%	79%	79%	76%	77%	80%	84%
	Weighted counts	77	217	1,047	783	478	568	388	395	1,082	741	1,509	169	106
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	83	222	988	657	453	535	307	351	920	717	1,019	227	217
	Column Comparisons													
Unweighted base		128	341	1,518	1,010	696	822	471	539	1,413	1,101	1,566	349	334
Weighted base		131	321	1,347	1,001	600	746	501	501	1,363	971	1,953	210	127
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
						Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		N. Ireland	Urban	Rural	Unkn-own									
	% within column	45%	42%	41%	**	36%	42%	47%	40%	38%	39%	46%	44%	42%
This is mandatory to me – a must have	Weighted counts	26	736	241		56	921	122	126	186	189	136	218	971
	Column Comparisons													b
	% within column	32%	36%	36%	**	32%	37%	35%	34%	38%	36%	37%	37%	36%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	19	640	212		50	803	89	109	184	174	111	184	835
	Column Comparisons													
	% within column	18%	17%	18%	**	24%	17%	14%	19%	21%	19%	14%	14%	17%
This is a 'nice to have', but I can live without it being offered	Weighted counts	11	292	106		37	362	37	60	102	91	41	69	389
	Column Comparisons					b								
	% within column	3%	4%	5%	**	6%	4%	3%	5%	4%	5%	3%	4%	4%
This is not important to me – don't mind if not offered	Weighted counts	2	67	28		9	86	7	17	18	27	9	18	90
	Column Comparisons													
	% within column	2%	1%	1%	**	2%	1%	1%	2%	1%	2%	0%	1%	1%
This is a negative to me	Weighted counts	1	21	4		3	21	2	6	3	9	0	4	22
	Column Comparisons													
	% within column	77%	78%	77%	**	68%	79%	82%	74%	75%	74%	83%	82%	78%
NET: Important (T2B)	Weighted counts	45	1,377	452		105	1,724	211	236	370	363	248	402	1,806
	Column Comparisons					a								b
	% within column													
Effective Column n	Weighted counts	182	1,142	502	1	115	1,530	193	224	385	364	228	252	1,621
	Column Comparisons													
Unweighted base		279	1,754	772	2	177	2,351	297	344	591	559	350	387	2,491
Weighted base		59	1,756	589	3	155	2,193	258	319	492	489	298	493	2,307
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		Internet non-user	
			Total
	% within column	**	42%
<b>This is mandatory to me – a must have</b>	Weighted counts		977
	Column Comparisons		-
	% within column	**	36%
<b>This is a 'great to have' – makes a difference and can sway my decision</b>	Weighted counts		853
	Column Comparisons		-
	% within column	**	17%
<b>This is a 'nice to have', but I can live without it being offered</b>	Weighted counts		399
	Column Comparisons		-
	% within column	**	4%
<b>This is not important to me – don't mind if not offered</b>	Weighted counts		95
	Column Comparisons		-
	% within column	**	1%
<b>This is a negative to me</b>	Weighted counts		24
	Column Comparisons		-
	% within column	**	78%
<b>NET: Important (T2B)</b>	Weighted counts		1,830
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	23	1,645
	Column Comparisons		
<b>Unweighted base</b>		35	2,528
<b>Weighted base</b>		40	2,348
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QE10c: When you receive post or parcels in the mail, do you normally...		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Open everything on the same day it is received	% within column	87%	88%	87%	85%	86%	89%	90%	85%	90%	86%	81%	88%
	Weighted counts	5,199	2,258	2,941	1,206	1,315	1,311	1,367	2,475	2,725	721	1,565	1,683
	Column Comparisons	-					a	a b		A	b		B
Open only the things that look important on the same day	% within column	9%	9%	8%	11%	9%	8%	6%	10%	7%	8%	13%	8%
	Weighted counts	510	238	272	159	140	112	99	297	214	65	254	159
	Column Comparisons	-			c d				B		d E	a C D E	d E
Open only parcels on the same day	% within column	2%	1%	3%	2%	2%	2%	2%	3%	1%	3%	3%	1%
	Weighted counts	119	16	103	34	37	24	24	75	44	28	64	21
	Column Comparisons	-		A					b		c d e	C d e	
Put things I've received aside until I have time to open them	% within column	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	3%	2%
	Weighted counts	134	51	82	25	43	28	38	75	59	20	55	45
	Column Comparisons	-											
NET: Not open everything on the day it is received	% within column	13%	12%	13%	15%	14%	11%	10%	15%	10%	14%	19%	12%
	Weighted counts	763	306	457	219	220	164	160	447	316	113	373	225
	Column Comparisons	-			c d	d			B		D E	a C D E	D E
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and
QE10c: When you receive post or parcels in the mail, do you normally...													
Open everything on the same day it is received	% within column	96%	96%	96%	88%	87%	88%	87%	87%	86%	83%	91%	87%
	Weighted counts	643	587	1,229	2,770	2,430	1,204	1,565	1,132	1,297	2,560	2,619	4,334
	Column Comparisons	A B C	A B C	-	-	-						A	
Open only the things that look important on the same day	% within column	3%	2%	3%	9%	8%	8%	9%	8%	9%	11%	6%	9%
	Weighted counts	22	10	32	272	238	114	158	108	130	344	164	454
	Column Comparisons			-	-	-					B		
Open only parcels on the same day	% within column	0%	1%	0%	2%	2%	1%	2%	3%	2%	3%	1%	2%
	Weighted counts	3	3	6	49	70	18	31	33	37	81	32	105
	Column Comparisons			-	-	-					B		
Put things I've received aside until I have time to open them	% within column	1%	1%	1%	2%	2%	2%	2%	2%	3%	3%	2%	2%
	Weighted counts	5	8	13	69	65	32	37	24	41	84	49	115
	Column Comparisons			-	-	-					b		
NET: Not open everything on the day it is received	% within column	4%	4%	4%	12%	13%	12%	13%	13%	14%	17%	9%	13%
	Weighted counts	30	22	52	390	372	164	227	165	207	509	245	674
	Column Comparisons			-	-	-					B		
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
	Column Comparisons												
Unweighted base		621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665
Weighted base		673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
		NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	
QE10c: When you receive post or parcels in the mail, do you normally...		% within column	91%	88%	93%	87%	89%	**	70%	88%	87%	88%	85%	87%
Open everything on the same day it is received		Weighted counts	436	263	166	3,856	1,334		209	4,990	678	704	1,019	893
		Column Comparisons							A					
Open only the things that look important on the same day		% within column	5%	8%	4%	9%	7%	**	17%	8%	8%	7%	11%	9%
		Weighted counts	25	23	7	405	105		50	461	59	57	132	91
		Column Comparisons							B				f	
Open only parcels on the same day		% within column	1%	2%	1%	2%	2%	**	6%	2%	2%	2%	2%	2%
		Weighted counts	6	6	2	87	32		19	100	19	19	27	22
		Column Comparisons							B					
Put things I've received aside until I have time to open them		% within column	2%	2%	2%	2%	2%	**	6%	2%	3%	3%	2%	2%
		Weighted counts	10	5	3	103	27		19	114	22	23	21	21
		Column Comparisons							B					
NET: Not open everything on the day it is received		% within column	9%	12%	7%	13%	11%	**	30%	12%	13%	12%	15%	13%
		Weighted counts	41	35	12	596	164		88	675	101	99	180	134
		Column Comparisons							B				f	
Effective Column n		Weighted counts	459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
		Column Comparisons												
Unweighted base			746	721	704	4,027	1,798	11	321	5,515	792	812	1,326	1,137
Weighted base			477	298	179	4,452	1,498	12	297	5,665	779	803	1,199	1,027
Columns			B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p \leq 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE10c: When you receive post or parcels in the mail, do you normally...						
<b>Open everything on the same day it is received</b>	% within column	83%	90%	87%	85%	<b>87%</b>
	Weighted counts	446	1,459	4,907	283	<b>5,199</b>
	Column Comparisons		c e			-
<b>Open only the things that look important on the same day</b>	% within column	12%	7%	8%	12%	<b>9%</b>
	Weighted counts	63	109	470	39	<b>510</b>
	Column Comparisons					-
<b>Open only parcels on the same day</b>	% within column	2%	1%	2%	1%	<b>2%</b>
	Weighted counts	8	23	111	5	<b>119</b>
	Column Comparisons					-
<b>Put things I've received aside until I have time to open them</b>	% within column	3%	2%	2%	2%	<b>2%</b>
	Weighted counts	18	27	124	8	<b>134</b>
	Column Comparisons					-
<b>NET: Not open everything on the day it is received</b>	% within column	17%	10%	13%	15%	<b>13%</b>
	Weighted counts	90	159	706	51	<b>763</b>
	Column Comparisons	f				-
<b>Effective Column n</b>	% within column					
	Weighted counts	382	706	3,462	118	<b>3,587</b>
	Column Comparisons					
<b>Unweighted base</b>		621	1,148	5,633	192	<b>5,836</b>
<b>Weighted base</b>		536	1,618	5,613	334	<b>5,962</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
As soon as possible – likely the following day	% within column		47%	54%	42%	52%	45%	49%	42%	49%	45%	42%	48%	48%	**	**	**	50%	44%	46%
	Weighted counts		360	166	194	113	98	81	68	218	142	48	178	109				195	164	76
	Column Comparisons		-	b														-	-	
Within a few days of receiving them	% within column		41%	40%	43%	35%	40%	45%	48%	42%	40%	44%	42%	41%	**	**	**	40%	43%	41%
	Weighted counts		316	122	195	77	89	74	76	189	128	50	155	93				155	161	68
	Column Comparisons		-															-	-	
At the end of the week/within the week	% within column		7%	5%	9%	11%	8%	3%	6%	6%	9%	9%	7%	8%	**	**	**	8%	7%	8%
	Weighted counts		57	14	43	24	18	5	9	27	29	10	26	17				30	27	14
	Column Comparisons		-		a													-	-	
At least a week later	% within column		4%	1%	6%	2%	7%	2%	4%	3%	5%	5%	4%	3%	**	**	**	3%	5%	4%
	Weighted counts		30	4	26	5	15	3	6	13	17	5	14	6				10	20	7
	Column Comparisons		-		a													-	-	
NET: Within the week	% within column		96%	99%	94%	98%	93%	98%	96%	97%	95%	95%	96%	97%	**	**	**	97%	95%	96%
	Weighted counts		733	302	431	214	205	161	154	434	299	108	359	219				380	353	157
	Column Comparisons		-	b														-	-	
Effective Column n	% within column																			
	Weighted counts		476	110	366	126	144	100	106	241	235	77	234	135	17	13	30	261	215	119
	Column Comparisons																			
Unweighted base			717	166	551	190	217	151	159	363	354	116	352	204	25	20	45	393	324	180
Weighted base			763	306	457	219	220	164	160	447	316	113	373	225	30	22	52	390	372	164
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Demographics																		
	SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
	C1	C2	DE	Work- ing	work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am	No – I am not	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?																		
<b>As soon as possible – likely the following day</b>	53%	44%	44%	45%	53%	48%	28%	47%	58%	50%	38%	**	33%	49%	46%	43%	48%	42%
<i>% within column</i>	120	73	91	230	129	325	12	16	7	295	63		29	331	47	43	86	57
<i>Weighted counts</i>																		
<i>Column Comparisons</i>										b				a				
<b>Within a few days of receiving them</b>	39%	42%	45%	44%	37%	41%	53%	44%	35%	40%	47%	**	46%	41%	39%	47%	43%	47%
<i>% within column</i>	88	69	92	223	91	275	22	15	4	238	78		41	276	39	47	77	63
<i>Weighted counts</i>																		
<i>Column Comparisons</i>																		
<b>At the end of the week/within the week</b>	7%	9%	6%	8%	6%	7%	14%	8%	6%	8%	7%	**	9%	7%	10%	6%	7%	9%
<i>% within column</i>	16	15	12	39	14	48	6	3	1	45	12		8	49	10	6	12	12
<i>Weighted counts</i>																		
<i>Column Comparisons</i>																		
<b>At least a week later</b>	1%	5%	6%	3%	5%	4%	4%	2%	2%	3%	7%	**	12%	3%	5%	3%	3%	2%
<i>% within column</i>	3	8	12	17	12	27	2	1	0	17	12		11	19	5	3	5	3
<i>Weighted counts</i>																		
<i>Column Comparisons</i>													B					
<b>NET: Within the week</b>	99%	95%	94%	97%	95%	96%	96%	98%	98%	97%	93%	**	88%	97%	95%	97%	97%	98%
<i>% within column</i>	223	157	195	492	233	647	40	34	12	579	153		77	656	96	96	175	132
<i>Weighted counts</i>														A				
<i>Column Comparisons</i>																		
<b>Effective Column n</b>	141	95	120	314	159	338	45	54	39	358	116	1	60	416	62	65	115	96
<i>% within column</i>																		
<i>Weighted counts</i>																		
<i>Column Comparisons</i>																		
<b>Unweighted base</b>	213	143	181	473	239	509	68	81	59	540	175	2	91	626	94	98	173	144
<b>Weighted base</b>	227	165	207	509	245	674	41	35	12	596	164	3	88	675	101	99	180	134
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+	I prefer not to	NET: Internet user	Total
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?		per year	answer	net user	
<b>As soon as possible – likely the following day</b>		44%	56%	48%	** 47%
	<i>% within column</i>				
	<i>Weighted counts</i>	39	89	340	360
	<i>Column Comparisons</i>				-
<b>Within a few days of receiving them</b>		41%	34%	41%	** 41%
	<i>% within column</i>				
	<i>Weighted counts</i>	36	54	288	316
	<i>Column Comparisons</i>				-
<b>At the end of the week/within the week</b>		9%	6%	8%	** 7%
	<i>% within column</i>				
	<i>Weighted counts</i>	8	9	53	57
	<i>Column Comparisons</i>				-
<b>At least a week later</b>		7%	5%	4%	** 4%
	<i>% within column</i>				
	<i>Weighted counts</i>	6	8	25	30
	<i>Column Comparisons</i>				-
<b>NET: Within the week</b>		93%	95%	96%	** 96%
	<i>% within column</i>				
	<i>Weighted counts</i>	84	152	681	733
	<i>Column Comparisons</i>				-
<b>Effective Column n</b>					
	<i>% within column</i>				
	<i>Weighted counts</i>	64	74	446	27 476
	<i>Column Comparisons</i>				
<b>Unweighted base</b>		96	112	672	40 717
<b>Weighted base</b>		90	159	706	51 763
<b>Columns</b>		E	F	A	B A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11: Frequency of receiving different types of mail compared to two years ago										
		Much more	Slightly more	No change	Slightly less	Much less	I don't know	NET: More	NET: Less	Weighted Base
<b>Addressed direct mail from organisations that you don't have a relationship with</b>	% within row	12%	21%	45%	13%	8%	2%	33%	20%	100%
	Column Comparisons	E F	A D E F	A B D E F	E F	F		-	-	-
	Weighted counts	360	632	1,323	374	224	56	992	598	2,969
	% within row	6%	17%	50%	16%	11%	1%	22%	27%	100%
<b>Catalogues and brochures</b>	Column Comparisons	F	A E F	A B D E F	A E F	A F		-	-	-
	Weighted counts	167	490	1,478	474	320	41	657	793	2,969
	% within row	4%	21%	62%	7%	5%	2%	25%	12%	100%
	Column Comparisons	F	A D E F	A B D E F	A F	a F		-	-	-
<b>Smaller parcels that fit through a letterbox</b>	Weighted counts	112	628	1,826	195	160	48	740	354	2,969
	% within row	7%	18%	50%	15%	9%	1%	25%	23%	100%
	Column Comparisons	F	A d E F	A B D E F	A E F	F		-	-	-
	Weighted counts	209	531	1,492	440	254	43	740	694	2,969
<b>Newsletters, leaflets and promotions from organisations that you have a relationship with</b>	% within row	4%	19%	62%	8%	6%	2%	23%	13%	100%
	Column Comparisons	F	A D E F	A B D E F	A e F	F		-	-	-
	Weighted counts	130	551	1,849	228	163	46	682	392	2,969
	% within row	3%	17%	66%	7%	6%	1%	20%	13%	100%
<b>Larger parcels that do not fit through a letterbox</b>	Column Comparisons	F	A D E F	A B D E F	A F	A F		-	-	-
	Weighted counts	96	498	1,955	213	169	39	594	381	2,969
	% within row	2%	12%	62%	15%	8%	2%	14%	23%	100%
	Column Comparisons		A E F	A B D E F	A b E F	A F		-	-	-
<b>Items requiring a signature</b>	Weighted counts	61	349	1,833	451	227	48	410	678	2,969
	% within row	3%	9%	51%	20%	16%	1%	13%	36%	100%
	Column Comparisons	F	A F	A B D E F	A B e F	A B F		-	-	-
	Weighted counts	95	276	1,502	601	468	26	371	1,070	2,969
<b>Letters from organisations that you have a relationship with</b>	% within row	1%	5%	64%	16%	12%	1%	6%	29%	100%
	Column Comparisons		A F	A B D E F	A B e F	A B F		-	-	-
	Weighted counts	42	147	1,894	481	371	34	189	852	2,969
	% within row	1%	5%	67%	8%	12%	8%	6%	20%	100%
<b>Bills, invoices and statements</b>	Column Comparisons		A	A B D E F	A B	A B D F	A B	-	-	-
	Weighted counts	28	142	1,976	225	358	239	170	583	2,969
	% within row	1%	4%	59%	16%	19%	1%	5%	35%	100%
	Column Comparisons		A F	A B D E F	A B F	A B d F		-	-	-
<b>Invitations, greetings cards and postcards</b>	Weighted counts	33	114	1,748	469	563	42	147	1,032	2,969
	% within row									
	Column Comparisons									
	Weighted counts									
<b>Magazines you subscribe to</b>	% within row									
	Column Comparisons									
	Weighted counts									
	% within row									
<b>Personal letters (e.g. from a friend)</b>	Column Comparisons									
	Weighted counts									
	% within row									
	Column Comparisons									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	3%	2%	4%	3%	6%	2%	3%	3%	4%	7%	4%	2%	0%	0%	0%	3%
	Weighted counts	95	26	69	30	31	19	15	38	57	31	39	24	1	0	1	45
	Column Comparisons	-		a		c					c D E	d e				-	-
Slightly more	% within column	9%	6%	12%	10%	12%	9%	6%	9%	9%	18%	13%	5%	4%	4%	4%	7%
	Weighted counts	276	78	199	94	62	89	31	137	139	74	128	49	13	13	26	116
	Column Comparisons	-		A							C D E	C D e				-	-
No change	% within column	51%	55%	48%	48%	49%	53%	53%	53%	48%	52%	46%	47%	60%	62%	61%	48%
	Weighted counts	1,502	697	805	452	254	523	273	773	729	214	447	451	205	184	388	761
	Column Comparisons	-	b						b					b c	B c	-	-
Slightly less	% within column	20%	22%	19%	21%	19%	21%	20%	20%	21%	13%	19%	24%	20%	20%	20%	22%
	Weighted counts	601	278	324	196	98	203	105	290	312	53	186	232	70	61	130	346
	Column Comparisons	-											a			-	-
Much less	% within column	16%	15%	17%	18%	13%	15%	17%	14%	17%	8%	15%	20%	15%	13%	14%	18%
	Weighted counts	468	186	283	167	68	144	88	207	262	33	149	194	53	39	92	290
	Column Comparisons	-										a	A	a		-	-
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%	0%	0%	0%	0%	1%
	Weighted counts	26	12	14	8	5	7	6	10	16	11	15	0	0	0	0	16
	Column Comparisons	-									C d e	c				-	-
NET: More	% within column	13%	8%	16%	13%	18%	11%	9%	12%	13%	25%	17%	8%	4%	4%	4%	10%
	Weighted counts	371	103	268	124	92	108	47	175	196	104	167	73	14	13	27	161
	Column Comparisons	-		A		c d					b C D E	C D E				-	-
NET: Less	% within column	36%	36%	36%	38%	32%	35%	37%	34%	38%	21%	35%	45%	36%	34%	35%	40%
	Weighted counts	1,070	464	606	363	166	347	193	496	573	86	336	426	122	100	222	636
	Column Comparisons	-										A	A B d e	A	a	-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	Column Comparisons																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	Column Comparisons																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
QB7: Inability to leave home without help, due to illness or disability																	
SEGWorking statusUK nationRurality																	
NET: Eng- andNET: Scotl- andN. UrbanRuralUnkn- own																	
Yes – I am house-boundNo – I am not house-bound																	
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements																	
C2DEABC1C2DEWork-ingNot workingNET: Eng- andNET: Scotl- andN. UrbanRuralUnkn- own																	
		4%	2%	3%	4%	4%	4%	3%	5%	4%	4%	3%	2%	**	9%	3%	
Much more	% within column	50	13	31	23	27	57	38	75	12	5	3	76	19		13	82
	Weighted counts																
	Column Comparisons	-														b	
Slightly more	% within column	11%	8%	7%	10%	12%	10%	8%	10%	7%	10%	7%	9%	9%	**	15%	9%
	Weighted counts	160	51	65	67	93	153	119	240	16	15	6	206	69		21	255
	Column Comparisons	-				d											
No change	% within column	53%	43%	52%	51%	55%	45%	57%	51%	45%	49%	56%	51%	48%	**	47%	51%
	Weighted counts	741	291	470	325	416	692	805	1,272	108	72	50	1,135	363		65	1,437
	Column Comparisons	-		c		c		A									
Slightly less	% within column	18%	24%	20%	21%	16%	23%	18%	20%	22%	19%	19%	20%	21%	**	18%	20%
	Weighted counts	256	164	182	132	124	352	248	504	52	29	17	441	160		25	577
	Column Comparisons	-	f				b										
Much less	% within column	13%	22%	16%	14%	12%	18%	14%	15%	19%	18%	14%	15%	18%	**	10%	16%
	Weighted counts	178	147	143	86	92	273	193	383	46	27	13	329	139		14	455
	Column Comparisons	-	d e F				b										
I don't know	% within column	1%	0%	1%	0%	1%	1%	1%	1%	2%	0%	0%	1%	1%	**	1%	1%
	Weighted counts	10	3	13	3	7	12	14	21	4	1	0	20	4		1	25
	Column Comparisons	-															
NET: More	% within column	15%	10%	11%	14%	16%	14%	11%	13%	12%	13%	10%	13%	12%	**	25%	12%
	Weighted counts	210	65	96	90	121	209	157	315	28	20	9	283	88		34	337
	Column Comparisons	-				c d										B	
NET: Less	% within column	31%	46%	36%	34%	28%	41%	31%	36%	41%	38%	33%	35%	40%	**	28%	36%
	Weighted counts	434	311	325	218	216	625	441	887	98	56	30	771	299		38	1,031
	Column Comparisons	-	d E F	f			B										
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Column Comparisons																	
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements									
	Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer			
<b>Much more</b>	4% 18	4% 17	3% 16	4% 19	3% 8	2% 17	3% 94	0% 0	<b>3% 95</b>
<i>Column Comparisons</i>									-
<b>Slightly more</b>	10% 41	10% 46	9% 48	12% 63	9% 25	7% 54	10% 273	2% 3	<b>9% 276</b>
<i>Column Comparisons</i>							b		-
<b>No change</b>	58% 242	50% 223	46% 259	49% 261	37% 95	56% 421	49% 1,375	76% 125	<b>51% 1,502</b>
<i>Column Comparisons</i>	c d E	e	e	e		c E		A	-
<b>Slightly less</b>	16% 66	21% 94	25% 141	19% 99	24% 62	18% 139	21% 577	15% 24	<b>20% 601</b>
<i>Column Comparisons</i>									-
<b>Much less</b>	12% 50	15% 67	16% 90	17% 91	25% 66	14% 106	16% 459	6% 9	<b>16% 468</b>
<i>Column Comparisons</i>					a b c f		b		-
<b>I don't know</b>	0% 0	0% 2	1% 5	0% 1	1% 4	2% 15	1% 23	1% 2	<b>1% 26</b>
<i>Column Comparisons</i>									-
<b>NET: More</b>	14% 59	14% 62	12% 65	15% 82	13% 33	9% 70	13% 368	2% 3	<b>13% 371</b>
<i>Column Comparisons</i>							b		-
<b>NET: Less</b>	28% 116	36% 161	41% 230	36% 190	49% 128	33% 245	37% 1,036	21% 34	<b>36% 1,070</b>
<i>Column Comparisons</i>			a f		A b d f		B		-
<b>Effective Column n</b>	249	267	381	359	194	333	1,725	56	<b>1,783</b>
<i>Column Comparisons</i>									
<b>Unweighted base</b>	405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>	418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements	500 per year	499 per year	999 per year	999 per year	per year				
<b>Columns</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>A</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
<b>Much more</b>	% within column	7%	7%	7%	7%	11%	6%	5%	6%	8%	6%	7%	8%	6%	7%	6%	6%
	Weighted counts	209	85	124	67	56	58	28	83	126	24	65	78	21	21	41	100
	Column Comparisons	-				c d				a						-	-
<b>Slightly more</b>	% within column	18%	14%	21%	18%	23%	19%	11%	19%	17%	20%	18%	15%	19%	23%	21%	17%
	Weighted counts	531	174	357	172	122	183	55	278	252	84	169	144	64	69	131	269
	Column Comparisons	-		A	d	D	d									-	-
<b>No change</b>	% within column	50%	55%	47%	51%	44%	50%	55%	50%	50%	51%	50%	48%	55%	54%	55%	50%
	Weighted counts	1,492	702	790	484	227	497	284	734	757	210	483	452	188	159	347	791
	Column Comparisons	-	B					b								-	-
<b>Slightly less</b>	% within column	15%	16%	14%	14%	15%	15%	15%	15%	14%	14%	13%	18%	13%	12%	13%	16%
	Weighted counts	440	202	238	137	79	148	77	224	216	59	125	176	45	35	80	257
	Column Comparisons	-														-	-
<b>Much less</b>	% within column	9%	8%	9%	8%	6%	8%	13%	8%	9%	7%	10%	10%	6%	4%	5%	9%
	Weighted counts	254	98	156	74	31	82	67	112	142	28	99	94	21	12	33	143
	Column Comparisons	-						a b								-	-
<b>I don't know</b>	% within column	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%	1%	1%	0%	1%	1%
	Weighted counts	43	15	28	14	4	17	8	23	21	10	23	7	2	1	3	14
	Column Comparisons	-														-	-
<b>NET: More</b>	% within column	25%	20%	28%	25%	34%	24%	16%	25%	25%	26%	24%	23%	25%	30%	27%	23%
	Weighted counts	740	259	481	238	177	241	83	362	378	109	235	222	84	90	173	369
	Column Comparisons	-		A	d	a c D	d									-	-
<b>NET: Less</b>	% within column	23%	24%	23%	22%	21%	23%	28%	23%	24%	21%	23%	28%	20%	16%	18%	25%
	Weighted counts	694	300	394	211	110	230	143	336	358	87	225	269	67	47	114	400
	Column Comparisons	-											e			-	-
<b>Effective Column n</b>		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
<b>Unweighted base</b>		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
<b>Weighted base</b>		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Much more	% within column	8%	5%	8%	8%	8%	7%	7%	8%	4%	4%	3%	7%	7%	**	6%	7%
	Weighted counts	109	32	68	50	60	112	97	189	11	6	3	159	50		9	200
	Column Comparisons	-															
Slightly more	% within column	19%	18%	16%	21%	17%	17%	18%	18%	22%	20%	14%	18%	18%	**	27%	17%
	Weighted counts	262	121	148	135	127	267	261	437	52	29	13	390	137		37	493
	Column Comparisons	-														b	
No change	% within column	50%	49%	51%	47%	53%	48%	54%	50%	52%	47%	60%	52%	46%	**	44%	51%
	Weighted counts	701	330	461	300	400	731	758	1,245	124	69	54	1,139	351		60	1,432
	Column Comparisons	-					a					c					
Slightly less	% within column	13%	17%	16%	14%	12%	17%	12%	15%	12%	15%	11%	15%	16%	**	15%	15%
	Weighted counts	183	113	144	90	93	260	175	379	30	22	9	322	118		20	420
	Column Comparisons	-					b										
Much less	% within column	8%	10%	8%	7%	8%	10%	7%	8%	8%	12%	10%	8%	11%	**	9%	9%
	Weighted counts	111	70	73	47	64	151	103	208	18	18	9	170	82		12	242
	Column Comparisons	-															
I don't know	% within column	2%	1%	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	2%	**	0%	2%
	Weighted counts	30	4	10	14	15	17	22	36	3	4	1	27	16		0	43
	Column Comparisons	-															
NET: More	% within column	27%	23%	24%	29%	25%	25%	25%	25%	26%	24%	17%	25%	25%	**	33%	25%
	Weighted counts	371	152	216	184	187	378	359	626	63	36	16	549	187		46	694
	Column Comparisons	-															
NET: Less	% within column	21%	27%	24%	22%	21%	27%	20%	24%	20%	27%	21%	22%	27%	**	23%	23%
	Weighted counts	294	183	217	137	157	412	278	588	48	40	19	492	201		32	662
	Column Comparisons	-					B										
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	% within column																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base	% within column																
	Weighted counts	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct &amp; Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with	Under £11,- per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Much more</b>	8%	10%	6%	9%	4%	5%	7%	2%	<b>7%</b>
<i>Weighted counts</i>	33	47	35	49	11	35	205	3	<b>209</b>
<i>Column Comparisons</i>							b		-
<b>Slightly more</b>	19%	16%	18%	18%	24%	16%	18%	18%	<b>18%</b>
<i>Weighted counts</i>	79	71	101	97	62	121	500	30	<b>531</b>
<i>Column Comparisons</i>									-
<b>No change</b>	53%	48%	48%	49%	39%	56%	50%	57%	<b>50%</b>
<i>Weighted counts</i>	223	217	266	260	102	424	1,398	94	<b>1,492</b>
<i>Column Comparisons</i>	e					e			-
<b>Slightly less</b>	11%	16%	16%	16%	18%	14%	15%	11%	<b>15%</b>
<i>Weighted counts</i>	45	71	90	85	47	103	421	18	<b>440</b>
<i>Column Comparisons</i>									-
<b>Much less</b>	7%	9%	10%	7%	12%	7%	9%	7%	<b>9%</b>
<i>Weighted counts</i>	31	39	58	39	32	55	242	12	<b>254</b>
<i>Column Comparisons</i>									-
<b>I don't know</b>	2%	1%	1%	1%	2%	2%	1%	4%	<b>1%</b>
<i>Weighted counts</i>	8	3	8	3	5	15	35	7	<b>43</b>
<i>Column Comparisons</i>								a	-
<b>NET: More</b>	27%	26%	24%	27%	28%	21%	25%	21%	<b>25%</b>
<i>Weighted counts</i>	112	118	136	145	73	156	705	34	<b>740</b>
<i>Column Comparisons</i>									-
<b>NET: Less</b>	18%	25%	27%	23%	31%	21%	24%	18%	<b>23%</b>
<i>Weighted counts</i>	76	110	148	124	79	158	663	30	<b>694</b>
<i>Column Comparisons</i>					a				-
<b>Effective Column n</b>	249	267	381	359	194	333	1,725	56	<b>1,783</b>
<i>Column Comparisons</i>									
<b>Unweighted base</b>	405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>	418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
Columns	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
<b>Much more</b>	% within column	12%	14%	11%	12%	16%	13%	7%	11%	13%	6%	10%	15%	14%	17%	15%	11%
	Weighted counts	360	176	183	111	85	127	37	156	204	26	96	139	48	50	98	176
	Column Comparisons	-			d	D	d						a b	a	A b	-	-
<b>Slightly more</b>	% within column	21%	19%	23%	23%	23%	20%	20%	23%	20%	18%	20%	21%	29%	25%	27%	21%
	Weighted counts	632	243	389	213	120	195	104	333	299	74	190	196	99	73	171	338
	Column Comparisons	-		a										a b		-	-
<b>No change</b>	% within column	45%	48%	42%	44%	42%	44%	50%	46%	44%	56%	46%	41%	37%	43%	40%	44%
	Weighted counts	1,323	607	716	414	219	431	258	663	660	233	445	389	128	129	256	690
	Column Comparisons	-	b								b C D e					-	-
<b>Slightly less</b>	% within column	13%	12%	13%	12%	9%	14%	13%	12%	13%	11%	13%	14%	11%	10%	11%	14%
	Weighted counts	374	156	218	118	46	141	69	175	199	47	122	137	37	31	68	215
	Column Comparisons	-														-	-
<b>Much less</b>	% within column	8%	6%	9%	8%	8%	7%	8%	7%	8%	4%	9%	9%	7%	5%	6%	8%
	Weighted counts	224	79	146	72	41	70	42	102	123	18	88	81	25	13	38	126
	Column Comparisons	-														-	-
<b>I don't know</b>	% within column	2%	1%	2%	2%	1%	2%	2%	2%	2%	4%	2%	1%	1%	0%	1%	2%
	Weighted counts	56	16	40	19	7	20	10	27	29	18	24	9	5	1	6	29
	Column Comparisons	-									c					-	-
<b>NET: More</b>	% within column	33%	33%	34%	34%	40%	33%	27%	34%	33%	24%	30%	35%	43%	41%	42%	33%
	Weighted counts	992	420	572	324	205	322	140	489	503	101	287	335	146	123	268	514
	Column Comparisons	-			d								a	A b	A b	-	-
<b>NET: Less</b>	% within column	20%	18%	21%	20%	17%	21%	21%	19%	21%	16%	22%	23%	18%	15%	17%	22%
	Weighted counts	598	235	364	189	87	211	111	276	322	65	210	217	62	44	106	341
	Column Comparisons	-														-	-
<b>Effective Column n</b>		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
<b>Unweighted base</b>		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
<b>Weighted base</b>		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Much more</b>	% within column	13%	9%	12%	12%	14%	11%	13%	12%	15%	10%	7%	11%	14%	**	13%	12%
	Weighted counts	184	63	112	79	106	172	188	303	35	15	6	252	107		18	342
	Column Comparisons	-															
<b>Slightly more</b>	% within column	21%	25%	19%	21%	21%	21%	22%	21%	25%	19%	13%	21%	21%	**	25%	21%
	Weighted counts	294	168	170	133	161	319	310	532	60	29	11	471	160		34	598
	Column Comparisons	-								d							
<b>No change</b>	% within column	45%	41%	46%	45%	45%	44%	45%	45%	38%	42%	56%	46%	41%	**	38%	45%
	Weighted counts	632	271	419	288	344	676	641	1,119	91	62	50	1,011	306		52	1,270
	Column Comparisons	-										b c					
<b>Slightly less</b>	% within column	11%	14%	14%	13%	10%	14%	11%	13%	12%	12%	12%	13%	11%	**	13%	13%
	Weighted counts	159	93	122	80	79	212	157	317	28	18	11	291	83		18	356
	Column Comparisons	-															
<b>Much less</b>	% within column	7%	9%	7%	7%	7%	8%	7%	7%	8%	14%	10%	6%	11%	**	9%	7%
	Weighted counts	99	63	63	42	57	125	99	175	19	21	9	140	84		13	212
	Column Comparisons	-											a				
<b>I don't know</b>	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	**	3%	2%
	Weighted counts	27	11	17	13	14	32	23	47	4	3	2	43	14		4	52
	Column Comparisons	-															
<b>NET: More</b>	% within column	34%	35%	31%	33%	35%	32%	35%	34%	40%	30%	19%	33%	35%	**	37%	33%
	Weighted counts	479	231	282	212	266	491	498	836	95	44	17	723	268		52	940
	Column Comparisons	-								c D	d						
<b>NET: Less</b>	% within column	18%	23%	21%	19%	18%	22%	18%	20%	20%	26%	22%	19%	22%	**	22%	20%
	Weighted counts	257	155	185	122	135	337	256	492	47	39	20	430	167		30	568
	Column Comparisons	-					b										
<b>Effective Column n</b>	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
<b>Unweighted base</b>	% within column																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
<b>Weighted base</b>	% within column																
	Weighted counts	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Much more</b>	11%	15%	10%	13%	10%	12%	12%	16%	<b>12%</b>
<i>Weighted counts</i>	48	67	55	71	26	93	332	27	<b>360</b>
<i>Column Comparisons</i>									-
<b>Slightly more</b>	23%	18%	22%	19%	25%	22%	21%	22%	<b>21%</b>
<i>Weighted counts</i>	97	81	121	103	64	167	597	36	<b>632</b>
<i>Column Comparisons</i>									-
<b>No change</b>	46%	44%	43%	47%	36%	46%	45%	44%	<b>45%</b>
<i>Weighted counts</i>	194	197	242	249	94	346	1,248	73	<b>1,323</b>
<i>Column Comparisons</i>									-
<b>Slightly less</b>	11%	14%	14%	12%	14%	11%	13%	6%	<b>13%</b>
<i>Weighted counts</i>	46	61	80	65	36	86	364	10	<b>374</b>
<i>Column Comparisons</i>									-
<b>Much less</b>	7%	8%	9%	7%	14%	5%	7%	9%	<b>8%</b>
<i>Weighted counts</i>	29	34	52	36	36	38	210	15	<b>224</b>
<i>Column Comparisons</i>					d f				-
<b>I don't know</b>	1%	2%	2%	2%	2%	3%	2%	3%	<b>2%</b>
<i>Weighted counts</i>	5	8	10	9	4	21	51	5	<b>56</b>
<i>Column Comparisons</i>									-
<b>NET: More</b>	35%	33%	31%	33%	35%	35%	33%	38%	<b>33%</b>
<i>Weighted counts</i>	145	149	176	174	90	260	929	62	<b>992</b>
<i>Column Comparisons</i>									-
<b>NET: Less</b>	18%	21%	24%	19%	28%	17%	20%	15%	<b>20%</b>
<i>Weighted counts</i>	75	94	132	101	72	124	573	25	<b>598</b>
<i>Column Comparisons</i>									-
<b>Effective Column n</b>	249	267	381	359	194	333	1,725	56	<b>1,783</b>
<i>Weighted counts</i>									
<i>Column Comparisons</i>									
<b>Unweighted base</b>	405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>	418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_3: Would you say that you now receive ... more or less often than two years ago?Addressed direct mail from organisations that you don't have a relationship with	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
															Yes – I am	No – I am not
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	house- bound	house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QE11_3: Would you say that you now receive ... more or less often than two years ago?Addressed direct mail from organisations that you don't have a relationship with	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user
Columns	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_4: Would you say that you now receive ... more or less often than two years ago?Invitations, greetings cards and postcards		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	1%	1%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	0%	0%	0%	2%
	Weighted counts	42	16	26	13	13	7	9	17	24	11	17	13	0	1	1	24
	Column Comparisons	-														-	-
Slightly more	% within column	5%	3%	6%	4%	7%	5%	3%	5%	5%	9%	8%	2%	0%	2%	1%	5%
	Weighted counts	147	41	106	40	35	54	18	70	77	39	79	22	1	7	8	81
	Column Comparisons	-		a							C D e	C D e				-	-
No change	% within column	64%	69%	60%	65%	59%	64%	65%	64%	63%	62%	60%	62%	74%	72%	73%	61%
	Weighted counts	1,894	886	1,007	615	305	634	339	935	958	258	579	592	252	213	464	963
	Column Comparisons	-	B											a b c	b	-	-
Slightly less	% within column	16%	14%	18%	15%	18%	17%	17%	15%	17%	16%	13%	19%	18%	18%	18%	18%
	Weighted counts	481	185	297	138	94	164	86	225	256	66	122	181	60	52	112	278
	Column Comparisons	-											b			-	-
Much less	% within column	12%	10%	14%	13%	12%	12%	12%	13%	12%	8%	16%	14%	8%	8%	8%	14%
	Weighted counts	371	133	238	127	64	116	63	195	176	32	150	136	29	24	53	215
	Column Comparisons	-		a								a d e	a			-	-
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	0%	0%	0%	1%
	Weighted counts	34	15	19	14	7	10	3	12	22	10	18	6	0	0	0	12
	Column Comparisons	-														-	-
NET: More	% within column	6%	5%	8%	6%	9%	6%	5%	6%	7%	12%	10%	4%	0%	3%	1%	7%
	Weighted counts	189	58	131	53	48	61	27	87	102	50	96	34	1	8	9	106
	Column Comparisons	-		a							C D E	C D e	d			-	-
NET: Less	% within column	29%	25%	32%	28%	30%	28%	29%	29%	29%	24%	28%	33%	26%	26%	26%	31%
	Weighted counts	852	318	534	265	158	280	149	420	432	98	272	317	89	76	165	493
	Column Comparisons	-		a									a			-	-
Effective Column n		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QE11_4: Would you say that you now receive ... more or less often than two years ago?Invitations, greetings cards and postcards		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Much more	% within column	1%	1%	2%	2%	1%	2%	1%	1%	1%	0%	1%	2%	1%	**	3%	1%
	Weighted counts	17	9	15	10	7	31	11	37	4	1	0	34	8		4	38
	Column Comparisons	-					b										
Slightly more	% within column	5%	6%	5%	5%	5%	7%	3%	5%	3%	7%	3%	5%	4%	**	16%	4%
	Weighted counts	66	38	43	30	37	105	43	127	8	10	2	118	30		22	125
	Column Comparisons	-					B									B	
No change	% within column	67%	58%	63%	66%	67%	60%	69%	64%	60%	61%	65%	63%	65%	**	51%	64%
	Weighted counts	930	392	572	418	512	919	971	1,602	143	91	58	1,400	488		71	1,823
	Column Comparisons	-				c		A									a
Slightly less	% within column	15%	17%	18%	16%	13%	16%	16%	16%	20%	13%	13%	17%	14%	**	14%	16%
	Weighted counts	203	114	165	105	98	252	222	403	46	20	12	378	103		20	462
	Column Comparisons	-															
Much less	% within column	11%	17%	11%	11%	12%	14%	11%	12%	14%	16%	17%	12%	15%	**	12%	12%
	Weighted counts	156	111	104	67	89	217	151	298	34	23	15	255	114		17	354
	Column Comparisons	-					b										
I don't know	% within column	2%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	**	3%	1%
	Weighted counts	22	6	6	5	17	14	20	26	3	4	1	24	10		4	30
	Column Comparisons	-															
NET: More	% within column	6%	7%	6%	6%	6%	9%	4%	7%	5%	7%	3%	7%	5%	**	19%	6%
	Weighted counts	84	47	58	40	44	136	53	164	11	11	3	151	38		27	162
	Column Comparisons	-					B									B	
NET: Less	% within column	26%	34%	30%	27%	25%	31%	26%	28%	34%	29%	30%	29%	29%	**	27%	29%
	Weighted counts	359	225	268	172	187	469	373	702	81	43	27	633	218		37	815
	Column Comparisons	-	f														
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Column Comparisons																	
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		£11,- Under £11,- 500 per year	£17,- 500 - £17,- 499 per year	£30,- 500 - £29,- 999 per year	£50,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards		2%	1%	1%	1%	2%	2%	1%	3%	1%
<b>Much more</b>		7	6	7	5	4	12	36	5	42
<i>% within column</i>										
<i>Weighted counts</i>										
<i>Column Comparisons</i>										-
<b>Slightly more</b>		6%	5%	5%	7%	5%	3%	5%	2%	5%
<i>% within column</i>										
<i>Weighted counts</i>		24	22	30	36	12	23	143	4	147
<i>Column Comparisons</i>										-
<b>No change</b>		67%	66%	66%	58%	51%	68%	63%	75%	64%
<i>% within column</i>										
<i>Weighted counts</i>		279	296	369	310	132	508	1,769	123	1,894
<i>Column Comparisons</i>		e	e	e			d e		a	-
<b>Slightly less</b>		15%	19%	15%	19%	22%	13%	17%	11%	16%
<i>% within column</i>										
<i>Weighted counts</i>		65	83	83	99	57	95	463	19	481
<i>Column Comparisons</i>										-
<b>Much less</b>		9%	9%	12%	15%	20%	13%	13%	3%	12%
<i>% within column</i>										
<i>Weighted counts</i>		39	38	65	80	52	97	365	6	371
<i>Column Comparisons</i>					b	a b c		b		-
<b>I don't know</b>		1%	1%	1%	1%	1%	2%	1%	4%	1%
<i>% within column</i>										
<i>Weighted counts</i>		5	3	5	3	2	16	24	7	34
<i>Column Comparisons</i>									A	-
<b>NET: More</b>		7%	6%	7%	8%	6%	5%	6%	6%	6%
<i>% within column</i>										
<i>Weighted counts</i>		31	28	38	41	16	36	180	9	189
<i>Column Comparisons</i>										-
<b>NET: Less</b>		25%	27%	26%	34%	42%	26%	30%	15%	29%
<i>% within column</i>										
<i>Weighted counts</i>		104	121	148	179	109	192	828	25	852
<i>Column Comparisons</i>						A b C f		b		-
<b>Effective Column n</b>		249	267	381	359	194	333	1,725	56	1,783
<i>% within column</i>										
<i>Weighted counts</i>										
<i>Column Comparisons</i>										
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	91	2,903
<b>Weighted base</b>		418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11\_4: Would you say that you now  
receive ... more or less often than two years  
ago? Invitations, greetings cards and  
postcards

**Columns**

Demographics															
Methodology				Quarter				Gender		Age					
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	SEG ABC1
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user
Columns	A	B	C	D	E	F	A	B	Total A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QE11_5: Would you say that you now receive ... more or less often than two years ago?Personal letters (e.g. from a friend)		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Much more	% within column	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	2%	0%	0%	0%
	Weighted counts	33	7	26	15	5	11	3	16	17	9	20	4	0	0
	Column Comparisons	-													
Slightly more	% within column	4%	2%	5%	4%	5%	4%	3%	5%	3%	7%	6%	2%	0%	2%
	Weighted counts	114	29	85	35	28	36	14	66	47	28	62	17	0	6
	Column Comparisons	-		a							C D e	C D e			
No change	% within column	59%	66%	53%	59%	57%	59%	60%	60%	58%	62%	54%	58%	65%	65%
	Weighted counts	1,748	845	902	559	297	581	310	866	882	259	525	551	221	192
	Column Comparisons	-	B												
Slightly less	% within column	16%	15%	17%	14%	15%	16%	20%	15%	17%	12%	14%	16%	19%	21%
	Weighted counts	469	185	284	136	76	153	104	212	257	51	138	153	65	62
	Column Comparisons	-													
Much less	% within column	19%	15%	22%	20%	20%	18%	16%	19%	19%	14%	21%	22%	16%	13%
	Weighted counts	563	189	373	193	106	179	85	272	290	58	200	212	55	37
	Column Comparisons	-		A								a e	a e		
I don't know	% within column	1%	2%	1%	1%	1%	2%	0%	2%	1%	3%	2%	1%	0%	0%
	Weighted counts	42	21	22	10	6	24	3	22	20	11	19	13	0	0
	Column Comparisons	-													
NET: More	% within column	5%	3%	7%	5%	6%	5%	3%	6%	4%	9%	9%	2%	0%	2%
	Weighted counts	147	36	111	49	33	47	17	82	64	37	83	21	0	6
	Column Comparisons	-		A							C D e	C D e			
NET: Less	% within column	35%	29%	39%	35%	35%	34%	36%	33%	36%	26%	35%	38%	35%	33%
	Weighted counts	1,032	375	658	329	181	332	189	485	547	110	338	365	120	99
	Column Comparisons	-		A								a	a		
Effective Column n	% within column														
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155
	Column Comparisons														
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Much more</b>	% within column	0%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	0%	1%
	Weighted counts	0	18	15	9	8	10	6	25	8	29	2	2	0	27
	Column Comparisons	-	-	-					b						
<b>Slightly more</b>	% within column	1%	4%	4%	3%	5%	4%	3%	5%	2%	4%	5%	5%	2%	4%
	Weighted counts	6	64	50	22	42	26	24	82	31	93	12	7	2	87
	Column Comparisons	-	-	-					B						
<b>No change</b>	% within column	65%	56%	62%	55%	57%	61%	63%	55%	63%	59%	54%	59%	61%	59%
	Weighted counts	412	877	870	366	511	390	480	851	892	1,478	128	88	54	1,305
	Column Comparisons	-	-	-						a					
<b>Slightly less</b>	% within column	20%	17%	15%	17%	17%	17%	13%	16%	16%	16%	17%	11%	13%	16%
	Weighted counts	127	265	205	113	152	105	100	242	221	401	40	17	12	351
	Column Comparisons	-	-	-											
<b>Much less</b>	% within column	14%	21%	16%	23%	20%	16%	17%	21%	17%	18%	23%	21%	22%	19%
	Weighted counts	92	335	228	153	182	99	129	323	235	458	54	31	20	410
	Column Comparisons	-	-	-					b						
<b>I don't know</b>	% within column	0%	1%	2%	1%	1%	1%	3%	1%	2%	1%	1%	2%	1%	1%
	Weighted counts	0	15	28	5	10	6	22	13	29	36	2	3	1	27
	Column Comparisons	-	-	-						a					
<b>NET: More</b>	% within column	1%	5%	5%	5%	6%	6%	4%	7%	3%	5%	6%	6%	2%	5%
	Weighted counts	6	82	65	32	50	36	30	108	39	122	14	9	2	114
	Column Comparisons	-	-	-					B						
<b>NET: Less</b>	% within column	34%	38%	31%	40%	37%	32%	30%	37%	32%	34%	39%	32%	36%	34%
	Weighted counts	219	600	432	266	334	204	228	565	456	859	93	48	32	762
	Column Comparisons	-	-	-	e f	f			b						
<b>Effective Column n</b>	% within column														
	Weighted counts	353	989	793	435	555	352	442	919	854	1,116	228	222	217	1,218
<b>Unweighted base</b>	Column Comparisons														
	Weighted counts	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983
<b>Weighted base</b>	Column Comparisons														
	Weighted counts	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208
<b>Columns</b>		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)		Rural	Unkn-own										
	% within column	1%	**	7%	1%	1%	1%	2%	3%	1%	1%	1%	1%
<b>Much more</b>	Weighted counts	6		9	4	4	5	8	7	5	32	1	33
	Column Comparisons			B									-
	% within column	4%	**	13%	6%	3%	4%	5%	4%	2%	4%	5%	4%
<b>Slightly more</b>	Weighted counts	27		18	24	14	22	28	9	16	105	9	114
	Column Comparisons			B									-
	% within column	58%	**	47%	62%	60%	58%	56%	43%	64%	58%	72%	59%
<b>No change</b>	Weighted counts	440		65	260	267	327	298	113	483	1,627	118	1,748
	Column Comparisons			a	E	e	e	e		E		a	-
	% within column	15%	**	16%	13%	17%	16%	15%	19%	16%	16%	12%	16%
<b>Slightly less</b>	Weighted counts	117		22	53	77	90	80	49	119	450	19	469
	Column Comparisons												-
	% within column	20%	**	16%	17%	18%	19%	22%	30%	14%	20%	4%	19%
<b>Much less</b>	Weighted counts	151		23	72	83	106	115	78	109	556	7	563
	Column Comparisons							f	a b c F		B		-
	% within column	2%	**	1%	1%	1%	2%	1%	1%	3%	1%	6%	1%
<b>I don't know</b>	Weighted counts	13		1	5	2	9	3	3	20	31	10	42
	Column Comparisons											A	-
	% within column	4%	**	20%	7%	4%	5%	7%	6%	3%	5%	6%	5%
<b>NET: More</b>	Weighted counts	33		27	28	18	27	36	16	21	136	10	147
	Column Comparisons			B									-
	% within column	36%	**	32%	30%	36%	35%	37%	49%	30%	36%	16%	35%
<b>NET: Less</b>	Weighted counts	268		44	125	160	196	196	127	228	1,007	26	1,032
	Column Comparisons								A b c d F		B		-
	% within column												
<b>Effective Column n</b>	Weighted counts	561	4	98	249	267	381	359	194	333	1,725	56	1,783
	Column Comparisons												
<b>Unweighted base</b>		914	6	160	405	435	621	584	316	542	2,808	91	2,903

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_5: Would you say that you now receive ... more or less often than two years ago? Personal letters (e.g. from a friend)	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Weighted base</b>	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_5: Would you say that you now receive ... more or less often than two years ago?Personal letters (e.g. from a friend)	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
	Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500	£17,500	£30,000	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
						-	-	-					£50,000 + per year
Weighted base	754	7	138	2,831	418	448	559	533	260	752	2,801	164	2,969
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Much more</b>	% within column	2%	2%	2%	2%	5%	1%	1%	2%	2%	4%	3%	1%	0%	1%
	Weighted counts	61	22	39	16	25	14	7	30	31	15	29	13	0	4
	Column Comparisons	-				a c d									
<b>Slightly more</b>	% within column	12%	10%	13%	13%	13%	12%	9%	12%	11%	21%	12%	9%	9%	7%
	Weighted counts	349	122	227	120	66	117	46	181	168	86	120	89	32	22
	Column Comparisons	-		a							b C d E				
<b>No change</b>	% within column	62%	67%	58%	62%	58%	63%	63%	61%	63%	56%	58%	59%	72%	77%
	Weighted counts	1,833	852	980	586	299	620	327	881	951	233	562	564	245	229
	Column Comparisons	-	B											a b c	A B C
<b>Slightly less</b>	% within column	15%	14%	16%	15%	15%	15%	15%	15%	15%	13%	14%	21%	13%	9%
	Weighted counts	451	183	268	143	78	151	80	222	229	53	131	197	44	26
	Column Comparisons	-											a b d E		
<b>Much less</b>	% within column	8%	6%	9%	7%	8%	7%	10%	8%	7%	5%	10%	8%	6%	4%
	Weighted counts	227	79	148	70	40	68	50	117	110	21	100	74	19	13
	Column Comparisons	-		a											
<b>I don't know</b>	% within column	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	0%	1%
	Weighted counts	48	18	30	12	11	16	10	23	26	9	24	12	0	3
	Column Comparisons	-													
<b>NET: More</b>	% within column	14%	11%	16%	14%	18%	13%	10%	15%	13%	24%	15%	11%	9%	9%
	Weighted counts	410	144	266	136	91	131	52	212	198	101	148	102	32	26
	Column Comparisons	-		a		d					b C D E	c e			
<b>NET: Less</b>	% within column	23%	21%	25%	22%	23%	22%	25%	23%	22%	18%	24%	29%	19%	13%
	Weighted counts	678	262	416	213	117	218	130	339	339	73	231	271	64	39
	Column Comparisons	-		a								e	a d E		
<b>Effective Column n</b>	% within column														
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155
<b>Unweighted base</b>	% within column														
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252
<b>Weighted base</b>	% within column														
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Much more</b>	% within column	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	0%	1%	2%
	Weighted counts	4	34	28	14	20	13	14	40	21	52	8	0	1	47
	Column Comparisons	-	-	-											
<b>Slightly more</b>	% within column	8%	11%	12%	11%	12%	14%	11%	13%	10%	12%	10%	9%	7%	12%
	Weighted counts	53	175	173	71	105	87	87	204	144	305	23	14	7	263
	Column Comparisons	-	-	-					b						
<b>No change</b>	% within column	74%	61%	63%	57%	63%	60%	65%	57%	67%	62%	57%	62%	65%	62%
	Weighted counts	474	958	875	385	573	381	493	872	954	1,549	134	92	58	1,379
	Column Comparisons	-	-	-						A					
<b>Slightly less</b>	% within column	11%	17%	13%	20%	14%	16%	11%	17%	13%	15%	21%	17%	13%	15%
	Weighted counts	70	264	187	133	131	102	85	265	181	364	51	25	12	331
	Column Comparisons	-	-	-	f				b						
<b>Much less</b>	% within column	5%	8%	7%	9%	7%	6%	8%	9%	7%	7%	7%	10%	13%	7%
	Weighted counts	32	123	104	61	62	41	63	131	95	183	18	15	12	156
	Column Comparisons	-	-	-											
<b>I don't know</b>	% within column	1%	1%	2%	1%	1%	2%	2%	2%	2%	2%	1%	2%	1%	1%
	Weighted counts	4	19	29	6	13	11	18	26	21	42	3	3	1	32
	Column Comparisons	-	-	-											
<b>NET: More</b>	% within column	9%	13%	14%	13%	14%	16%	13%	16%	12%	14%	13%	10%	8%	14%
	Weighted counts	57	209	201	84	125	100	101	244	165	357	31	14	7	310
	Column Comparisons	-	-	-					b						
<b>NET: Less</b>	% within column	16%	25%	21%	29%	21%	23%	19%	26%	19%	22%	29%	27%	26%	22%
	Weighted counts	103	388	291	194	193	143	147	396	276	546	69	40	23	487
	Column Comparisons	-	-	-	d f				b						
<b>Effective Column n</b>	% within column														
	Weighted counts	353	989	793	435	555	352	442	919	854	1,116	228	222	217	1,218
<b>Unweighted base</b>	Column Comparisons														
	Weighted counts	574	1,611	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983
<b>Weighted base</b>	Column Comparisons														
	Weighted counts	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208
<b>Columns</b>		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with														
		Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
<b>Much more</b>	% within column	2%	**	4%	2%	2%	2%	2%	4%	1%	1%	2%	1%	2%
	Weighted counts	14		6	56	7	10	12	23	3	8	58	2	61
	Column Comparisons													-
<b>Slightly more</b>	% within column	11%	**	20%	11%	12%	12%	11%	11%	12%	12%	12%	6%	12%
	Weighted counts	84		28	321	50	54	64	59	31	90	339	10	349
	Column Comparisons			b										-
<b>No change</b>	% within column	60%	**	49%	62%	66%	61%	58%	61%	51%	67%	61%	75%	62%
	Weighted counts	451		68	1,764	276	272	327	325	133	500	1,708	123	1,833
	Column Comparisons			a	e					e		a		-
<b>Slightly less</b>	% within column	16%	**	18%	15%	11%	18%	16%	16%	23%	13%	15%	10%	15%
	Weighted counts	118		25	426	47	79	88	84	58	95	434	17	451
	Column Comparisons									a f				-
<b>Much less</b>	% within column	9%	**	6%	8%	7%	7%	10%	6%	13%	6%	8%	2%	8%
	Weighted counts	71		9	218	29	32	54	32	33	48	223	3	227
	Column Comparisons											b		-
<b>I don't know</b>	% within column	2%	**	2%	2%	2%	0%	3%	2%	0%	2%	1%	5%	2%
	Weighted counts	16		3	45	10	2	14	10	1	12	38	8	48
	Column Comparisons												a	-
<b>NET: More</b>	% within column	13%	**	24%	13%	14%	14%	14%	15%	13%	13%	14%	7%	14%
	Weighted counts	99		33	377	57	64	76	81	34	98	397	12	410
	Column Comparisons			b										-
<b>NET: Less</b>	% within column	25%	**	25%	23%	18%	25%	25%	22%	35%	19%	23%	12%	23%
	Weighted counts	189		34	644	76	110	142	116	92	142	658	21	678
	Column Comparisons								A b c d F		b			-
<b>Effective Column n</b>		561	4	98	1,685	249	267	381	359	194	333	1,725	56	1,783
<b>Unweighted base</b>		914	6	160	2,743	405	435	621	584	316	542	2,808	91	2,903

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct &amp; Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_6: Would you say that you now receive ... more or less often than two years ago?Letters from organisations that you have a relationship with	Demographics													
	Age	SEG						Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
	637	1,574	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208
	F	A	B	C	D	E	F	A	B	A	B	C	D	A
Weighted base														
Columns														

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_6: Would you say that you now receive ... more or less often than two years ago?Letters from organisations that you have a relationship with	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
	Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
			138	2,831	418	448	559	533	260	752	2,801	164	
Weighted base	754	7	138	2,831	418	448	559	533	260	752	2,801	164	2,969
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	6%	4%	7%	6%	8%	5%	3%	5%	6%	5%	6%	5%	5%	8%	7%	5%
	Weighted counts	167	46	121	57	42	53	14	75	92	22	53	50	19	24	43	81
	Column Comparisons	-		a		d										-	-
Slightly more	% within column	17%	15%	18%	16%	18%	17%	15%	16%	17%	15%	15%	14%	23%	25%	24%	18%
	Weighted counts	490	189	301	148	96	168	79	234	256	61	146	129	80	73	152	276
	Column Comparisons	-												a b c	a b C	-	-
No change	% within column	50%	59%	43%	50%	48%	49%	52%	51%	48%	58%	49%	48%	47%	51%	49%	49%
	Weighted counts	1,478	753	725	478	247	481	272	747	730	240	470	453	162	152	314	764
	Column Comparisons	-	B													-	-
Slightly less	% within column	16%	13%	18%	17%	16%	15%	15%	16%	16%	15%	17%	19%	11%	11%	11%	17%
	Weighted counts	474	169	304	158	85	151	80	229	244	61	163	178	39	33	72	264
	Column Comparisons	-		a												-	-
Much less	% within column	11%	8%	13%	10%	9%	12%	12%	10%	11%	5%	12%	14%	11%	4%	8%	11%
	Weighted counts	320	106	214	96	44	116	64	148	172	23	113	133	38	13	51	173
	Column Comparisons	-		a								a e	A e			-	-
I don't know	% within column	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	0%	1%	1%
	Weighted counts	41	14	27	10	3	17	10	22	19	9	18	8	5	1	6	15
	Column Comparisons	-														-	-
NET: More	% within column	22%	18%	25%	22%	27%	22%	18%	21%	23%	20%	21%	19%	29%	33%	31%	23%
	Weighted counts	657	235	422	205	138	221	93	309	348	83	200	179	98	97	195	357
	Column Comparisons	-		a										b c	a b C	-	-
NET: Less	% within column	27%	22%	31%	27%	25%	27%	28%	26%	27%	20%	29%	33%	22%	15%	19%	28%
	Weighted counts	793	275	518	254	129	266	143	377	416	84	277	310	76	46	122	437
	Column Comparisons	-		A								a E	A d E			-	-
Effective Column n		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures																	
<b>Much more</b>	% within column	6%	5%	5%	6%	6%	5%	6%	6%	5%	4%	3%	5%	7%	**	12%	5%
	Weighted counts	86	33	48	39	46	83	83	146	12	6	2	115	52		16	151
	Column Comparisons	-														b	
<b>Slightly more</b>	% within column	15%	19%	17%	19%	13%	15%	18%	16%	18%	18%	13%	16%	18%	**	23%	16%
	Weighted counts	214	124	152	119	95	230	259	408	43	27	12	352	135		32	458
	Column Comparisons	-	f		f												
<b>No change</b>	% within column	51%	46%	51%	49%	53%	49%	50%	50%	50%	48%	60%	52%	44%	**	41%	50%
	Weighted counts	714	307	457	314	400	755	713	1,235	118	71	54	1,141	333		57	1,421
	Column Comparisons	-										c	b				
<b>Slightly less</b>	% within column	15%	18%	16%	14%	16%	17%	14%	16%	16%	15%	9%	16%	17%	**	12%	16%
	Weighted counts	209	120	144	88	121	268	203	405	39	22	8	345	128		17	457
	Column Comparisons	-															
<b>Much less</b>	% within column	10%	12%	10%	10%	11%	12%	10%	11%	10%	14%	13%	10%	13%	**	8%	11%
	Weighted counts	146	79	94	64	82	183	136	263	25	21	11	222	98		11	309
	Column Comparisons	-															
<b>I don't know</b>	% within column	2%	1%	1%	2%	2%	1%	2%	1%	0%	1%	2%	1%	1%	**	4%	1%
	Weighted counts	26	6	9	11	15	18	23	37	1	2	2	32	9		6	35
	Column Comparisons	-														b	
<b>NET: More</b>	% within column	21%	23%	22%	25%	19%	20%	24%	22%	23%	22%	16%	21%	25%	**	34%	22%
	Weighted counts	300	157	200	158	142	313	342	554	56	33	14	467	187		48	609
	Column Comparisons	-														b	
<b>NET: Less</b>	% within column	25%	30%	26%	24%	27%	29%	24%	27%	27%	29%	22%	26%	30%	**	20%	27%
	Weighted counts	356	199	238	152	204	451	339	668	63	43	20	567	226		28	765
	Column Comparisons	-					b										
<b>Effective Column n</b>	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base																	
Weighted base																	
		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct &amp; Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures		500 per year	499 per year	999 per year	999 per year	per year				
		% within column								
<b>Much more</b>		4%	9%	6%	6%	6%	4%	6%	1%	<b>6%</b>
		15	39	36	31	15	30	166	1	<b>167</b>
									b	-
										-
		% within column								
<b>Slightly more</b>		16%	15%	19%	14%	15%	18%	17%	15%	<b>17%</b>
		68	69	107	74	38	135	465	25	<b>490</b>
										-
										-
		% within column								
<b>No change</b>		52%	45%	43%	52%	42%	57%	49%	68%	<b>50%</b>
		219	203	241	275	109	432	1,364	111	<b>1,478</b>
									A	-
										-
		% within column								
<b>Slightly less</b>		15%	20%	16%	18%	19%	11%	16%	7%	<b>16%</b>
		62	90	87	98	50	86	462	12	<b>474</b>
									b	-
										-
		% within column								
<b>Much less</b>		12%	10%	13%	9%	18%	7%	11%	7%	<b>11%</b>
		51	45	72	49	46	56	307	12	<b>320</b>
										-
										-
		% within column								
<b>I don't know</b>		1%	0%	3%	1%	1%	2%	1%	2%	<b>1%</b>
		4	2	16	5	2	12	37	3	<b>41</b>
										-
										-
		% within column								
<b>NET: More</b>		20%	24%	25%	20%	21%	22%	23%	16%	<b>22%</b>
		83	108	142	105	53	165	631	26	<b>657</b>
										-
										-
		% within column								
<b>NET: Less</b>		27%	30%	29%	28%	37%	19%	27%	15%	<b>27%</b>
		113	135	160	147	96	142	769	24	<b>793</b>
									b	-
										-
		% within column								
<b>Effective Column n</b>		249	267	381	359	194	333	1,725	56	<b>1,783</b>
										-
										-
		% within column								
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	91	<b>2,903</b>
										-
										-
		% within column								
<b>Weighted base</b>		418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_7: Would you say that you now receive ... more or less often than two years ago? Catalogues and brochures	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE11_7: Would you say that you now receive ... more or less often than two years ago?	500 per year	499 per year	999 per year	999 per year	per year				
Catalogues and brochures	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	28	2	26	9	7	6	6	14	13	5	13	6	0	4	4	14
	Column Comparisons	-		a												-	-
Slightly more	% within column	5%	2%	7%	5%	6%	5%	3%	6%	4%	8%	7%	3%	3%	1%	2%	5%
	Weighted counts	142	29	114	45	30	52	16	83	59	34	68	27	10	3	13	80
	Column Comparisons	-		A							c d e	c e				-	-
No change	% within column	67%	77%	59%	66%	68%	65%	70%	66%	67%	61%	63%	66%	75%	77%	76%	67%
	Weighted counts	1,976	982	994	625	352	637	362	965	1,011	255	607	627	258	229	486	1,055
	Column Comparisons	-	B											a b c	A B c	-	-
Slightly less	% within column	8%	6%	9%	10%	6%	7%	6%	8%	7%	12%	8%	8%	3%	5%	4%	9%
	Weighted counts	225	80	145	92	30	71	32	122	103	51	75	74	10	14	25	134
	Column Comparisons	-									d e					-	-
Much less	% within column	12%	7%	16%	12%	11%	13%	12%	12%	12%	9%	14%	13%	12%	9%	11%	11%
	Weighted counts	358	94	264	113	55	131	60	176	182	38	132	121	42	26	68	173
	Column Comparisons	-		A												-	-
I don't know	% within column	8%	7%	9%	7%	8%	9%	8%	6%	10%	8%	7%	10%	6%	7%	7%	7%
	Weighted counts	239	90	150	62	44	90	44	94	146	33	69	95	21	21	42	118
	Column Comparisons	-								a						-	-
NET: More	% within column	6%	2%	8%	6%	7%	6%	4%	7%	5%	9%	8%	4%	3%	2%	3%	6%
	Weighted counts	170	30	140	54	37	57	21	98	72	38	81	34	10	6	17	93
	Column Comparisons	-		A							c d e	C d e				-	-
NET: Less	% within column	20%	14%	24%	22%	16%	20%	18%	20%	19%	21%	21%	20%	15%	14%	15%	20%
	Weighted counts	583	174	409	205	85	201	92	298	285	89	207	195	52	40	93	307
	Column Comparisons	-		A												-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base	Column Comparisons																
	Weighted counts	2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base	Column Comparisons																
	Weighted counts	2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct &amp; Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to																	
Much more	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	**	6%	1%
	Weighted counts	14	8	5	7	8	18	10	25	1	1	1	20	8		8	20
	Column Comparisons	-														B	
Slightly more	% within column	4%	5%	5%	6%	3%	6%	3%	5%	3%	7%	1%	5%	4%	**	16%	4%
	Weighted counts	63	31	48	37	25	96	43	123	7	11	1	110	32		22	120
	Column Comparisons	-					b				d					B	
No change	% within column	66%	68%	67%	66%	66%	64%	70%	66%	72%	64%	70%	67%	65%	**	48%	67%
	Weighted counts	921	454	602	421	500	981	989	1,647	171	95	63	1,484	487		67	1,910
	Column Comparisons	-						a								A	
Slightly less	% within column	6%	9%	8%	7%	6%	9%	6%	8%	7%	8%	7%	7%	8%	**	11%	7%
	Weighted counts	91	60	74	46	45	135	88	191	16	12	6	164	60		15	210
	Column Comparisons	-					b										
Much less	% within column	13%	12%	10%	13%	14%	12%	12%	12%	11%	13%	13%	12%	12%	**	11%	12%
	Weighted counts	186	80	93	81	105	188	169	302	25	19	11	264	94		16	343
	Column Comparisons	-															
I don't know	% within column	9%	5%	9%	7%	10%	8%	8%	8%	7%	7%	8%	8%	10%	**	8%	8%
	Weighted counts	121	36	82	44	78	118	119	205	17	10	7	166	74		11	228
	Column Comparisons	-				c											
NET: More	% within column	6%	6%	6%	7%	4%	7%	4%	6%	3%	8%	2%	6%	5%	**	22%	5%
	Weighted counts	77	40	53	44	33	114	52	148	8	12	2	130	40		30	140
	Column Comparisons	-					B				d					B	
NET: Less	% within column	20%	21%	18%	20%	20%	21%	18%	20%	17%	21%	19%	19%	20%	**	22%	20%
	Weighted counts	276	140	167	127	150	324	257	493	41	32	17	428	154		31	553
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base	% within column																
	Weighted counts	1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base	% within column																
	Weighted counts	1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	£50,- 000+ I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to		500 per year	499 per year	999 per year	999 per year	per year				
% within column		1%	2%	1%	1%	2%	0%	1%	1%	1%
Weighted counts		4	7	5	4	4	3	27	1	28
Column Comparisons										-
% within column		4%	4%	5%	6%	7%	4%	5%	2%	5%
Weighted counts		17	16	26	33	17	32	139	3	142
Column Comparisons										-
% within column		68%	67%	64%	66%	60%	70%	66%	80%	67%
Weighted counts		283	299	359	350	157	529	1,843	131	1,976
Column Comparisons									a	-
% within column		8%	8%	7%	8%	10%	6%	8%	5%	8%
Weighted counts		34	35	41	42	26	47	216	9	225
Column Comparisons										-
% within column		11%	13%	13%	12%	15%	10%	13%	4%	12%
Weighted counts		46	60	75	67	39	72	351	7	358
Column Comparisons								b		-
% within column		8%	7%	9%	7%	6%	9%	8%	8%	8%
Weighted counts		34	30	53	37	17	69	225	13	239
Column Comparisons										-
% within column		5%	5%	6%	7%	8%	5%	6%	3%	6%
Weighted counts		21	24	31	38	21	35	166	4	170
Column Comparisons										-
% within column		19%	21%	21%	20%	25%	16%	20%	10%	20%
Weighted counts		81	95	116	108	65	119	567	16	583
Column Comparisons								b		-
% within column										
Weighted counts		249	267	381	359	194	333	1,725	56	1,783
Column Comparisons										
Unweighted base		405	435	621	584	316	542	2,808	91	2,903
Weighted base		418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to	500 per year	499 per year	999 per year	999 per year	per year				
<b>Columns</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>A</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_9: Would you say that you now receive ... more or less often than two years ago?Smaller parcels that fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	4%	3%	4%	5%	3%	4%	1%	3%	5%	7%	4%	4%	0%	0%	0%	4%
	Weighted counts	112	38	74	49	18	38	7	38	74	29	43	39	1	0	1	60
	Column Comparisons	-			d					a	D E	d e	d e			-	-
Slightly more	% within column	21%	21%	21%	21%	25%	21%	17%	18%	24%	29%	25%	19%	17%	10%	14%	21%
	Weighted counts	628	270	359	203	128	210	88	267	361	120	241	181	58	28	87	324
	Column Comparisons	-								a	c d E	c d E	e			-	-
No change	% within column	62%	66%	58%	60%	59%	60%	68%	64%	59%	52%	56%	63%	70%	78%	74%	61%
	Weighted counts	1,826	847	979	572	305	594	355	934	893	216	544	595	240	232	470	958
	Column Comparisons	-	B					a b c	b				a b	A B	A B C	-	-
Slightly less	% within column	7%	5%	8%	7%	7%	6%	7%	7%	6%	6%	6%	7%	5%	7%	6%	7%
	Weighted counts	195	60	135	65	38	56	34	104	90	26	62	68	18	20	38	116
	Column Comparisons	-		a												-	-
Much less	% within column	5%	3%	7%	5%	4%	7%	5%	6%	5%	4%	6%	5%	7%	5%	6%	6%
	Weighted counts	160	43	117	46	21	65	28	84	76	17	54	50	24	15	39	91
	Column Comparisons	-		a												-	-
I don't know	% within column	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	0%	1%	0%	2%
	Weighted counts	48	19	29	10	8	22	7	28	20	7	21	18	0	2	2	24
	Column Comparisons	-														-	-
NET: More	% within column	25%	24%	26%	27%	28%	25%	18%	21%	29%	36%	29%	23%	17%	10%	14%	24%
	Weighted counts	740	307	433	252	145	248	94	305	435	149	284	220	60	28	88	384
	Column Comparisons	-			d	d	d			A	C D E	c d E	E			-	-
NET: Less	% within column	12%	8%	15%	12%	11%	12%	12%	13%	11%	10%	12%	12%	12%	12%	12%	13%
	Weighted counts	354	103	252	112	59	121	62	188	166	44	116	117	42	35	77	208
	Column Comparisons	-		A												-	-
Effective Column n		1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Much more</b>	% within column	4%	3%	4%	4%	4%	5%	3%	4%	5%	3%	4%	4%	3%	**	11%	3%
	Weighted counts	52	22	38	24	28	72	40	92	12	5	3	88	24		15	97
	Column Comparisons	-					b									B	
<b>Slightly more</b>	% within column	22%	20%	21%	25%	19%	22%	21%	22%	20%	22%	13%	20%	23%	**	27%	21%
	Weighted counts	305	137	187	159	146	333	293	538	46	32	12	452	175		37	591
	Column Comparisons	-															
<b>No change</b>	% within column	62%	60%	61%	62%	62%	60%	63%	61%	61%	59%	72%	62%	59%	**	41%	63%
	Weighted counts	868	405	553	396	472	927	889	1,530	144	88	64	1,379	446		56	1,770
	Column Comparisons	-										c				A	
<b>Slightly less</b>	% within column	6%	8%	7%	4%	7%	6%	7%	6%	7%	8%	4%	7%	7%	**	9%	6%
	Weighted counts	78	51	65	24	54	96	97	161	18	12	4	144	49		12	182
	Column Comparisons	-															
<b>Much less</b>	% within column	5%	7%	5%	4%	6%	5%	6%	5%	6%	6%	5%	5%	6%	**	11%	5%
	Weighted counts	69	45	46	22	46	82	78	132	14	9	5	111	46		15	144
	Column Comparisons	-														b	
<b>I don't know</b>	% within column	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	2%	2%	2%	**	2%	2%
	Weighted counts	24	10	15	9	14	28	20	41	3	2	2	34	14		3	45
	Column Comparisons	-															
<b>NET: More</b>	% within column	26%	24%	25%	29%	23%	26%	23%	25%	25%	25%	17%	24%	26%	**	37%	24%
	Weighted counts	357	159	225	183	174	405	333	630	59	37	15	540	199		52	688
	Column Comparisons	-														b	
<b>NET: Less</b>	% within column	11%	14%	12%	7%	13%	12%	12%	12%	13%	14%	10%	12%	13%	**	20%	12%
	Weighted counts	147	96	111	47	100	178	175	293	32	21	8	255	95		28	327
	Column Comparisons	-	e	e		e										b	
<b>Effective Column n</b>	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
		£11,- Under £11,- 500 per year	£17,- 500 - £17,- 499 per year	£30,- 500 - £29,- 999 per year	£49,- 500 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox		1%	5%	4%	6%	4%	3%	4%	1%	4%
<b>Much more</b>		6	24	21	30	11	20	111	1	112
Weighted counts										
Column Comparisons										-
% within column		24%	21%	18%	22%	28%	19%	22%	10%	21%
<b>Slightly more</b>		102	93	100	116	73	144	613	16	628
Weighted counts										
Column Comparisons								b		-
% within column		61%	59%	64%	60%	50%	66%	61%	73%	62%
<b>No change</b>		256	266	359	318	130	498	1,704	119	1,826
Weighted counts										
Column Comparisons				e			e		a	-
% within column		7%	7%	7%	7%	8%	5%	6%	10%	7%
<b>Slightly less</b>		28	33	40	39	21	34	178	16	195
Weighted counts										
Column Comparisons										-
% within column		5%	6%	6%	4%	8%	5%	6%	3%	5%
<b>Much less</b>		20	29	31	22	20	38	154	6	160
Weighted counts										
Column Comparisons										-
% within column		2%	1%	2%	1%	2%	2%	1%	4%	2%
<b>I don't know</b>		7	3	9	8	5	17	40	7	48
Weighted counts										
Column Comparisons									a	-
% within column		26%	26%	22%	27%	32%	22%	26%	10%	25%
<b>NET: More</b>		107	117	121	146	84	165	724	16	740
Weighted counts										
Column Comparisons								B		-
% within column		12%	14%	13%	11%	16%	10%	12%	13%	12%
<b>NET: Less</b>		48	61	71	61	41	72	333	22	354
Weighted counts										
Column Comparisons										-
% within column										
<b>Effective Column n</b>		249	267	381	359	194	333	1,725	56	1,783
Weighted counts										
Column Comparisons										
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	91	2,903
<b>Weighted base</b>		418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11\_9: Would you say that you now  
receive ... more or less often than two years  
ago?Smaller parcels that fit through a  
letterbox

### Columns

s	Demographics														
	Methodology		Quarter				Gender		Age						SEG
			Q3	Q4	Q1	Q2			16-24	25-44	45-64	65-74	75+	65+	
	Total	CAPI	Online	2017	2017	2018	2018	Male	Female	years	years	years	years	years	(Net)
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_9: Would you say that you now receive ... more or less often than two years ago? Smaller parcels that fit through a letterbox	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QE11_9: Would you say that you now receive ... more or less often than two years ago?Smaller parcels that fit through a letterbox	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user
Columns	A	B	C	D	E	F	A	B	Total A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_10: Would you say that you now receive ... more or less often than two years ago?Larger parcels that do not fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	4%	4%	5%	5%	5%	4%	3%	3%	6%	8%	5%	5%	1%	0%	1%	4%
	Weighted counts	130	46	84	45	28	42	15	44	87	32	49	45	3	1	4	68
	Column Comparisons	-								a	d E	d e	d e			-	-
Slightly more	% within column	19%	18%	19%	21%	22%	18%	12%	17%	20%	23%	21%	19%	13%	7%	10%	19%
	Weighted counts	551	224	327	201	114	175	60	253	299	97	206	182	44	22	66	305
	Column Comparisons	-			D	d	d				d E	d E	E			-	-
No change	% within column	62%	69%	57%	61%	59%	62%	69%	64%	60%	55%	60%	61%	71%	73%	72%	60%
	Weighted counts	1,849	881	968	577	304	610	358	935	915	227	578	583	244	218	460	941
	Column Comparisons	-	B					a b						A b c	A b c	-	-
Slightly less	% within column	8%	6%	9%	7%	6%	8%	9%	9%	7%	8%	7%	7%	9%	11%	10%	9%
	Weighted counts	228	73	156	69	33	78	48	127	102	35	64	67	29	34	63	140
	Column Comparisons	-		a												-	-
Much less	% within column	6%	3%	8%	4%	6%	6%	6%	5%	6%	4%	5%	6%	6%	7%	7%	6%
	Weighted counts	163	32	131	42	31	61	30	75	89	15	51	56	20	22	42	94
	Column Comparisons	-		A												-	-
I don't know	% within column	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	0%	0%	2%
	Weighted counts	46	20	26	13	8	18	8	22	24	10	17	17	2	0	2	24
	Column Comparisons	-														-	-
NET: More	% within column	23%	21%	24%	26%	28%	22%	15%	20%	25%	31%	26%	24%	14%	8%	11%	24%
	Weighted counts	682	270	411	246	143	218	75	296	385	130	255	227	47	23	70	374
	Column Comparisons	-			D	D	d			a	c D E	D E	d E			-	-
NET: Less	% within column	13%	8%	17%	12%	12%	14%	15%	14%	13%	12%	12%	13%	14%	19%	16%	15%
	Weighted counts	392	105	287	111	64	139	78	201	190	49	115	123	49	56	105	234
	Column Comparisons	-		A												-	-
Effective Column n	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
	Column Comparisons																
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status			UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QE11_10: Would you say that you now receive ... more or less often than two years ago?Larger parcels that do not fit through a letterbox		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Much more	% within column	4%	5%	4%	4%	5%	5%	4%	4%	6%	5%	3%	4%	4%	**	9%	4%
	Weighted counts	62	31	37	27	35	76	55	107	13	7	3	98	32		12	118
	Column Comparisons	-														b	
Slightly more	% within column	18%	19%	19%	18%	18%	20%	17%	19%	19%	20%	13%	18%	20%	**	23%	18%
	Weighted counts	246	129	176	111	135	312	237	464	46	30	12	402	150		32	519
	Column Comparisons	-															
No change	% within column	65%	59%	60%	68%	63%	61%	63%	62%	60%	60%	70%	64%	58%	**	45%	63%
	Weighted counts	908	397	545	431	476	943	897	1,555	143	88	63	1,412	434		62	1,787
	Column Comparisons	-											b			A	
Slightly less	% within column	6%	8%	9%	6%	6%	7%	8%	8%	8%	8%	6%	7%	10%	**	15%	7%
	Weighted counts	88	55	85	39	49	106	118	194	18	12	5	153	75		21	207
	Column Comparisons	-														b	
Much less	% within column	5%	7%	6%	3%	6%	5%	6%	5%	6%	5%	6%	5%	6%	**	6%	5%
	Weighted counts	69	44	50	21	48	75	88	137	14	8	5	114	48		8	155
	Column Comparisons	-															
I don't know	% within column	2%	2%	1%	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%	**	2%	2%
	Weighted counts	22	13	11	5	17	24	22	37	4	4	1	29	16		3	44
	Column Comparisons	-															
NET: More	% within column	22%	24%	24%	22%	22%	25%	21%	23%	25%	25%	16%	23%	24%	**	32%	23%
	Weighted counts	308	161	213	138	170	388	292	571	59	37	15	499	181		44	638
	Column Comparisons	-					b									b	
NET: Less	% within column	11%	15%	15%	10%	13%	12%	15%	13%	13%	13%	12%	12%	16%	**	21%	13%
	Weighted counts	157	99	135	61	97	182	206	330	32	19	10	268	123		29	363
	Column Comparisons	-														b	
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
QJ6: Annual household income							QJ2: Internet usage			
QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
		500 per year	499 per year	999 per year	999 per year	per year				
<b>Much more</b>	% within column	3%	4%	4%	7%	8%	3%	5%	1%	<b>4%</b>
	Weighted counts	14	18	21	36	21	21	129	2	<b>130</b>
	Column Comparisons									-
<b>Slightly more</b>	% within column	16%	20%	15%	21%	23%	19%	19%	8%	<b>19%</b>
	Weighted counts	67	92	84	110	60	139	538	13	<b>551</b>
	Column Comparisons							b		-
<b>No change</b>	% within column	66%	61%	65%	59%	53%	64%	62%	72%	<b>62%</b>
	Weighted counts	276	273	361	317	138	484	1,728	119	<b>1,849</b>
	Column Comparisons	e		e					a	-
<b>Slightly less</b>	% within column	8%	7%	9%	8%	8%	7%	8%	11%	<b>8%</b>
	Weighted counts	32	32	50	42	21	51	211	18	<b>228</b>
	Column Comparisons									-
<b>Much less</b>	% within column	5%	6%	6%	4%	6%	5%	6%	4%	<b>6%</b>
	Weighted counts	23	27	36	24	16	37	157	6	<b>163</b>
	Column Comparisons									-
<b>I don't know</b>	% within column	2%	1%	1%	1%	1%	3%	1%	4%	<b>2%</b>
	Weighted counts	7	6	7	4	3	19	39	7	<b>46</b>
	Column Comparisons								a	-
<b>NET: More</b>	% within column	19%	24%	19%	27%	31%	21%	24%	9%	<b>23%</b>
	Weighted counts	81	109	104	145	82	160	667	15	<b>682</b>
	Column Comparisons				c	a c		B		-
<b>NET: Less</b>	% within column	13%	13%	15%	12%	14%	12%	13%	15%	<b>13%</b>
	Weighted counts	55	59	86	66	38	89	368	24	<b>392</b>
	Column Comparisons									-
<b>Effective Column n</b>										
		249	267	381	359	194	333	1,725	56	<b>1,783</b>
<b>Unweighted base</b>		405	435	621	584	316	542	2,808	91	<b>2,903</b>
<b>Weighted base</b>		418	448	559	533	260	752	2,801	164	<b>2,969</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11\_10: Would you say that you now  
receive ... more or less often than two years  
ago? Larger parcels that do not fit through a  
letterbox

### Columns

	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QE11_10: Would you say that you now receive ... more or less often than two years ago?Larger parcels that do not fit through a letterbox	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user
Columns	A	B	C	D	E	F	A	B	Total A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Much more	% within column	3%	3%	3%	3%	4%	3%	2%	3%	3%	4%	4%	4%	1%	1%	1%	3%
	Weighted counts	96	37	59	29	22	32	12	43	53	16	41	33	4	2	6	43
	Column Comparisons	-														-	-
Slightly more	% within column	17%	16%	17%	19%	17%	15%	15%	16%	17%	23%	20%	16%	11%	9%	10%	18%
	Weighted counts	498	206	292	181	89	152	76	235	263	95	188	150	39	27	65	276
	Column Comparisons	-									c d E	d e	e			-	-
No change	% within column	66%	72%	61%	66%	64%	66%	68%	66%	66%	60%	62%	67%	74%	73%	74%	64%
	Weighted counts	1,955	921	1,034	623	332	649	351	956	998	248	598	638	254	217	469	1,015
	Column Comparisons	-	B											a b	a b	-	-
Slightly less	% within column	7%	5%	9%	6%	7%	7%	8%	8%	6%	7%	7%	6%	6%	10%	8%	8%
	Weighted counts	213	66	147	59	37	74	44	115	98	31	70	61	21	30	51	127
	Column Comparisons	-		a												-	-
Much less	% within column	6%	3%	8%	5%	6%	7%	6%	6%	5%	4%	6%	6%	6%	7%	7%	6%
	Weighted counts	169	35	134	43	30	66	30	90	79	19	53	54	22	21	43	92
	Column Comparisons	-		A												-	-
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	0%	0%	1%
	Weighted counts	39	13	26	12	8	12	7	15	24	8	14	14	3	0	3	20
	Column Comparisons	-														-	-
NET: More	% within column	20%	19%	21%	22%	22%	19%	17%	19%	21%	27%	24%	19%	12%	10%	11%	20%
	Weighted counts	594	243	351	210	111	184	88	279	315	110	229	183	42	29	71	319
	Column Comparisons	-									c D E	D E	d e			-	-
NET: Less	% within column	13%	8%	17%	11%	13%	14%	14%	14%	12%	12%	13%	12%	13%	17%	15%	14%
	Weighted counts	381	101	281	101	67	140	73	205	176	49	123	115	43	51	94	219
	Column Comparisons	-		A												-	-
Effective Column n	% within column																
	Weighted counts	1,783	448	1,335	569	311	588	314	855	928	262	600	568	198	155	353	989
	Column Comparisons																
Unweighted base		2,903	730	2,173	927	506	958	512	1,392	1,511	426	977	925	323	252	574	1,611
Weighted base		2,969	1,277	1,692	947	518	985	519	1,455	1,514	416	965	950	342	297	637	1,574
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature																	
Much more	% within column	4%	3%	3%	5%	3%	4%	2%	3%	2%	3%	2%	3%	3%	**	6%	3%
	Weighted counts	53	19	24	32	21	62	34	83	6	5	2	76	20		9	87
	Column Comparisons	-															
Slightly more	% within column	16%	18%	17%	16%	16%	19%	15%	17%	19%	16%	12%	16%	18%	**	24%	16%
	Weighted counts	222	121	155	99	123	285	210	420	44	23	11	362	136		33	465
	Column Comparisons	-					b										
No change	% within column	67%	63%	65%	69%	66%	64%	68%	66%	67%	63%	71%	67%	62%	**	46%	67%
	Weighted counts	940	424	591	441	499	990	958	1,639	159	94	63	1,484	467		64	1,891
	Column Comparisons	-															A
Slightly less	% within column	6%	8%	8%	5%	7%	7%	7%	7%	4%	8%	5%	7%	9%	**	14%	7%
	Weighted counts	85	56	71	33	52	104	104	186	10	12	4	145	68		19	194
	Column Comparisons	-														b	
Much less	% within column	5%	6%	5%	4%	7%	5%	7%	5%	6%	8%	7%	5%	7%	**	8%	6%
	Weighted counts	77	43	49	27	50	76	93	136	14	12	7	113	54		11	158
	Column Comparisons	-															
I don't know	% within column	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%	**	2%	1%
	Weighted counts	19	6	14	4	15	21	19	30	4	3	2	29	10		3	36
	Column Comparisons	-															
NET: More	% within column	20%	21%	20%	21%	19%	23%	17%	20%	21%	19%	15%	20%	21%	**	30%	19%
	Weighted counts	275	140	179	131	144	347	244	504	50	28	13	438	155		42	552
	Column Comparisons	-					b									b	
NET: Less	% within column	12%	15%	13%	9%	13%	12%	14%	13%	10%	16%	12%	12%	16%	**	21%	12%
	Weighted counts	162	99	120	60	102	180	197	322	24	24	11	258	122		30	352
	Column Comparisons	-											a			b	
Effective Column n	% within column																
	Weighted counts	793	435	555	352	442	919	854	1,116	228	222	217	1,218	561	4	98	1,685
Column Comparisons																	
Unweighted base		1,292	708	903	573	719	1,496	1,391	1,817	371	361	354	1,983	914	6	160	2,743
Weighted base		1,395	670	904	635	760	1,537	1,417	2,494	238	148	89	2,208	754	7	138	2,831

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							NET: Internet non-user	Total
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user		
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature										
	% within column	2%	2%	3%	6%	5%	2%	3%	1%	3%
Much more	Weighted counts	8	10	16	32	14	15	95	1	96
	Column Comparisons									-
	% within column	17%	18%	14%	16%	22%	16%	17%	6%	17%
Slightly more	Weighted counts	72	81	79	87	57	122	488	10	498
	Column Comparisons							b		-
	% within column	66%	66%	64%	66%	57%	69%	65%	81%	66%
No change	Weighted counts	278	298	357	353	148	521	1,819	134	1,955
	Column Comparisons								A	-
	% within column	7%	6%	11%	6%	8%	6%	7%	7%	7%
Slightly less	Weighted counts	29	29	60	31	20	44	201	12	213
	Column Comparisons									-
	% within column	6%	6%	6%	5%	7%	5%	6%	2%	6%
Much less	Weighted counts	27	26	36	25	18	37	165	4	169
	Column Comparisons									-
	% within column	1%	1%	2%	1%	1%	2%	1%	3%	1%
I don't know	Weighted counts	4	4	11	4	3	13	34	4	39
	Column Comparisons									-
	% within column	19%	20%	17%	22%	27%	18%	21%	6%	20%
NET: More	Weighted counts	81	91	95	119	71	137	583	11	594
	Column Comparisons							B		-
	% within column	13%	12%	17%	11%	15%	11%	13%	10%	13%
NET: Less	Weighted counts	55	55	96	56	38	81	366	16	381
	Column Comparisons									-
	% within column									
Effective Column n	Weighted counts	249	267	381	359	194	333	1,725	56	1,783
	Column Comparisons									
Unweighted base		405	435	621	584	316	542	2,808	91	2,903
Weighted base		418	448	559	533	260	752	2,801	164	2,969

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature	SEG					Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
	QJ6: Annual household income					QJ2: Internet usage			
	Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total
QE11_11: Would you say that you now receive ... more or less often than two years ago?	500 per year	499 per year	999 per year	999 per year	per year				
Items requiring a signature	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



**Section F: Costs and Affordability**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF1\_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating

**Yes**

**No**

**I don't know**

**Effective Column n**

**Unweighted base**

**Weighted base**

**Columns**

Demographics																
Methodology			Quarter				Gender		Age						SEG	
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	
8%	2%	13%	7%	9%	9%	8%	8%	9%	11%	11%	6%	5%	4%	4%	6%	
481	51	430	97	131	126	128	219	262	94	220	112	33	23	56	197	
-		A							C d E	C D E				-	-	
89%	97%	83%	91%	88%	88%	89%	90%	89%	83%	85%	92%	94%	95%	95%	91%	
5,319	2,483	2,836	1,293	1,355	1,305	1,366	2,626	2,693	695	1,646	1,764	636	577	1,212	2,890	
-		B									A B	A B	A B	-	-	
3%	1%	4%	2%	3%	3%	2%	3%	3%	5%	4%	2%	1%	1%	1%	2%	
162	29	133	35	50	44	33	76	86	46	71	32	4	9	13	73	
-		A							C D e	c d				-	-	
3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989	
5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236	
5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Yes	% within column	10%	7%	6%	10%	10%	9%	7%	8%	5%	8%	4%	8%	9%	**	27%	7%
	Weighted counts	284	94	103	133	151	274	202	426	25	23	7	352	129		81	401
	Column Comparisons	-			c D	c D	b									B	
No	% within column	87%	91%	92%	87%	86%	88%	91%	89%	93%	89%	94%	89%	89%	**	67%	90%
	Weighted counts	2,429	1,247	1,642	1,132	1,298	2,708	2,595	4,441	444	267	168	3,975	1,333		200	5,119
	Column Comparisons	-	e f	e F			a										A
I don't know	% within column	3%	2%	3%	2%	4%	3%	2%	3%	2%	3%	2%	3%	2%	**	5%	3%
	Weighted counts	88	26	47	32	56	86	69	142	8	8	3	125	36		16	145
	Column Comparisons	-														b	
Effective Column n		1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
Unweighted base		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
							NET: Internet user	NET: non-user	
QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating	Under £11,- 500 per year	£11,- 500 per year	£17,- 500 per year	£30,- 000 per year	£50,- 000+ per year	I don't know/ I prefer not to answer			
<b>Yes</b>	14%	10%	10%	9%	6%	4%	8%	9%	<b>8%</b>
<i>Weighted counts</i>	107	78	119	89	30	58	450	31	<b>481</b>
<i>Column Comparisons</i>	c d E F	e F	e F	F					-
<i>% within column</i>	82%	88%	88%	89%	92%	94%	89%	90%	<b>89%</b>
<b>No</b>	640	703	1,051	916	491	1,517	5,007	300	<b>5,319</b>
<i>Weighted counts</i>									
<i>Column Comparisons</i>		a	a	A	A	A B C d			-
<i>% within column</i>	4%	3%	2%	2%	3%	3%	3%	1%	<b>3%</b>
<b>I don't know</b>	31	22	29	22	15	43	155	3	<b>162</b>
<i>Weighted counts</i>									
<i>Column Comparisons</i>									-
<i>% within column</i>									
<b>Effective Column n</b>	487	499	815	699	382	706	3,462	118	<b>3,587</b>
<i>Weighted counts</i>									
<i>Column Comparisons</i>									
<b>Unweighted base</b>	792	812	1,326	1,137	621	1,148	5,633	192	<b>5,836</b>
<b>Weighted base</b>	779	803	1,199	1,027	536	1,618	5,613	334	<b>5,962</b>
<b>Columns</b>	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF1\_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps

**Yes**

% within column

Weighted counts

Column Comparisons

% within column

**No**

Weighted counts

Column Comparisons

% within column

**I don't know**

Weighted counts

Column Comparisons

% within column

**Effective Column n**

Weighted counts

Column Comparisons

**Unweighted base**

**Weighted base**

**Columns**

			Demographics													
Methodology			Quarter				Gender		Age						SEG	
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	
4%	1%	7%	4%	5%	4%	5%	5%	4%	7%	7%	2%	2%	1%	1%	4%	
264	23	241	53	75	64	72	134	130	55	144	46	10	8	19	115	
-		A							C D E	C D E				-	-	
94%	99%	91%	95%	94%	94%	94%	94%	94%	90%	90%	97%	98%	98%	98%	95%	
5,608	2,528	3,080	1,354	1,439	1,384	1,431	2,742	2,866	748	1,748	1,851	663	598	1,260	3,000	
-	B										A B	A B	A B	-	-	
2%	0%	2%	1%	1%	2%	2%	2%	1%	4%	2%	1%	0%	0%	0%	1%	
90	12	78	18	21	27	24	45	45	31	46	11	0	2	2	45	
-		A							C D e	C d e				-	-	
3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989	
5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236	
5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Demographics																	
		SEG				Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			
QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Yes	% within column	5%	4%	3%	5%	5%	6%	3%	5%	2%	3%	2%	5%	4%	**	23%	3%
	Weighted counts	149	58	57	67	82	173	90	241	10	10	3	203	60		67	197
	Column Comparisons	-					B									B	
No	% within column	93%	94%	95%	94%	93%	93%	96%	94%	97%	95%	97%	94%	95%	**	73%	95%
	Weighted counts	2,608	1,292	1,708	1,213	1,395	2,845	2,738	4,688	463	283	174	4,172	1,424		218	5,390
	Column Comparisons	-					A									A	
I don't know	% within column	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	**	4%	1%
	Weighted counts	46	18	27	18	28	51	37	80	4	5	2	76	14		13	78
	Column Comparisons	-														b	
Effective Column n	% within column																
	Weighted counts	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
Unweighted base	% within column																
	Weighted counts	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
Weighted base	% within column																
	Weighted counts	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
Columns		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
QJ6: Annual household income							QJ2: Internet usage		Total
QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps	Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £100+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Yes</b>	7%	5%	6%	6%	4%	2%	4%	5%	<b>4%</b>
<i>Weighted counts</i>	53	39	68	58	20	25	247	16	<b>264</b>
<i>Column Comparisons</i>	F	f	F	F					-
<i>% within column</i>	91%	94%	93%	93%	95%	97%	94%	94%	<b>94%</b>
<b>No</b>	711	753	1,113	954	507	1,571	5,279	316	<b>5,608</b>
<i>Column Comparisons</i>						A b C D			-
<i>% within column</i>	2%	1%	2%	2%	2%	1%	2%	1%	<b>2%</b>
<b>I don't know</b>	15	10	19	16	9	22	86	2	<b>90</b>
<i>Column Comparisons</i>									-
<i>% within column</i>									
<b>Effective Column n</b>	487	499	815	699	382	706	3,462	118	<b>3,587</b>
<i>Weighted counts</i>									
<i>Column Comparisons</i>									
<b>Unweighted base</b>	792	812	1,326	1,137	621	1,148	5,633	192	<b>5,836</b>
<b>Weighted base</b>	779	803	1,199	1,027	536	1,618	5,613	334	<b>5,962</b>
<b>Columns</b>	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Mean estimated price of a 1st class stamp	Average	.86	.69	.99	.83	.90	.87	.85	.87	.86	1.17	.94	.74	.75	.72
	Column Comparisons	-	A								B C D E	C D E			
Effective Column n	Average		1,078.28	3,248.19	861.33	930.73	885.40	920.28	1,721.36	1,864.04	514.86	1,235.12	1,146.30	383.64	310.83
	Column Comparisons														
Standard Deviation		.85	.36	1.06	.81	.90	.86	.82	.89	.81	1.11	.95	.63	.77	.65
Unweighted base		5,830	1,453	4,377	1,396	1,507	1,435	1,492	2,799	3,031	836	2,003	1,865	621	505
Weighted base		5,957	2,564	3,393	1,425	1,535	1,473	1,524	2,918	3,039	832	1,935	1,908	673	609
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG						Working status		UK nation				Rurality
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
Mean estimated price of a 1st class stamp	Average	.73	.85	.87	.88	.83	.90	.85	.89	.83	.87	.87	.81	.76	.88
	Column Comparisons	-	-	-							D	d			b
Effective Column n	Average	696.49	1,986.43	1,596.76	873.45	1,113.03	715.59	881.39	1,828.41	1,735.01	2,594.27	475.15	473.72	471.77	2,512.71
	Column Comparisons														
Standard Deviation		.72	.82	.88	.90	.75	.92	.84	.90	.79	.86	.87	.78	.56	.89
Unweighted base		1,125	3,232	2,598	1,421	1,811	1,164	1,434	2,975	2,823	3,660	745	721	704	4,022
Weighted base		1,281	3,156	2,801	1,365	1,792	1,297	1,504	3,065	2,863	5,003	477	298	179	4,449
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
				Yes – I am house-	No – I am not house-	Under £11,500	£11,500 - £17,499	£17,500 - £29,999	£30,000 - £49,999	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?	Average	.80	**	1.33	.84	.92	.86	.88	.91	.87	.79	.87	.74	.86
Mean estimated price of a 1st class stamp	Column Comparisons			B										-
Effective Column n	Average	1,122.30	6.76	197.00	3,392.06	486.97	499.20	819.57	702.69	381.95	730.75	3,513.92	119.21	
	Column Comparisons													
Standard Deviation		.72	.56	1.53	.79	.94	.87	.93	.89	.82	.70	.85	.70	.85
Unweighted base		1,797	11	320	5,510	792	812	1,323	1,136	619	1,148	5,628	191	5,830
Weighted base		1,497	12	297	5,660	779	803	1,198	1,026	533	1,618	5,608	334	5,957
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Mean estimated price of a 2nd class stamp	Average	.67	.54	.76	.64	.68	.66	.69	.65	.68	.82	.71	.59	.66	.56
	Column Comparisons	-	A								b C d E	C E			
Effective Column n	Average		1,078.27	3,251.14	861.30	930.69	886.59	921.48	1,721.93	1,865.83	516.08	1,236.98	1,145.67	383.64	310.82
	Column Comparisons														
Standard Deviation		.74	.46	.89	.72	.74	.65	.84	.72	.76	.84	.79	.63	.87	.53
Unweighted base		5,834	1,453	4,381	1,396	1,507	1,437	1,494	2,800	3,034	838	2,006	1,864	621	505
Weighted base		5,960	2,564	3,396	1,425	1,535	1,474	1,526	2,919	3,041	834	1,937	1,907	673	609
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age	SEG					Working status		UK nation				Rurality	
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
Mean estimated price of a 2nd class stamp	Average	.61	.65	.68	.68	.63	.67	.69	.67	.66	.68	.63	.62	.61	.67
	Column Comparisons	-	-	-											
Effective Column n	Average	696.48	1,988.23	1,597.34	875.28	1,113.01	715.57	881.99	1,830.21	1,735.59	2,596.28	475.80	473.69	471.73	2,514.99
	Column Comparisons														
Standard Deviation		.73	.69	.79	.76	.64	.73	.84	.71	.78	.76	.65	.61	.56	.76
Unweighted base		1,125	3,235	2,599	1,424	1,811	1,164	1,435	2,978	2,824	3,663	746	721	704	4,026
Weighted base		1,281	3,159	2,801	1,367	1,792	1,296	1,505	3,066	2,865	5,006	477	298	179	4,451
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?	Average	.65	**	1.15	.64	.70	.64	.72	.70	.66	.60	.66	.81	.67
Mean estimated price of a 2nd class stamp	Column Comparisons			B				f						-
Effective Column n	Average	1,122.20	6.76	197.61	3,393.88	486.96	499.18	820.83	703.30	382.55	730.75	3,515.59	119.83	
	Column Comparisons													
Standard Deviation		.70	.76	1.49	.67	.84	.61	.89	.78	.67	.62	.70	1.24	.74
Unweighted base		1,797	11	321	5,513	792	812	1,325	1,137	620	1,148	5,631	192	5,834
Weighted base		1,497	12	297	5,663	779	803	1,198	1,027	535	1,618	5,611	334	5,960
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	% within column	27%	29%	25%	24%	30%	28%	27%	28%	26%	34%	28%	26%	24%
	Weighted counts	1,619	756	863	346	462	406	405	828	791	288	535	487	161
	Column Comparisons	-	b			a					b C d e			
Very good (1)	% within column	40%	42%	38%	42%	41%	38%	39%	40%	40%	44%	41%	38%	42%
	Weighted counts	2,386	1,088	1,298	593	629	566	598	1,170	1,215	368	801	727	282
	Column Comparisons	-	b								e			
Fairly good	% within column	19%	15%	21%	19%	17%	19%	19%	17%	20%	12%	17%	21%	18%
	Weighted counts	1,112	386	726	277	255	286	295	506	606	101	335	410	123
	Column Comparisons	-		A						a		a	A b	a
Neither good nor poor	% within column	10%	10%	10%	11%	9%	11%	10%	10%	11%	6%	10%	11%	12%
	Weighted counts	611	262	349	162	136	158	156	286	325	53	195	210	84
	Column Comparisons	-										a	a	a
Fairly poor	% within column	3%	2%	4%	3%	3%	3%	4%	4%	3%	2%	3%	3%	3%
	Weighted counts	197	55	142	37	45	49	66	117	80	18	62	63	23
	Column Comparisons	-		A					b					
Very poor (5)	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%
	Weighted counts	37	17	20	10	9	10	8	14	23	7	10	10	1
	Column Comparisons	-												
I don't know	% within column	67%	72%	64%	66%	71%	66%	66%	68%	66%	79%	69%	64%	66%
	Weighted counts	4,005	1,844	2,161	938	1,091	972	1,003	1,998	2,007	656	1,336	1,214	443
	Column Comparisons	-	B			a c d					B C D E	c E		
NET: Good	% within column	14%	12%	14%	14%	12%	14%	15%	14%	13%	9%	13%	14%	16%
	Weighted counts	808	317	491	199	181	207	221	403	405	71	256	274	107
	Column Comparisons	-										a	a	a
NET: Poor	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
	Column Comparisons													
Average		2.2	2.1	2.3	2.3	2.1	2.2	2.3	2.2	2.2	2.0	2.2	2.3	2.3
Standard Deviation		1.1	1.0	1.1	1.0	1.0	1.1	1.1	1.1	1.0	1.0	1.1	1.1	1.1
Unweighted base		5,801	1,440	4,361	1,387	1,501	1,428	1,485	2,787	3,014	831	1,996	1,856	620
Weighted base		5,925	2,547	3,378	1,415	1,526	1,465	1,519	2,907	3,017	828	1,928	1,898	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?		% within column												
<b>Very good (1)</b>	Weighted counts	148	308	883	736	387	496	358	378	867	746	1,335	139	82
	Column Comparisons		-	-	-									
	% within column	34%	38%	40%	39%	40%	41%	41%	39%	41%	39%	40%	42%	38%
<b>Fairly good</b>	Weighted counts	207	489	1,279	1,106	541	738	526	580	1,255	1,117	1,995	202	114
	Column Comparisons		-	-	-									
	% within column	23%	21%	17%	20%	17%	18%	19%	21%	18%	19%	19%	14%	19%
<b>Neither good nor poor</b>	Weighted counts	143	266	552	560	236	317	245	315	552	554	958	67	57
	Column Comparisons	A b	-	-	-									
	% within column	11%	12%	10%	11%	11%	9%	10%	11%	10%	11%	10%	10%	9%
<b>Fairly poor</b>	Weighted counts	70	153	317	295	149	168	126	169	295	316	525	49	28
	Column Comparisons	a	-	-	-								d	d
	% within column	5%	4%	4%	3%	4%	3%	3%	3%	3%	4%	3%	3%	4%
<b>Very poor (5)</b>	Weighted counts	30	53	114	83	53	61	33	50	86	109	166	16	13
	Column Comparisons		-	-	-									d
	% within column	2%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
<b>I don't know</b>	Weighted counts	11	11	15	22	3	13	9	13	12	23	29	4	3
	Column Comparisons		-	-	-									
	% within column	58%	62%	68%	66%	68%	69%	68%	64%	69%	65%	66%	72%	66%
<b>NET: Good</b>	Weighted counts	355	797	2,162	1,842	928	1,234	884	958	2,122	1,863	3,330	342	196
	Column Comparisons		-	-	-					b				
	% within column	16%	16%	14%	13%	15%	13%	12%	15%	12%	15%	14%	14%	14%
<b>NET: Poor</b>	Weighted counts	100	207	430	378	202	228	159	219	381	425	691	65	41
	Column Comparisons	A	-	-	-						a		d	D
	% within column													
<b>Effective Column n</b>	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
	Column Comparisons													
<b>Average</b>		2.4	2.3	2.2	2.2	2.2	2.2	2.2	2.3	2.2	2.3	2.2	2.2	2.2
<b>Standard Deviation</b>		1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	1.1	1.1
<b>Unweighted base</b>		498	1,117	3,218	2,583	1,420	1,798	1,158	1,425	2,965	2,806	3,642	741	717
<b>Weighted base</b>		598	1,269	3,145	2,780	1,365	1,779	1,288	1,492	3,056	2,842	4,979	473	295
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?														
Very good (1)	% within column	35%	28%	25%	**	28%	27%	24%	25%	28%	28%	33%	27%	28%
	Weighted counts	63	1,248	369		83	1,536	184	199	340	291	176	429	1,544
	Column Comparisons											a		b
Fairly good	% within column	41%	40%	40%	**	40%	40%	40%	42%	41%	41%	32%	40%	40%
	Weighted counts	74	1,782	602		119	2,267	311	341	497	418	173	645	2,256
	Column Comparisons								e	e	e			
Neither good nor poor	% within column	17%	18%	21%	**	20%	19%	21%	19%	18%	17%	19%	19%	18%
	Weighted counts	30	797	311		59	1,053	163	154	215	178	101	301	1,036
	Column Comparisons													
Fairly poor	% within column	5%	10%	10%	**	9%	10%	10%	9%	9%	11%	12%	11%	10%
	Weighted counts	9	457	152		25	586	81	76	107	109	63	175	574
	Column Comparisons													
Very poor (5)	% within column	1%	3%	4%	**	2%	3%	5%	3%	3%	3%	4%	3%	3%
	Weighted counts	2	137	60		7	189	37	24	35	26	21	54	177
	Column Comparisons													
I don't know	% within column	0%	1%	0%	**	1%	1%	0%	1%	0%	1%	0%	1%	0%
	Weighted counts	1	31	5		4	33	3	9	5	5	1	14	26
	Column Comparisons													
NET: Good	% within column	77%	68%	65%	**	68%	67%	64%	67%	70%	69%	65%	66%	68%
	Weighted counts	137	3,030	970		201	3,803	495	540	837	709	349	1,074	3,800
	Column Comparisons	c												b
NET: Poor	% within column	6%	13%	14%	**	11%	14%	15%	12%	12%	13%	16%	14%	13%
	Weighted counts	11	594	212		33	776	118	100	142	135	85	228	751
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
Average	% within column													
	Column Comparisons													
Average		2.0	2.2	2.3	2.6	2.2	2.2	2.3	2.2	2.2	2.2	2.2	2.2	2.2

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?		NET: Internet non-user	Total
	% within column	20%	27%
<b>Very good (1)</b>	Weighted counts	67	1,619
	Column Comparisons		-
	% within column	38%	40%
<b>Fairly good</b>	Weighted counts	128	2,386
	Column Comparisons		-
	% within column	22%	19%
<b>Neither good nor poor</b>	Weighted counts	72	1,112
	Column Comparisons		-
	% within column	11%	10%
<b>Fairly poor</b>	Weighted counts	37	611
	Column Comparisons		-
	% within column	6%	3%
<b>Very poor (5)</b>	Weighted counts	19	197
	Column Comparisons		-
	% within column	3%	1%
<b>I don't know</b>	Weighted counts	11	37
	Column Comparisons	A	-
	% within column	58%	67%
<b>NET: Good</b>	Weighted counts	195	4,005
	Column Comparisons		-
	% within column	17%	14%
<b>NET: Poor</b>	Weighted counts	56	808
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	118	3,587
	Column Comparisons		
<b>Average</b>		2.4	2.2

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Standard Deviation</b>	1.1	1.0	1.1	1.0	1.0	1.1	1.1	1.1	1.0	1.0	1.1	1.1	1.1
<b>Unweighted base</b>	5,801	1,440	4,361	1,387	1,501	1,428	1,485	2,787	3,014	831	1,996	1,856	620
<b>Weighted base</b>	5,925	2,547	3,378	1,415	1,526	1,465	1,519	2,907	3,017	828	1,928	1,898	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	Demographics													
	Age		SEG						Working status		UK nation			
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	
	Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	1.1	1.1
	Unweighted base	498	1,117	3,218	2,583	1,420	1,798	1,158	1,425	2,965	2,806	3,642	741	717
Weighted base	598	1,269	3,145	2,780	1,365	1,779	1,288	1,492	3,056	2,842	4,979	473	295	
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	Demographics												
	UK nati- on	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am	No – I am not							
					houseb- ound	houseb- ound	Under £11,500	£11,500	£17,500	£30,000		I don't know/ I prefer	
	N. Ireland	Urban	Rural	Unknown			per year	- £17,499 per year	- £29,999 per year	- £49,999 per year	£50,000+ per year	not to answer	NET: Internet user
Standard Deviation	.9	1.1	1.1	1.0	1.0	1.1	1.0	1.0	1.0	1.1	1.1	1.1	
Unweighted base	701	3,999	1,792	10	317	5,484	789	806	1,319	1,132	619	1,136	5,604
Weighted base	178	4,421	1,493	11	293	5,632	776	794	1,194	1,022	535	1,604	5,586
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	Internet non-user	<b>Total</b>
<b>Standard Deviation</b>	1.1	<b>1.1</b>
<b>Unweighted base</b>	186	<b>5,801</b>
<b>Weighted base</b>	324	<b>5,925</b>
<b>Columns</b>	<b>B</b>	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Very good (1)	% within column	22%	25%	21%	18%	26%	23%	23%	23%	21%	25%	23%	22%	20%
	Weighted counts	1,335	629	706	260	392	338	345	684	651	207	445	412	133
	Column Comparisons	-	b			A	a	a						
Fairly good	% within column	36%	38%	35%	39%	37%	35%	35%	34%	39%	39%	37%	35%	39%
	Weighted counts	2,173	982	1,191	557	568	519	529	997	1,176	325	719	668	265
	Column Comparisons	-	b							a				
Neither good nor poor	% within column	21%	17%	23%	23%	18%	21%	21%	20%	21%	18%	19%	24%	21%
	Weighted counts	1,244	447	798	329	276	313	327	592	653	152	375	449	138
	Column Comparisons	-		A	b									
Fairly poor	% within column	14%	14%	14%	14%	13%	15%	14%	15%	13%	12%	14%	14%	14%
	Weighted counts	838	364	474	202	202	217	216	436	402	102	274	269	93
	Column Comparisons	-												
Very poor (5)	% within column	5%	5%	6%	5%	6%	5%	6%	7%	4%	5%	6%	5%	6%
	Weighted counts	325	118	207	65	85	79	96	198	127	42	110	96	38
	Column Comparisons	-							B					
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	47	24	23	12	12	9	14	15	31	7	15	14	5
	Column Comparisons	-												
NET: Good	% within column	59%	63%	56%	57%	63%	58%	57%	58%	60%	64%	60%	57%	59%
	Weighted counts	3,508	1,611	1,897	817	960	857	874	1,680	1,827	533	1,163	1,080	398
	Column Comparisons	-	B								c e			
NET: Poor	% within column	20%	19%	20%	19%	19%	20%	20%	22%	17%	17%	20%	19%	20%
	Weighted counts	1,163	482	681	268	287	296	312	634	529	144	384	365	132
	Column Comparisons	-							b					
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Column Comparisons														
Average		2.4	2.4	2.5	2.5	2.4	2.4	2.5	2.5	2.4	2.3	2.4	2.5	2.5
Standard Deviation		1.1	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.2	1.1	1.1
Unweighted base		5,793	1,437	4,356	1,386	1,496	1,430	1,481	2,786	3,007	831	1,990	1,854	618
Weighted base		5,915	2,539	3,376	1,413	1,523	1,466	1,513	2,906	3,009	828	1,923	1,894	668
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?	% within column	23%	21%	23%	22%	22%	23%	23%	21%	24%	21%	22%	24%	22%
	Weighted counts	138	269	714	620	302	413	303	317	745	588	1,097	115	67
	Column Comparisons		-	-	-					b				
Very good (1)	% within column	32%	36%	36%	36%	37%	36%	38%	35%	36%	37%	36%	39%	34%
	Weighted counts	196	461	1,153	1,020	509	644	492	528	1,111	1,050	1,818	185	102
	Column Comparisons		-	-	-									
Fairly good	% within column	21%	21%	19%	23%	19%	20%	22%	24%	20%	21%	21%	17%	24%
	Weighted counts	130	268	611	633	254	357	279	354	627	608	1,060	80	70
	Column Comparisons		-	-	-									b
Neither good nor poor	% within column	16%	15%	15%	13%	14%	15%	12%	14%	13%	15%	14%	14%	13%
	Weighted counts	99	193	467	371	198	269	162	209	410	425	718	66	39
	Column Comparisons		-	-	-									
Fairly poor	% within column	6%	6%	6%	5%	7%	5%	4%	6%	5%	6%	6%	5%	6%
	Weighted counts	39	78	192	134	99	93	48	86	155	170	278	25	17
	Column Comparisons		-	-	-	e								
Very poor (5)	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	7	12	23	24	7	16	13	11	21	23	36	6	3
	Column Comparisons		-	-	-									
I don't know	% within column	55%	57%	59%	59%	59%	59%	61%	56%	60%	57%	58%	63%	57%
	Weighted counts	334	731	1,868	1,640	811	1,057	795	845	1,856	1,638	2,915	300	169
	Column Comparisons		-	-	-					b				
NET: Good	% within column	23%	21%	21%	18%	22%	20%	16%	20%	18%	21%	20%	19%	19%
	Weighted counts	139	270	658	505	297	362	209	295	565	595	997	90	56
	Column Comparisons		-	-	-	e							d	d
NET: Poor	% within column													
	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
	Column Comparisons													
Effective Column n														
Average		2.5	2.5	2.4	2.4	2.5	2.4	2.3	2.5	2.4	2.5	2.4	2.4	2.4
Standard Deviation		1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base		500	1,117	3,214	2,579	1,418	1,796	1,156	1,423	2,961	2,803	3,637	740	716
Weighted base		602	1,269	3,137	2,778	1,361	1,776	1,284	1,494	3,048	2,841	4,972	471	295
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	NET: Internet user
	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	
<b>Very good (1)</b>	31%	23%	22%	**	23%	22%	20%	21%	24%	25%	26%	20%	22%
Weighted counts	56	1,005	330		68	1,267	156	168	292	255	142	322	1,255
Column Comparisons	c												
<b>Fairly good</b>	39%	37%	36%	**	39%	36%	34%	38%	37%	37%	30%	37%	37%
Weighted counts	69	1,630	539		115	2,058	264	308	449	383	163	605	2,063
Column Comparisons													
<b>Neither good nor poor</b>	19%	21%	21%	**	21%	21%	24%	22%	20%	19%	23%	20%	21%
Weighted counts	34	922	317		64	1,181	187	174	241	190	123	330	1,170
Column Comparisons													
<b>Fairly poor</b>	8%	14%	15%	**	12%	14%	14%	14%	13%	14%	14%	15%	14%
Weighted counts	15	611	226		37	801	107	115	157	146	73	239	788
Column Comparisons													
<b>Very poor (5)</b>	3%	6%	5%	**	4%	6%	8%	4%	5%	5%	6%	6%	5%
Weighted counts	5	247	78		12	313	58	31	56	48	33	99	299
Column Comparisons													
<b>I don't know</b>	1%	1%	1%	**	1%	1%	1%	1%	0%	0%	0%	1%	1%
Weighted counts	1	38	8		2	45	6	6	5	5	2	23	37
Column Comparisons													
<b>NET: Good</b>	70%	59%	58%	**	62%	59%	54%	59%	62%	62%	57%	57%	59%
Weighted counts	124	2,635	869		183	3,325	421	476	741	638	305	927	3,318
Column Comparisons	C								a	a			
<b>NET: Poor</b>	11%	19%	20%	**	16%	20%	21%	18%	18%	19%	20%	21%	19%
Weighted counts	20	857	304		49	1,114	165	147	213	194	106	338	1,088
Column Comparisons													
<b>Effective Column n</b>	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
Column Comparisons													
<b>Average</b>	2.1	2.4	2.5	2.9	2.4	2.4	2.5	2.4	2.4	2.4	2.4	2.5	2.4

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		NET: Internet non-user	Total
	% within column	22%	<b>22%</b>
<b>Very good (1)</b>	Weighted counts	72	<b>1,335</b>
	Column Comparisons		-
	% within column	32%	<b>36%</b>
<b>Fairly good</b>	Weighted counts	108	<b>2,173</b>
	Column Comparisons		-
	% within column	21%	<b>21%</b>
<b>Neither good nor poor</b>	Weighted counts	69	<b>1,244</b>
	Column Comparisons		-
	% within column	15%	<b>14%</b>
<b>Fairly poor</b>	Weighted counts	50	<b>838</b>
	Column Comparisons		-
	% within column	8%	<b>5%</b>
<b>Very poor (5)</b>	Weighted counts	26	<b>325</b>
	Column Comparisons		-
	% within column	3%	<b>1%</b>
<b>I don't know</b>	Weighted counts	10	<b>47</b>
	Column Comparisons	A	-
	% within column	54%	<b>59%</b>
<b>NET: Good</b>	Weighted counts	180	<b>3,508</b>
	Column Comparisons		-
	% within column	23%	<b>20%</b>
<b>NET: Poor</b>	Weighted counts	75	<b>1,163</b>
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	118	<b>3,587</b>
	Column Comparisons		
<b>Average</b>		2.5	<b>2.4</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Standard Deviation</b>	1.1	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.1	1.1	1.2	1.1	1.1
<b>Unweighted base</b>	5,793	1,437	4,356	1,386	1,496	1,430	1,481	2,786	3,007	831	1,990	1,854	618
<b>Weighted base</b>	5,915	2,539	3,376	1,413	1,523	1,466	1,513	2,906	3,009	828	1,923	1,894	668
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?  <b>Standard Deviation</b>  <b>Unweighted base</b>  <b>Weighted base</b>  <b>Columns</b>	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1
	500	1,117	3,214	2,579	1,418	1,796	1,156	1,423	2,961	2,803	3,637	740	716
602	1,269	3,137	2,778	1,361	1,776	1,284	1,494	3,048	2,841	4,972	471	295	
	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?	Demographics												
	UK nati- on	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am houseb- ound	No – I am not houseb- ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 £29,999 per year	£30,000 £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Standard Deviation	1.0	1.1	1.1	.9	1.1	1.1	1.2	1.1	1.1	1.1	1.2	1.2	1.1
Unweighted base	700	3,994	1,789	10	319	5,474	786	804	1,320	1,133	618	1,132	5,596
Weighted base	178	4,414	1,490	11	295	5,620	773	796	1,194	1,023	534	1,595	5,576
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
	Internet non-user	Total
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		
<b>Standard Deviation</b>	1.2	1.1
<b>Unweighted base</b>	186	5,793
<b>Weighted base</b>	325	5,915
<b>Columns</b>	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

**Very good (1)**

% within column

Weighted counts

Column Comparisons

**Fairly good**

% within column

Weighted counts

Column Comparisons

**Neither good nor poor**

% within column

Weighted counts

Column Comparisons

**Fairly poor**

% within column

Weighted counts

Column Comparisons

**Very poor (5)**

% within column

Weighted counts

Column Comparisons

**I don't know**

% within column

Weighted counts

Column Comparisons

**NET: Good**

% within column

Weighted counts

Column Comparisons

**NET: Poor**

% within column

Weighted counts

Column Comparisons

% within column

**Effective Column n**

Weighted counts

Column Comparisons

**Average**

**Standard Deviation**

**Unweighted base**

**Weighted base**

**Columns**

## Demographics

Methodology			Quarter				Gender		Age						SEG
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
6%	10%	3%	9%	6%	5%	6%	6%	7%	9%	9%	5%	2%	**	3%	6%
12	8	4	4	3	2	3	5	7	2	4	4	0		1	6
-	b													-	-
21%	25%	18%	22%	21%	22%	21%	26%	18%	24%	24%	23%	13%	**	12%	21%
39	20	19	9	10	10	10	21	18	6	12	17	2		4	21
-							b							-	-
17%	11%	20%	13%	16%	20%	17%	16%	17%	20%	18%	17%	19%	**	11%	15%
30	9	21	5	8	9	8	13	17	5	9	12	3		3	15
-		a												-	-
25%	15%	33%	29%	28%	21%	21%	21%	28%	15%	27%	26%	24%	**	26%	28%
45	12	34	12	14	10	10	17	28	4	14	19	4		8	28
-		A												-	-
25%	27%	23%	21%	24%	28%	27%	26%	24%	21%	20%	23%	37%	**	42%	25%
45	21	24	9	11	12	13	21	24	5	11	17	7		13	25
-												b		-	-
6%	11%	2%	7%	5%	5%	6%	5%	6%	11%	3%	6%	6%	**	5%	5%
10	8	2	3	2	2	3	4	6	3	1	5	1		2	5
-	B													-	-
28%	36%	22%	31%	26%	27%	28%	32%	25%	33%	32%	28%	14%	**	15%	27%
50	28	23	13	12	12	13	26	25	8	17	21	2		5	28
-	B													-	-
50%	42%	56%	50%	53%	49%	49%	47%	52%	36%	47%	49%	61%	**	68%	52%
90	33	57	21	25	22	22	38	52	9	25	36	11		21	54
-		a										a		-	-
506	121	385	125	127	130	124	224	282	66	171	203	45	21	66	314
3.4	3.3	3.5	3.3	3.5	3.5	3.4	3.4	3.5	3.2	3.3	3.4	3.9	4.1	4.0	3.5
1.3	1.4	1.1	1.3	1.2	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.1	1.3	1.2	1.3
674	148	526	164	169	175	166	299	375	86	233	267	61	27	88	419
170	69	101	40	45	42	43	76	94	21	51	69	17	12	29	97
A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Demographics																	
		SEG				Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		
QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
Very good (1)	% within column	7%	6%	7%	4%	9%	6%	7%	**	**	**	6%	7%	6%	**	**	6%
	Weighted counts	5	2	4	1	4	5	6				12	8	4			11
	Column Comparisons	-										-					
Fairly good	% within column	22%	18%	23%	21%	22%	25%	17%	**	**	**	22%	23%	19%	**	**	22%
	Weighted counts	17	8	14	7	10	23	15				39	25	14			38
	Column Comparisons	-					b					-					
Neither good nor poor	% within column	18%	13%	17%	17%	19%	18%	15%	**	**	**	16%	16%	18%	**	**	17%
	Weighted counts	14	6	10	6	9	16	13				28	17	13			29
	Column Comparisons	-										-					
Fairly poor	% within column	21%	34%	23%	25%	19%	27%	23%	**	**	**	25%	26%	24%	**	**	25%
	Weighted counts	17	15	13	8	9	25	20				45	28	17			43
	Column Comparisons	-	f									-					
Very poor (5)	% within column	25%	27%	23%	27%	24%	21%	30%	**	**	**	25%	23%	28%	**	**	25%
	Weighted counts	20	12	13	9	11	19	26				45	25	20			43
	Column Comparisons	-					a					-					
I don't know	% within column	6%	2%	8%	5%	7%	3%	8%	**	**	**	6%	6%	5%	**	**	6%
	Weighted counts	5	1	5	2	3	3	7				10	6	4			10
	Column Comparisons	-					a					-					
NET: Good	% within column	29%	24%	30%	25%	31%	31%	24%	**	**	**	28%	30%	25%	**	**	28%
	Weighted counts	22	10	18	8	14	28	21				50	32	18			49
	Column Comparisons	-										-					
NET: Poor	% within column	47%	62%	46%	52%	43%	48%	53%	**	**	**	50%	49%	52%	**	**	49%
	Weighted counts	37	27	27	17	20	44	46				90	53	37			86
	Column Comparisons	-	d f									-					
Effective Column n	Weighted counts	192	136	179	82	110	271	232	1	0	0	505	307	199	0	24	481
	Column Comparisons																
Average		3.4	3.6	3.3	3.5	3.3	3.3	3.6	3.0			3.4	3.4	3.5		3.8	3.4
Standard Deviation		1.3	1.2	1.3	1.2	1.3	1.2	1.3				1.3	1.3	1.3		1.2	1.3

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							NET: Internet non-user	Total
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		
QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?										
Very good (1)	% within column	5%	7%	4%	4%	4%	10%	6%	**	6%
	Weighted counts	1	1	1	1	1	6	11		12
	Column Comparisons									-
Fairly good	% within column	33%	18%	15%	20%	17%	23%	21%	**	21%
	Weighted counts	8	3	6	6	2	14	36		39
	Column Comparisons									-
Neither good nor poor	% within column	17%	11%	20%	14%	20%	16%	18%	**	17%
	Weighted counts	4	2	7	4	3	10	29		30
	Column Comparisons							b		-
Fairly poor	% within column	13%	26%	33%	34%	39%	18%	26%	**	25%
	Weighted counts	3	4	12	9	5	11	44		45
	Column Comparisons			a f	a f	a f		b		-
Very poor (5)	% within column	22%	32%	24%	26%	18%	26%	23%	**	25%
	Weighted counts	5	5	9	7	2	16	38		45
	Column Comparisons									-
I don't know	% within column	10%	7%	4%	1%	1%	7%	5%	**	6%
	Weighted counts	3	1	1	0	0	5	9		10
	Column Comparisons									-
NET: Good	% within column	38%	25%	19%	24%	21%	33%	28%	**	28%
	Weighted counts	9	4	7	7	3	20	47		50
	Column Comparisons	c								-
NET: Poor	% within column	35%	57%	57%	60%	57%	44%	49%	**	50%
	Weighted counts	9	9	21	16	8	27	82		90
	Column Comparisons			a	a					-
Effective Column n	% within column									
	Weighted counts	60	52	127	95	53	118	490	16	506
Average		3.1	3.6	3.6	3.6	3.5	3.3	3.4	3.9	3.4
Standard Deviation		1.3	1.3	1.1	1.2	1.1	1.4	1.3	1.5	1.3

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

**Unweighted base**

**Weighted base**

**Columns**

	Demographics															
	Methodology			Quarter				Gender		Age						SEG
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
<b>Unweighted base</b>	674	148	526	164	169	175	166	299	375	86	233	267	61	27	88	419
<b>Weighted base</b>	170	69	101	40	45	42	43	76	94	21	51	69	17	12	29	97
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Demographics															QB7: Inability to leave home without help, due to illness or disability	
	SEG					Working status		UK nation				Rurality					
	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am	No – I am not	
								Engl- and	Scotl- and						house- bound	house- bound	
Unweighted base	255	186	233	110	145	366	303	1	0	0	673	408	266	0	32	642	
Weighted base	73	42	54	31	43	89	81	1	0	0	169	102	68	0	7	163	
Columns	B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Demographics						QJ2: Internet usage		Total
	QJ6: Annual household income					I don't know/ I prefer not to answer	NET: Internet non-user		
	Under £11,-	£11,- £17,-	£17,- £29,-	£30,- £49,-	£50,- 000+		NET: Internet user	Internet non-user	
	500 per year	499 per year	999 per year	999 per year	per year				
	Unweighted base	79	68	171	131		73	152	
Weighted base	22	15	35	27	13	57	159	12	170
Columns	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF7: Tendency to use 1st or 2nd class postage for letters and cards		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
1st class – all the time	% within column	29%	39%	22%	34%	26%	28%	29%	30%	29%	30%	33%	32%	26%
	Weighted counts	1,738	989	749	486	401	406	445	871	868	251	630	614	175
	Column Comparisons	-	B		B c						E	d E	d E	E
1st class – most of the time	% within column	23%	21%	24%	22%	24%	23%	23%	24%	22%	22%	25%	23%	23%
	Weighted counts	1,367	542	825	312	363	336	356	699	668	186	490	448	156
	Column Comparisons	-		a							e	E	E	e
1st and 2nd class in equal amounts	% within column	18%	17%	18%	17%	19%	18%	16%	17%	18%	19%	18%	16%	18%
	Weighted counts	1,058	444	614	247	299	261	251	496	562	159	352	308	122
	Column Comparisons	-												
2nd class – most of the time	% within column	20%	15%	24%	18%	21%	21%	20%	19%	21%	14%	15%	19%	24%
	Weighted counts	1,190	381	809	253	329	303	305	546	644	119	294	364	162
	Column Comparisons	-		A									a b	A B c
2nd class – all the time	% within column	5%	3%	7%	5%	5%	7%	5%	5%	6%	4%	3%	6%	7%
	Weighted counts	322	76	245	67	80	97	78	141	181	30	63	108	45
	Column Comparisons	-		A									b	b
I never send letters or cards	% within column	4%	4%	4%	4%	3%	3%	5%	5%	3%	9%	4%	2%	2%
	Weighted counts	222	103	119	54	52	43	73	137	85	75	85	40	13
	Column Comparisons	-							b		B C D E	c d e		
I don't know	% within column	1%	1%	1%	0%	1%	2%	1%	1%	1%	2%	1%	1%	0%
	Weighted counts	65	28	36	7	10	29	19	32	32	15	22	25	1
	Column Comparisons	-					a							
NET: (Mostly) 1st class	% within column	52%	60%	46%	56%	50%	50%	53%	54%	51%	52%	58%	56%	49%
	Weighted counts	3,105	1,532	1,574	797	764	742	802	1,569	1,536	437	1,120	1,062	331
	Column Comparisons	-	B		b						E	a d E	d E	E
NET: (Mostly) 2nd class	% within column	25%	18%	31%	22%	27%	27%	25%	23%	27%	18%	18%	25%	31%
	Weighted counts	1,511	457	1,054	320	409	400	383	686	825	149	357	472	207
	Column Comparisons	-		A						a			a B	A B c
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Unweighted base	Column Comparisons													
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base	Column Comparisons													
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p \leq 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
QF7: Tendency to use 1st or 2nd class postage for letters and cards		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales
1st class – all the time	% within column	11%	19%	29%	30%	30%	27%	30%	30%	33%	25%	30%	25%	28%
	Weighted counts	68	242	902	836	411	492	384	452	1,007	725	1,485	118	83
	Column Comparisons		-	-	-					B				
1st class – most of the time	% within column	14%	19%	23%	22%	24%	23%	23%	22%	25%	21%	23%	25%	24%
	Weighted counts	87	243	739	628	325	413	293	335	762	597	1,137	117	73
	Column Comparisons		-	-	-					b				
1st and 2nd class in equal amounts	% within column	19%	19%	17%	18%	18%	17%	20%	16%	19%	17%	18%	17%	15%
	Weighted counts	117	239	553	506	240	313	262	243	570	483	891	81	44
	Column Comparisons		-	-	-									
2nd class – most of the time	% within column	41%	32%	22%	17%	21%	23%	18%	17%	16%	24%	20%	21%	22%
	Weighted counts	250	413	699	490	287	412	228	262	486	698	993	101	65
	Column Comparisons	A B C D	-	-	-		e f				A			
2nd class – all the time	% within column	13%	9%	5%	6%	4%	5%	5%	7%	4%	7%	5%	5%	6%
	Weighted counts	76	121	155	166	59	96	61	106	116	205	274	24	17
	Column Comparisons	A B C d	-	-	-						A			
I never send letters or cards	% within column	1%	2%	3%	5%	3%	3%	4%	6%	3%	4%	3%	7%	5%
	Weighted counts	9	21	85	137	37	48	54	84	99	122	172	32	14
	Column Comparisons		-	-	-				c d				a d	
I don't know	% within column	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	1	2	26	38	8	18	16	22	28	35	56	4	1
	Column Comparisons		-	-	-									
NET: (Mostly) 1st class	% within column	26%	38%	52%	52%	54%	51%	52%	52%	58%	46%	52%	49%	52%
	Weighted counts	155	485	1,641	1,464	736	905	677	788	1,768	1,322	2,622	235	156
	Column Comparisons		-	-	-					B				
NET: (Mostly) 2nd class	% within column	54%	42%	27%	23%	25%	28%	22%	24%	20%	32%	25%	26%	28%
	Weighted counts	327	533	855	657	347	508	289	368	602	903	1,267	125	83
	Column Comparisons	A B C D	-	-	-		e				A			d
Effective Column n	% within column													
	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
Unweighted base	Column Comparisons													
	Weighted counts	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
Weighted base	Column Comparisons													
	Weighted counts	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user
QF7: Tendency to use 1st or 2nd class postage for letters and cards	% within column	29%	32%	20%	**	25%	29%	25%	26%	28%	27%	31%	34%	30%
	Weighted counts	52	1,436	300		76	1,663	196	211	336	280	165	551	1,656
	Column Comparisons		B										a b c d	b
	% within column	23%	23%	24%	**	24%	23%	22%	21%	25%	24%	26%	22%	23%
1st class – most of the time	Weighted counts	41	1,002	363		72	1,295	170	170	297	243	139	349	1,303
	Column Comparisons													
	% within column	24%	17%	20%	**	20%	18%	16%	20%	17%	17%	16%	19%	17%
	Weighted counts	42	760	296		58	1,000	127	157	208	175	86	305	976
1st and 2nd class in equal amounts	Column Comparisons	c												
	% within column	17%	18%	26%	**	18%	20%	22%	21%	21%	22%	20%	16%	20%
	Weighted counts	30	808	382		53	1,137	170	168	255	230	105	262	1,118
	Column Comparisons			A										
2nd class – most of the time	% within column	3%	5%	7%	**	5%	5%	8%	8%	5%	6%	4%	3%	5%
	Weighted counts	6	219	101		16	306	63	63	59	60	22	55	299
	Column Comparisons							f	f					
	% within column	2%	4%	3%	**	6%	4%	5%	4%	3%	3%	3%	4%	4%
I never send letters or cards	Weighted counts	4	181	41		18	205	38	30	36	32	15	71	199
	Column Comparisons													
	% within column	2%	1%	1%	**	1%	1%	2%	1%	1%	1%	1%	2%	1%
	Weighted counts	4	48	15		4	61	15	4	8	8	4	26	61
I don't know	Column Comparisons	c												
	% within column	52%	55%	44%	**	50%	52%	47%	47%	53%	51%	57%	56%	53%
	Weighted counts	93	2,438	663		148	2,958	366	381	633	523	303	900	2,959
	Column Comparisons		B									a b	a b	B
NET: (Mostly) 1st class	% within column	20%	23%	32%	**	23%	25%	30%	29%	26%	28%	24%	20%	25%
	Weighted counts	36	1,026	483		69	1,442	233	231	315	289	127	317	1,418
	Column Comparisons			A				F	f	f	F			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QF7: Tendency to use 1st or 2nd class postage for letters and cards		Internet non-user	
			Total
1st class – all the time	% within column	21%	29%
	Weighted counts	71	1,738
	Column Comparisons	-	-
1st class – most of the time	% within column	19%	23%
	Weighted counts	63	1,367
	Column Comparisons	-	-
1st and 2nd class in equal amounts	% within column	24%	18%
	Weighted counts	81	1,058
	Column Comparisons	a	-
2nd class – most of the time	% within column	21%	20%
	Weighted counts	69	1,190
	Column Comparisons	-	-
2nd class – all the time	% within column	7%	5%
	Weighted counts	22	322
	Column Comparisons	-	-
I never send letters or cards	% within column	7%	4%
	Weighted counts	23	222
	Column Comparisons	a	-
I don't know	% within column	1%	1%
	Weighted counts	4	65
	Column Comparisons	-	-
NET: (Mostly) 1st class	% within column	40%	52%
	Weighted counts	134	3,105
	Column Comparisons	-	-
NET: (Mostly) 2nd class	% within column	27%	25%
	Weighted counts	92	1,511
	Column Comparisons	-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QF7: Tendency to use 1st or 2nd class postage for letters and cards		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Effective Column n	% within column Weighted counts Column Comparisons	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age		SEG					Working status		UK nation		
QF7: Tendency to use 1st or 2nd class postage for letters and cards		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and Wales
<b>Effective Column n</b>													
<i>% within column</i>													
<i>Weighted counts</i>													
<i>Column Comparisons</i>													
<b>Unweighted base</b>		310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459 443
<b>Weighted base</b>		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746 721
<b>Columns</b>		609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477 298
		E	F	A	B	C	D	E	F	A	B	A	B C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am house-	No – I am not house-	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user
QF7: Tendency to use 1st or 2nd class postage for letters and cards		N. Ireland	Urban	Rural	Unkn-own	ound	ound						
Effective Column n		% within column Weighted counts Column Comparisons											
Unweighted base		433	2,475	1,105	7	197	3,390	487	499	815	699	382	706
Weighted base		704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148
Columns		179	4,452	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618
		D	A	B	C	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
			Total
QF7: Tendency to use 1st or 2nd class postage for letters and cards			
	% within column		
<b>Effective Column n</b>	Weighted counts	118	<b>3,587</b>
	Column Comparisons		
<b>Unweighted base</b>		192	<b>5,836</b>
<b>Weighted base</b>		334	<b>5,962</b>
<b>Columns</b>		B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Speed of delivery</b>	% within column	73%	71%	74%	71%	77%	71%	71%	71%	75%	69%	73%	73%	73%	81%
	Weighted counts	2,254	1,092	1,161	566	591	531	566	1,107	1,146	300	814	774	241	125
	Column Comparisons	-													
<b>What stamps I have to hand</b>	% within column	17%	16%	19%	18%	16%	18%	18%	17%	18%	13%	15%	19%	22%	26%
	Weighted counts	542	240	301	141	125	130	145	262	280	58	167	202	74	41
	Column Comparisons	-												a b	a b
<b>Security (i.e. that items sent will reach their destination intact)</b>	% within column	15%	12%	17%	13%	16%	14%	17%	14%	16%	19%	15%	12%	13%	18%
	Weighted counts	458	183	274	100	122	101	135	219	239	85	173	128	44	28
	Column Comparisons	-		a											
<b>Value for money</b>	% within column	15%	13%	17%	14%	15%	14%	16%	15%	14%	21%	16%	13%	9%	9%
	Weighted counts	454	192	262	108	113	101	132	234	220	91	184	135	30	14
	Column Comparisons	-		a							c d e	d			
<b>Value of the item to be sent</b>	% within column	11%	9%	13%	12%	12%	8%	11%	12%	9%	15%	13%	9%	3%	8%
	Weighted counts	335	135	200	96	91	58	90	191	144	66	144	101	11	13
	Column Comparisons	-		a							c D	D	d		
<b>I don't want others to think that I don't want to use a 1st class stamp</b>	% within column	5%	3%	6%	6%	3%	3%	6%	5%	4%	5%	6%	4%	1%	8%
	Weighted counts	140	50	91	50	22	23	45	76	64	21	64	42	2	12
	Column Comparisons	-		a	b							d			d
<b>Other</b>	% within column	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	1%	3%	1%	1%
	Weighted counts	57	39	17	12	12	15	19	31	26	3	16	33	4	1
	Column Comparisons	-	b												
<b>No particular reason</b>	% within column	5%	7%	3%	5%	2%	8%	5%	6%	4%	5%	6%	5%	4%	3%
	Weighted counts	154	101	53	38	17	58	41	93	61	20	67	50	13	4
	Column Comparisons	-	b				B								
<b>I don't know</b>	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	11	6	5	5	1	1	4	6	5	5	4	2	0	0
	Column Comparisons	-													
<b>Effective Column n</b>	% within column														
	Weighted counts	1,773	521	1,251	467	455	413	438	858	915	237	696	604	157	79
	Column Comparisons														
<b>Unweighted base</b>		2,921	859	2,062	769	750	681	721	1,413	1,508	390	1,147	995	259	130
<b>Weighted base</b>		3,105	1,532	1,574	797	764	742	802	1,569	1,536	437	1,120	1,062	331	155

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status			UK nation				Rurality
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Speed of delivery</b>	% within column	75%	72%	73%	70%	74%	70%	75%	72%	73%	72%	76%	73%	80%	72%
	Weighted counts	365	1,185	1,068	516	670	477	591	1,277	965	1,886	179	115	75	1,749
	Column Comparisons	-	-	-											
<b>What stamps I have to hand</b>	% within column	24%	19%	15%	22%	17%	18%	13%	17%	18%	18%	17%	15%	9%	17%
	Weighted counts	115	317	225	160	157	122	103	298	242	469	40	24	8	414
	Column Comparisons	-	-	-	f										
<b>Security (i.e. that items sent will reach their destination intact)</b>	% within column	15%	15%	14%	14%	16%	14%	14%	15%	15%	15%	16%	12%	16%	15%
	Weighted counts	72	252	206	104	148	93	112	264	193	388	37	18	15	361
	Column Comparisons	-	-	-											
<b>Value for money</b>	% within column	9%	16%	13%	18%	14%	14%	12%	15%	14%	15%	12%	11%	14%	16%
	Weighted counts	44	262	192	134	128	95	97	269	184	395	29	18	13	384
	Column Comparisons	-	-	-											b
<b>Value of the item to be sent</b>	% within column	5%	11%	11%	13%	9%	11%	11%	11%	10%	11%	8%	6%	17%	11%
	Weighted counts	24	174	162	92	82	78	84	203	128	290	20	10	16	277
	Column Comparisons	-	-	-										b C	
<b>I don't want others to think that I don't want to use a 1st class stamp</b>	% within column	3%	5%	4%	6%	4%	5%	3%	4%	5%	5%	3%	3%	5%	5%
	Weighted counts	14	83	57	43	40	31	26	75	64	124	8	4	4	112
	Column Comparisons	-	-	-											
<b>Other</b>	% within column	1%	2%	2%	3%	1%	2%	2%	2%	2%	2%	3%	3%	1%	2%
	Weighted counts	4	29	28	20	8	15	13	33	24	44	7	4	1	48
	Column Comparisons	-	-	-											
<b>No particular reason</b>	% within column	3%	5%	5%	5%	4%	4%	7%	5%	5%	5%	4%	6%	3%	6%
	Weighted counts	17	76	78	36	40	25	53	90	64	132	10	9	3	135
	Column Comparisons	-	-	-											
<b>I don't know</b>	% within column	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%
	Weighted counts	0	2	9	0	2	8	1	6	5	9	1	0	1	11
	Column Comparisons	-	-	-											
<b>Effective Column n</b>	% within column														
	Weighted counts	235	947	825	415	532	361	465	1,006	757	1,102	222	231	218	1,278
	Column Comparisons														
<b>Unweighted base</b>		388	1,561	1,360	684	877	594	766	1,658	1,248	1,816	365	381	359	2,105
<b>Weighted base</b>		485	1,641	1,464	736	905	677	788	1,768	1,322	2,622	235	156	93	2,438

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Rural	Unkn-own											
	% within column	75%	**	66%	73%	79%	74%	72%	73%	73%	70%	73%	69%	73%
	Weighted counts	500		98	2,156	289	280	454	380	222	628	2,153	93	2,254
Speed of delivery	Column Comparisons													-
	% within column	19%	**	18%	17%	16%	18%	16%	17%	23%	17%	17%	20%	17%
	Weighted counts	127		27	515	59	70	102	91	71	149	509	27	542
What stamps I have to hand	Column Comparisons													-
	% within column	15%	**	26%	14%	14%	18%	16%	12%	12%	16%	15%	18%	15%
	Weighted counts	96		39	419	51	68	100	64	35	140	429	24	458
Security (i.e. that items sent will reach their destination intact)	Column Comparisons			b										-
	% within column	11%	**	26%	14%	9%	12%	13%	17%	15%	18%	15%	10%	15%
	Weighted counts	70		39	415	32	47	84	88	45	159	435	13	454
Value for money	Column Comparisons			b					a		a			-
	% within column	9%	**	22%	10%	11%	9%	11%	10%	10%	12%	11%	9%	11%
	Weighted counts	58		33	303	39	35	68	53	30	109	319	12	335
Value of the item to be sent	Column Comparisons			B										-
	% within column	4%	**	10%	4%	4%	3%	5%	4%	4%	5%	4%	5%	5%
	Weighted counts	28		15	125	15	13	33	22	11	45	129	6	140
I don't want others to think that I don't want to use a 1st class stamp	Column Comparisons			b										-
	% within column	1%	**	0%	2%	1%	1%	1%	3%	2%	2%	2%	1%	2%
	Weighted counts	9		0	56	5	4	9	13	5	21	55	2	57
Other	Column Comparisons													-
	% within column	3%	**	1%	5%	5%	6%	4%	5%	4%	5%	5%	4%	5%
	Weighted counts	19		1	153	19	23	27	27	11	46	148	6	154
No particular reason	Column Comparisons													-
	% within column	0%	**	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
	Weighted counts	1		0	11	0	1	4	0	0	5	10	0	11
I don't know	Column Comparisons													-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Effective Column n	% within column Weighted counts Column Comparisons	1,773	521	1,251	467	455	413	438	858	915	237	696	604	157	79
Unweighted base		2,921	859	2,062	769	750	681	721	1,413	1,508	390	1,147	995	259	130
Weighted base		3,105	1,532	1,574	797	764	742	802	1,569	1,536	437	1,120	1,062	331	155
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Eng- land	NET: Scotl- and	Wales	N. Ireland	Urban
Effective Column n		% within column													
		Weighted counts													
		Column Comparisons													
		235	947	825	415	532	361	465	1,006	757	1,102	222	231	218	1,278
Unweighted base		388	1,561	1,360	684	877	594	766	1,658	1,248	1,816	365	381	359	2,105
Weighted base		485	1,641	1,464	736	905	677	788	1,768	1,322	2,622	235	156	93	2,438
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am	No – I am not	Under £11,-	£11,- 500 - £17,-	£17,- 500 - £29,-	£30,- 000 - £49,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per ye-ar				
Effective Column n	% within column Weighted counts Column Comparisons	492	3	101	1,671	229	235	410	331	200	368	1,720	48	1,773
Unweighted base		811	5	167	2,754	377	388	676	545	329	606	2,834	79	2,921
Weighted base		663	5	148	2,958	366	381	633	523	303	900	2,959	134	3,105
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Cost of postage</b>	% within column	49%	40%	54%	50%	48%	50%	50%	47%	52%	45%	49%	55%	43%	49%
	Weighted counts	1,271	362	909	286	337	329	319	552	719	140	346	427	143	216
	Column Comparisons	-		A						a					
<b>Speed of delivery</b>	% within column	41%	39%	41%	42%	39%	42%	39%	42%	39%	42%	41%	39%	47%	35%
	Weighted counts	1,042	356	686	237	278	278	250	496	546	131	293	306	155	157
	Column Comparisons	-													
<b>What stamps I have to hand</b>	% within column	24%	22%	25%	26%	25%	21%	24%	25%	23%	23%	25%	25%	20%	25%
	Weighted counts	613	199	415	146	175	139	153	291	323	69	178	191	64	111
	Column Comparisons	-													
<b>Value of the item to be sent</b>	% within column	20%	17%	22%	17%	22%	20%	22%	21%	20%	32%	25%	19%	15%	12%
	Weighted counts	525	149	375	98	153	134	140	249	276	97	177	149	49	53
	Column Comparisons	-		a							C D E	c d E	e		
<b>Security (i.e. that items sent will reach their destination intact)</b>	% within column	8%	4%	10%	7%	11%	8%	6%	8%	8%	16%	10%	6%	5%	6%
	Weighted counts	204	36	168	42	75	51	37	91	114	48	68	45	17	26
	Column Comparisons	-		A							b C D e	c			
<b>I don't want others to think that I don't want to use a 1st class stamp</b>	% within column	2%	2%	2%	1%	4%	2%	2%	3%	2%	5%	3%	2%	1%	1%
	Weighted counts	59	20	39	7	29	11	12	32	27	15	24	13	2	5
	Column Comparisons	-													
<b>Other</b>	% within column	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%
	Weighted counts	48	27	21	6	17	11	15	25	23	3	10	15	11	9
	Column Comparisons	-	b												
<b>No particular reason</b>	% within column	6%	8%	5%	4%	6%	7%	6%	6%	6%	5%	5%	7%	5%	6%
	Weighted counts	148	73	76	25	42	43	38	72	76	16	37	52	17	25
	Column Comparisons	-	b												
<b>I don't know</b>	% within column	1%	0%	1%	0%	1%	0%	1%	0%	1%	3%	0%	0%	0%	0%
	Weighted counts	14	1	13	2	6	3	4	6	8	9	3	1	1	1
	Column Comparisons	-									b c e				
<b>Effective Column n</b>	% within column														
	Weighted counts	1,642	315	1,327	355	429	428	431	775	867	216	474	508	216	228
	Column Comparisons														
<b>Unweighted base</b>		2,640	506	2,134	570	689	688	693	1,246	1,394	348	762	816	347	367
<b>Weighted base</b>		2,570	901	1,669	567	708	661	633	1,182	1,387	308	709	780	329	444

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Cost of postage	% within column	46%	48%	51%	50%	47%	49%	53%	49%	50%	48%	56%	52%	60%	48%
	Weighted counts	358	677	594	294	383	271	323	575	693	1,042	116	66	47	866
	Column Comparisons	-	-	-											
Speed of delivery	% within column	40%	44%	36%	47%	42%	43%	30%	40%	41%	40%	47%	33%	38%	41%
	Weighted counts	312	620	421	275	346	236	185	472	564	874	96	42	29	737
	Column Comparisons	-	-	-	F	F	f					c			
What stamps I have to hand	% within column	23%	25%	23%	22%	26%	25%	21%	25%	23%	24%	22%	20%	21%	23%
	Weighted counts	175	349	265	132	217	136	129	288	324	527	45	25	17	418
	Column Comparisons	-	-	-											
Value of the item to be sent	% within column	13%	19%	22%	20%	19%	23%	20%	24%	17%	21%	18%	16%	27%	20%
	Weighted counts	102	273	251	117	156	127	125	282	241	446	36	21	21	351
	Column Comparisons	-	-	-					B					c	
Security (i.e. that items sent will reach their destination intact)	% within column	6%	8%	8%	7%	9%	9%	7%	8%	8%	8%	8%	8%	8%	8%
	Weighted counts	44	111	93	40	71	48	45	98	105	172	16	10	6	142
	Column Comparisons	-	-	-											
I don't want others to think that I don't want to use a 1st class stamp	% within column	1%	3%	2%	2%	3%	2%	2%	3%	2%	2%	2%	1%	0%	3%
	Weighted counts	7	37	22	14	22	8	14	36	23	54	4	1	0	48
	Column Comparisons	-	-	-											
Other	% within column	3%	2%	1%	2%	2%	1%	2%	1%	2%	2%	5%	4%	1%	2%
	Weighted counts	20	32	16	12	20	6	11	16	33	33	10	5	1	32
	Column Comparisons	-	-	-											
No particular reason	% within column	6%	4%	8%	3%	4%	5%	11%	7%	5%	6%	2%	5%	3%	6%
	Weighted counts	43	51	97	20	31	27	70	78	70	135	5	6	2	102
	Column Comparisons	-	-	-				C D e							
I don't know	% within column	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	1%
	Weighted counts	1	10	4	4	6	2	3	8	4	11	1	1	1	11
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	444	972	670	435	537	320	350	757	876	1,042	208	195	197	1,061
	Column Comparisons														
Unweighted base	% within column														
	Weighted counts	714	1,563	1,077	700	863	514	563	1,217	1,409	1,675	335	313	317	1,705

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	Total	
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Rural	Unkn-own											
Cost of postage	% within column	52%	**	44%	50%	57%	54%	46%	52%	51%	43%	50%	43%	49%
	Weighted counts	403		56	1,215	204	211	241	240	108	267	1,196	74	1,271
	Column Comparisons					f								-
Speed of delivery	% within column	39%	**	40%	41%	37%	38%	43%	41%	43%	41%	42%	26%	41%
	Weighted counts	303		52	990	132	149	225	189	92	255	997	44	1,042
	Column Comparisons										B			-
What stamps I have to hand	% within column	25%	**	24%	24%	22%	24%	26%	23%	26%	23%	24%	17%	24%
	Weighted counts	193		31	583	79	94	135	105	56	144	585	29	613
	Column Comparisons													-
Value of the item to be sent	% within column	22%	**	18%	21%	21%	20%	20%	26%	20%	18%	21%	9%	20%
	Weighted counts	169		23	501	75	76	102	119	43	110	510	15	525
	Column Comparisons										b			-
Security (i.e. that items sent will reach their destination intact)	% within column	8%	**	14%	8%	9%	10%	9%	9%	6%	6%	8%	3%	8%
	Weighted counts	62		18	186	31	39	45	42	12	35	197	6	204
	Column Comparisons			b										-
I don't want others to think that I don't want to use a 1st class stamp	% within column	1%	**	8%	2%	4%	1%	2%	2%	4%	2%	2%	4%	2%
	Weighted counts	10		10	49	13	6	12	8	8	12	51	8	59
	Column Comparisons			B										-
Other	% within column	2%	**	0%	2%	2%	1%	3%	2%	3%	1%	2%	2%	2%
	Weighted counts	16		0	48	8	2	14	9	5	9	45	4	48
	Column Comparisons													-
No particular reason	% within column	6%	**	10%	6%	3%	6%	6%	6%	5%	8%	5%	12%	6%
	Weighted counts	46		13	135	12	24	29	26	10	48	128	21	148
	Column Comparisons												a	-
I don't know	% within column	0%	**	2%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%
	Weighted counts	3		3	11	3	0	2	3	2	3	11	1	14
	Column Comparisons													-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Effective Column n	% within column Weighted counts Column Comparisons	1,642	315	1,327	355	429	428	431	775	867	216	474	508	216	228
Unweighted base		2,640	506	2,134	570	689	688	693	1,246	1,394	348	762	816	347	367
Weighted base		2,570	901	1,669	567	708	661	633	1,182	1,387	308	709	780	329	444
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Eng- land	NET: Scotl- and	Wales	N. Ireland	Urban
Effective Column n		444	972	670	435	537	320	350	757	876	1,042	208	195	197	1,061
Unweighted base		714	1,563	1,077	700	863	514	563	1,217	1,409	1,675	335	313	317	1,705
Weighted base		773	1,407	1,162	587	821	551	611	1,173	1,386	2,158	206	127	78	1,786
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am	No – I am not	Under £11,-	£11,- 500 - 17,-	£17,- 500 - 29,-	£30,- 000 - 49,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per ye-ar				
	% within column													
Effective Column n	Weighted counts	579	2	86	1,556	222	242	374	343	169	291	1,582	58	1,642
	Column Comparisons													
Unweighted base		931	4	138	2,502	357	389	602	552	272	468	2,543	94	2,640
Weighted base		780	4	127	2,442	360	388	522	465	213	622	2,394	173	2,570
Columns		B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

## **Section G: Satisfaction with the Postal Service**



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
Very reliant (1)	% within column	39%	50%	31%	40%	37%	41%	40%	37%	41%	26%	35%
	Weighted counts	2,349	1,281	1,068	570	571	601	606	1,090	1,259	219	685
	Column Comparisons	-	B							a		A
Fairly reliant	% within column	37%	31%	42%	37%	38%	36%	37%	36%	38%	39%	39%
	Weighted counts	2,220	799	1,420	529	589	533	569	1,064	1,156	323	749
	Column Comparisons	-		A								
Neither reliant nor not reliant	% within column	12%	8%	15%	12%	13%	12%	11%	13%	11%	17%	12%
	Weighted counts	711	195	515	168	200	172	170	389	321	140	240
	Column Comparisons	-		A					b		b c D E	e
Not very reliant	% within column	7%	8%	7%	7%	8%	7%	8%	9%	6%	11%	9%
	Weighted counts	446	195	251	100	118	105	123	251	195	90	166
	Column Comparisons	-							b		c d E	E
Not at all reliant (5)	% within column	3%	3%	3%	3%	3%	4%	3%	4%	3%	6%	4%
	Weighted counts	203	89	114	50	48	53	52	112	91	53	79
	Column Comparisons	-									C d e	c
I don't know	% within column	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	34	4	30	8	9	11	7	16	18	10	20
	Column Comparisons	-		a							c	c
NET: Reliant	% within column	77%	81%	73%	77%	76%	77%	77%	74%	79%	65%	74%
	Weighted counts	4,568	2,081	2,488	1,099	1,161	1,134	1,175	2,153	2,415	542	1,434
	Column Comparisons	-	B							A		A
NET: Not reliant	% within column	11%	11%	11%	11%	11%	11%	11%	12%	9%	17%	13%
	Weighted counts	649	284	365	150	165	158	175	362	286	143	244
	Column Comparisons	-							b		b C D E	c d E
Effective Column n	% within column											
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233
Column Comparisons												
Average		2.0	1.8	2.1	2.0	2.0	2.0	2.0	2.0	1.9	2.3	2.1
Standard Deviation		1.1	1.1	1.0	1.1	1.0	1.1	1.1	1.1	1.0	1.2	1.1
Unweighted base		5,793	1,449	4,344	1,385	1,497	1,425	1,486	2,786	3,007	825	1,982
Weighted base		5,928	2,559	3,368	1,417	1,526	1,464	1,520	2,905	3,023	825	1,918
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Age				SEG						Working status
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
Very reliant (1)	% within column	43%	46%	52%	49%	42%	37%	43%	41%	37%	37%	37%
	Weighted counts	820	308	317	624	1,316	1,033	582	734	483	549	1,132
	Column Comparisons	A B	A B	A B c	-	-	-					
Fairly reliant	% within column	36%	38%	35%	37%	36%	38%	37%	36%	40%	36%	38%
	Weighted counts	680	254	215	469	1,150	1,069	509	641	524	545	1,160
	Column Comparisons				-	-	-					
Neither reliant nor not reliant	% within column	12%	9%	7%	8%	11%	13%	10%	11%	13%	14%	13%
	Weighted counts	230	58	43	101	333	378	133	200	166	212	396
	Column Comparisons	e			-	-	-				c	
Not very reliant	% within column	7%	5%	3%	4%	8%	7%	7%	8%	7%	8%	8%
	Weighted counts	135	36	19	56	240	206	95	145	85	121	253
	Column Comparisons	e			-	-	-					
Not at all reliant (5)	% within column	2%	3%	2%	2%	3%	3%	3%	3%	2%	4%	4%
	Weighted counts	42	17	12	29	105	98	44	61	32	66	111
	Column Comparisons				-	-	-					
I don't know	% within column	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	2	0	3	3	16	18	5	11	6	11	16
	Column Comparisons				-	-	-					
NET: Reliant	% within column	79%	83%	87%	85%	78%	75%	80%	77%	78%	73%	75%
	Weighted counts	1,499	562	532	1,092	2,466	2,102	1,091	1,375	1,008	1,095	2,292
	Column Comparisons	A b	A B c	A B C	-	-	-	f				
NET: Not reliant	% within column	9%	8%	5%	7%	11%	11%	10%	11%	9%	12%	12%
	Weighted counts	177	53	31	84	345	304	139	206	117	187	364
	Column Comparisons	e			-	-	-					
Effective Column n	% within column											
	Weighted counts	1,146	382	310	691	1,989	1,598	876	1,113	716	882	1,832
Column Comparisons												
Average		1.9	1.8	1.7	1.7	1.9	2.0	1.9	2.0	2.0	2.1	2.0
Standard Deviation		1.0	1.0	.9	.9	1.1	1.1	1.0	1.1	1.0	1.1	1.1
Unweighted base		1,863	620	503	1,122	3,216	2,577	1,419	1,797	1,156	1,421	2,959
Weighted base		1,906	673	606	1,278	3,143	2,784	1,363	1,780	1,291	1,493	3,052
Columns		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income	
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year
Very reliant (1)	% within column	42%	40%	35%	38%	47%	40%	39%	**	34%	40%	37%
	Weighted counts	1,210	1,985	169	112	84	1,771	578		102	2,247	290
	Column Comparisons	a				b c						
Fairly reliant	% within column	37%	37%	42%	38%	38%	37%	38%	**	38%	37%	37%
	Weighted counts	1,049	1,842	198	112	67	1,649	569		111	2,108	287
	Column Comparisons											
Neither reliant nor not reliant	% within column	11%	12%	10%	11%	9%	12%	12%	**	15%	12%	12%
	Weighted counts	310	615	47	33	16	524	182		43	667	95
	Column Comparisons											
Not very reliant	% within column	7%	7%	9%	9%	4%	8%	7%	**	9%	7%	9%
	Weighted counts	191	369	42	28	7	334	109		28	418	69
	Column Comparisons			d	d							
Not at all reliant (5)	% within column	3%	3%	4%	4%	2%	3%	4%	**	3%	3%	4%
	Weighted counts	91	169	20	11	3	146	55		9	194	30
	Column Comparisons											
I don't know	% within column	0%	1%	0%	1%	1%	1%	0%	**	1%	1%	1%
	Weighted counts	13	28	2	3	1	28	6		4	31	8
	Column Comparisons											
NET: Reliant	% within column	79%	76%	77%	75%	84%	77%	77%	**	72%	77%	74%
	Weighted counts	2,259	3,827	367	224	151	3,420	1,146		213	4,355	576
	Column Comparisons	a				b c	C	C				
NET: Not reliant	% within column	10%	11%	13%	13%	6%	11%	11%	**	12%	11%	13%
	Weighted counts	283	538	62	38	10	480	163		37	612	99
	Column Comparisons			d	d							
Effective Column n	% within column											
	Weighted counts	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390	487
Column Comparisons												
Average		1.9	2.0	2.0	2.0	1.8	2.0	2.0	3.5	2.1	2.0	2.0
Standard Deviation		1.0	1.1	1.1	1.1	.9	1.1	1.1	1.0	1.1	1.1	1.1
Unweighted base		2,807	3,635	744	714	700	3,993	1,789	11	315	5,478	782

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							
		QJ6: Annual household income				QJ2: Internet usage			
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
	% within column	37%	37%	33%	36%	49%	38%	59%	39%
<b>Very reliant (1)</b>	Weighted counts	294	439	340	190	796	2,143	199	2,349
	Column Comparisons					A B C D E		A	-
	% within column	39%	42%	42%	39%	30%	38%	30%	37%
<b>Fairly reliant</b>	Weighted counts	312	498	431	208	485	2,117	99	2,220
	Column Comparisons	f	F	F	f		b		-
	% within column	13%	12%	13%	14%	10%	12%	4%	12%
<b>Neither reliant nor not reliant</b>	Weighted counts	101	145	130	74	166	697	13	711
	Column Comparisons						B		-
	% within column	8%	7%	9%	6%	7%	8%	6%	7%
<b>Not very reliant</b>	Weighted counts	63	80	92	33	109	424	21	446
	Column Comparisons								-
	% within column	4%	3%	3%	5%	3%	4%	1%	3%
<b>Not at all reliant (5)</b>	Weighted counts	29	30	31	29	53	200	2	203
	Column Comparisons						b		-
	% within column	1%	1%	0%	0%	1%	1%	0%	1%
<b>I don't know</b>	Weighted counts	4	8	4	1	9	31	1	34
	Column Comparisons								-
	% within column	75%	78%	75%	74%	79%	76%	89%	77%
<b>NET: Reliant</b>	Weighted counts	606	937	771	398	1,281	4,260	298	4,568
	Column Comparisons							A	-
	% within column	11%	9%	12%	12%	10%	11%	7%	11%
<b>NET: Not reliant</b>	Weighted counts	92	110	123	62	162	625	23	649
	Column Comparisons								-
	% within column								
<b>Effective Column n</b>	Weighted counts	499	815	699	382	706	3,462	118	3,587
	Column Comparisons								
<b>Average</b>		2.0	2.0	2.1	2.1	1.8	2.0	1.6	2.0
<b>Standard Deviation</b>		1.1	1.0	1.0	1.1	1.1	1.1	.9	1.1
<b>Unweighted base</b>		806	1,316	1,131	620	1,138	5,594	191	5,793

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	Demographics										
	Methodology			Quarter				Gender		Age	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
<b>Weighted base</b>	5,928	2,559	3,368	1,417	1,526	1,464	1,520	2,905	3,023	825	1,918
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	Demographics										
	Age				SEG						Working status
	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
	Weighted base										
	1,906	673	606	1,278	3,143	2,784	1,363	1,780	1,291	1,493	3,052
<b>Columns</b>	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	Demographics										
	Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year
Weighted base	2,852	4,980	475	295	178	4,424	1,492	12	293	5,634	770
Columns	B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total
	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Weighted base	799	1,192	1,023	535	1,609	5,582	333	5,928
Columns	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ). Part 8 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very reliant (1)	% within column	41%	48%	36%	40%	41%	40%	42%	39%	43%	38%	40%	43%
	Weighted counts	2,439	1,221	1,218	570	636	596	637	1,130	1,309	317	782	824
	Column Comparisons	-	B							a			
Fairly reliant	% within column	38%	33%	42%	39%	38%	37%	39%	38%	38%	43%	39%	37%
	Weighted counts	2,274	857	1,417	549	577	549	599	1,111	1,163	356	757	715
	Column Comparisons	-	A							e			
Neither reliant nor not reliant	% within column	12%	9%	15%	13%	13%	12%	12%	14%	10%	11%	13%	12%
	Weighted counts	727	230	498	180	193	176	179	409	318	88	247	225
	Column Comparisons	-	A							b			
Not very reliant	% within column	5%	6%	4%	5%	5%	6%	4%	6%	5%	5%	4%	5%
	Weighted counts	305	152	153	77	79	87	62	165	140	42	82	99
	Column Comparisons	-											
Not at all reliant (5)	% within column	3%	3%	2%	3%	2%	3%	3%	3%	2%	2%	2%	2%
	Weighted counts	160	79	80	41	36	38	44	84	75	21	47	40
	Column Comparisons	-											
I don't know	% within column	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%
	Weighted counts	57	25	32	9	14	28	6	22	35	11	21	5
	Column Comparisons	-	d										
		c											
		c											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG						Working status		UK nation
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Very reliant (1)</b>	% within column	40%	41%	40%	43%	38%	44%	43%	39%	38%	41%	41%	41%
	Weighted counts	269	247	516	1,365	1,074	599	766	509	565	1,243	1,185	2,058
	Column Comparisons			-	-	-	f						
<b>Fairly reliant</b>	% within column	36%	33%	35%	37%	39%	38%	37%	40%	38%	40%	37%	38%
	Weighted counts	243	202	444	1,180	1,094	514	666	522	572	1,215	1,050	1,897
	Column Comparisons			-	-	-							
<b>Neither reliant nor not reliant</b>	% within column	13%	13%	13%	11%	14%	10%	12%	13%	14%	12%	12%	13%
	Weighted counts	85	82	167	343	384	131	212	166	218	366	356	635
	Column Comparisons			-	-	-				c			
<b>Not very reliant</b>	% within column	7%	5%	6%	5%	5%	5%	5%	5%	5%	5%	5%	5%
	Weighted counts	49	33	82	166	139	75	91	62	77	148	156	253
	Column Comparisons			-	-	-							
<b>Not at all reliant (5)</b>	% within column	3%	6%	4%	2%	3%	3%	2%	2%	4%	2%	3%	2%
	Weighted counts	19	34	52	77	82	43	34	28	54	76	83	117
	Column Comparisons		b c	-	-	-							
<b>I don't know</b>	% within column	1%	2%	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Weighted counts	8	12	19	28	29	6	21	9	20	20	33	49
	Column Comparisons		c	-	-	-							

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels													
	% within column	38%	40%	46%	41%	40%	**	34%	41%	36%	41%	38%	39%
<b>Very reliant (1)</b>	Weighted counts	180	119	83	1,847	592		102	2,338	281	328	459	397
	Column Comparisons												
	% within column	42%	38%	36%	38%	40%	**	40%	38%	37%	37%	42%	41%
<b>Fairly reliant</b>	Weighted counts	200	112	65	1,675	596		119	2,155	286	295	504	423
	Column Comparisons											f	f
	% within column	10%	10%	8%	12%	12%	**	15%	12%	14%	13%	13%	12%
<b>Neither reliant nor not reliant</b>	Weighted counts	49	29	15	543	179		45	682	112	101	155	126
	Column Comparisons												
	% within column	5%	8%	2%	5%	5%	**	5%	5%	6%	6%	5%	5%
<b>Not very reliant</b>	Weighted counts	25	24	4	227	77		15	290	43	45	57	52
	Column Comparisons		D										
	% within column	5%	4%	5%	2%	3%	**	4%	3%	4%	4%	2%	2%
<b>Not at all reliant (5)</b>	Weighted counts	22	13	8	111	48		13	147	35	30	20	24
	Column Comparisons									c			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	I don't know/ I prefer not to answer	QJ2: Internet usage		
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		£50,000+ per year		NET: Internet user	NET: Internet non-user	Total
	% within column	41%	47%	41%	41%	41%
<b>Very reliant (1)</b>	Weighted counts	217	758	2,295	136	2,439
	Column Comparisons	a c d				-
	% within column	42%	33%	39%	23%	38%
<b>Fairly reliant</b>	Weighted counts	225	541	2,197	75	2,274
	Column Comparisons	B				-
	% within column	10%	11%	12%	15%	12%
<b>Neither reliant nor not reliant</b>	Weighted counts	56	177	674	51	727
	Column Comparisons					-
	% within column	3%	6%	5%	10%	5%
<b>Not very reliant</b>	Weighted counts	18	90	273	32	305
	Column Comparisons	a				-
	% within column	3%	2%	2%	8%	3%
<b>Not at all reliant (5)</b>	Weighted counts	15	36	131	28	160
	Column Comparisons	A				-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
	% within column	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%
I don't know	Weighted counts	57	25	32	9	14	28	6	22	35	11	21	5
	Column Comparisons	-					d				c	c	
Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	79%	81%	78%	79%	79%	78%	81%	77%	81%	81%	79%	81%
NET: Reliant	Weighted counts	4,713	2,078	2,636	1,119	1,213	1,146	1,236	2,241	2,472	673	1,539	1,539
	Column Comparisons	-	b							A			
	% within column	8%	9%	7%	8%	8%	8%	7%	9%	7%	8%	7%	7%
NET: Not reliant	Weighted counts	465	231	233	118	115	125	106	249	215	63	129	138
	Column Comparisons	-	b										
	% within column												
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		1.9	1.8	1.9	1.9	1.9	1.9	1.9	2.0	1.8	1.9	1.9	1.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	% within column	1%	2%	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%
I don't know	Weighted counts	8	12	19	28	29	6	21	9	20	20	33	49
	Column Comparisons		c	-	-	-							
Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know	% within column	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Weighted counts	673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-
	% within column	76%	74%	75%	81%	77%	81%	80%	79%	76%	80%	78%	79%
NET: Reliant	Weighted counts	513	449	960	2,546	2,168	1,113	1,433	1,031	1,136	2,458	2,236	3,954
	Column Comparisons			-	-	-	f						
	% within column	10%	11%	10%	8%	8%	9%	7%	7%	9%	7%	8%	7%
NET: Not reliant	Weighted counts	68	66	134	244	221	118	126	90	130	224	239	370
	Column Comparisons			-	-	-							
	% within column												
Effective Column n	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
	Column Comparisons												
Average		2.0	2.0	2.0	1.9	1.9	1.9	1.8	1.9	2.0	1.9	1.9	1.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 12

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	% within column	0%	1%	2%	1%	0%	**	1%	1%	3%	0%	0%	0%
I don't know	Weighted counts	2	2	4	50	7		3	53	21	4	6	4
	Column Comparisons			b c						b c d			
Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know	% within column	100%	100%	100%	100%	100%	**	100%	100%	100%	100%	100%	100%
	Weighted counts	477	298	179	4,452	1,498		297	5,665	779	803	1,199	1,027
	Column Comparisons	-	-	-	-	-		-	-	-	-	-	-
	% within column	80%	78%	83%	79%	79%	**	74%	79%	73%	78%	80%	80%
NET: Reliant	Weighted counts	380	231	148	3,521	1,187		221	4,493	567	623	963	821
	Column Comparisons				c	c						a	a
	% within column	10%	12%	7%	8%	8%	**	9%	8%	10%	9%	6%	7%
NET: Not reliant	Weighted counts	47	36	12	337	125		28	437	78	75	77	77
	Column Comparisons		d										
	% within column												
Effective Column n	Weighted counts	459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
	Column Comparisons												

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	% within column	1%	1%	1%	3%	1%
<b>I don't know</b>	Weighted counts	6	16	43	11	57
	Column Comparisons				A	-
<b>Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know</b>	% within column	100%	100%	100%	100%	100%
	Weighted counts	536	1,618	5,613	334	5,962
	Column Comparisons	-	-	-	-	-
	% within column	82%	80%	80%	63%	79%
<b>NET: Reliant</b>	Weighted counts	442	1,299	4,492	211	4,713
	Column Comparisons	a	a	B		-
	% within column	6%	8%	7%	18%	8%
<b>NET: Not reliant</b>	Weighted counts	32	126	404	60	465
	Column Comparisons				A	-
	% within column					
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Average</b>	1.9	1.8	1.9	1.9	1.9	1.9	1.9	2.0	1.8	1.9	1.9	1.9
<b>Standard Deviation</b>	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
<b>Unweighted base</b>	5,781	1,438	4,343	1,385	1,491	1,419	1,486	2,781	3,000	824	1,984	1,856
<b>Weighted base</b>	5,905	2,539	3,366	1,416	1,521	1,447	1,521	2,900	3,006	824	1,916	1,903
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Average</b>	2.0	2.0	2.0	1.9	1.9	1.9	1.8	1.9	2.0	1.9	1.9	1.9
<b>Standard Deviation</b>	1.0	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
<b>Unweighted base</b>	617	500	1,116	3,208	2,573	1,417	1,791	1,155	1,418	2,957	2,796	3,630
<b>Weighted base</b>	666	597	1,262	3,132	2,773	1,362	1,771	1,288	1,485	3,049	2,832	4,959
<b>Columns</b>	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 10 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
<b>Average</b>	2.0	2.0	1.8	1.9	1.9	2.9	2.0	1.9	2.0	1.9	1.9	1.9
<b>Standard Deviation</b>	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.0	1.1	1.0	.9	1.0
<b>Unweighted base</b>	742	718	691	3,983	1,787	11	317	5,464	777	807	1,318	1,132
<b>Weighted base</b>	475	296	175	4,402	1,492	12	294	5,612	757	799	1,194	1,023
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 11 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Average</b>	1.8	1.8	1.9	2.2	<b>1.9</b>
<b>Standard Deviation</b>	.9	1.0	1.0	1.3	<b>1.0</b>
<b>Unweighted base</b>	615	1,132	5,586	187	<b>5,781</b>
<b>Weighted base</b>	530	1,602	5,570	323	<b>5,905</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		
		Yes	No	I don't know
<b>Very reliant (1)</b>	% within column	26%	41%	20%
	Weighted counts	124	2,192	33
	Column Comparisons		A C	
<b>Fairly reliant</b>	% within column	45%	37%	32%
	Weighted counts	218	1,950	51
	Column Comparisons	b c		
<b>Neither reliant nor not reliant</b>	% within column	17%	11%	27%
	Weighted counts	81	586	44
	Column Comparisons	b		a B
<b>Not very reliant</b>	% within column	8%	7%	9%
	Weighted counts	38	392	15
	Column Comparisons			
<b>Not at all reliant (5)</b>	% within column	4%	3%	3%
	Weighted counts	17	180	6
	Column Comparisons			
<b>I don't know</b>	% within column	0%	0%	8%
	Weighted counts	2	19	13
	Column Comparisons			A B
<b>NET: Reliant</b>	% within column	71%	78%	52%
	Weighted counts	343	4,142	84
	Column Comparisons	C	a C	
<b>NET: Not reliant</b>	% within column	11%	11%	13%
	Weighted counts	55	572	21
	Column Comparisons			
<b>Effective Column n</b>	% within column			
	Weighted counts	325	3,150	112
	Column Comparisons			
<b>Average</b>		2.2	1.9	2.4
<b>Standard Deviation</b>		1.0	1.1	1.1
<b>Unweighted base</b>		525	5,100	168
<b>Weighted base</b>		479	5,300	149
<b>Columns</b>		A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		
		Yes	No	I don't know
<b>Very reliant (1)</b>	% within column	28%	40%	12%
	Weighted counts	73	2,265	11
	Column Comparisons	c	a C	
<b>Fairly reliant</b>	% within column	45%	37%	29%
	Weighted counts	120	2,074	26
	Column Comparisons	b c		
<b>Neither reliant nor not reliant</b>	% within column	14%	12%	27%
	Weighted counts	37	649	25
	Column Comparisons			a B
<b>Not very reliant</b>	% within column	9%	7%	15%
	Weighted counts	24	408	13
	Column Comparisons			
<b>Not at all reliant (5)</b>	% within column	4%	3%	6%
	Weighted counts	9	188	6
	Column Comparisons			
<b>I don't know</b>	% within column	0%	0%	11%
	Weighted counts	1	24	10
	Column Comparisons			A B
<b>NET: Reliant</b>	% within column	73%	77%	41%
	Weighted counts	193	4,339	37
	Column Comparisons	C	C	
<b>NET: Not reliant</b>	% within column	13%	11%	21%
	Weighted counts	34	596	19
	Column Comparisons			
<b>Effective Column n</b>	% within column			
	Weighted counts	170	3,354	63
	Column Comparisons			
<b>Average</b>		2.2	2.0	2.7
<b>Standard Deviation</b>		1.0	1.1	1.1
<b>Unweighted base</b>		275	5,426	92
<b>Weighted base</b>		263	5,584	81
<b>Columns</b>		A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		
		Yes	No	I don't know
<b>Very reliant (1)</b>	% within column	32%	42%	26%
	<i>n</i>	181	2,074	40
<b>Fairly reliant</b>	% within column	40%	38%	37%
	<i>n</i>	217	2,044	70
<b>Neither reliant nor not reliant</b>	% within column	17%	11%	22%
	<i>n</i>	75	605	43
<b>Not very reliant</b>	% within column	7%	5%	4%
	<i>n</i>	33	243	8
<b>Not at all reliant (5)</b>	% within column	3%	3%	3%
	<i>n</i>	19	124	5
<b>I don't know</b>	% within column	0%	1%	9%
	<i>n</i>	4	35	16
<b>Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know</b>	% within column	<b>100%</b>	<b>100%</b>	<b>100%</b>
	<i>n</i>	<b>529</b>	<b>5,125</b>	<b>182</b>
<b>NET: Reliant</b>	% within column	73%	80%	62%
	<i>n</i>	398	4,118	110
<b>NET: Not reliant</b>	% within column	10%	8%	7%
	<i>n</i>	52	367	13
<b>Average</b>		2.1	1.9	2.1
<b>Standard Deviation</b>		1.0	1.0	1.0
<b>Unweighted base</b>		525	5,090	166
<b>Weighted base</b>		479	5,278	148
<b>Columns</b>		A	B	C

Filter: Q3 2017 - Q2 2018; Weight: Demographic, Geographic & Evaluative Weight; base n = 5836; total n = 5962; 126 missing; effective sample size = 3587 (61%); 61% filtered out

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		
		Yes	No	I don't know
<b>Very reliant (1)</b>	% within column	31%	42%	16%
	<i>n</i>	90	2,190	15
<b>Fairly reliant</b>	% within column	39%	38%	29%
	<i>n</i>	107	2,194	30
<b>Neither reliant nor not reliant</b>	% within column	18%	12%	29%
	<i>n</i>	49	641	33
<b>Not very reliant</b>	% within column	5%	5%	9%
	<i>n</i>	12	264	8
<b>Not at all reliant (5)</b>	% within column	6%	2%	6%
	<i>n</i>	14	129	5
<b>I don't know</b>	% within column	1%	1%	12%
	<i>n</i>	4	39	12
<b>Very reliant + Fairly reliant + Neither reliant nor not reliant + Not very reliant + Not at all reliant + I don't know</b>	% within column	<b>100%</b>	<b>100%</b>	<b>100%</b>
	<i>n</i>	<b>276</b>	<b>5,457</b>	<b>103</b>
<b>NET: Reliant</b>	% within column	70%	80%	44%
	<i>n</i>	197	4,384	45
<b>NET: Not reliant</b>	% within column	11%	8%	15%
	<i>n</i>	26	393	13
<b>Average</b>		2.1	1.9	2.6
<b>Standard Deviation</b>		1.1	1.0	1.1
<b>Unweighted base</b>		272	5,418	91
<b>Weighted base</b>		260	5,566	79
<b>Columns</b>		A	B	C

Filter: Q3 2017 - Q2 2018; Weight: Demographic, Geographic & Evaluative Weight; base n = 5836; total n = 5962; 126 missing; effective sample size = 3587 (61%); 61% filtered out



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	32%	44%	23%	30%	33%	32%	34%	33%	32%	31%	30%	33%
	Weighted counts	1,934	1,138	796	428	513	471	522	954	980	256	581	638
	Column Comparisons	-	B										
Fairly satisfied	% within column	45%	42%	48%	48%	45%	45%	43%	44%	46%	49%	47%	44%
	Weighted counts	2,691	1,076	1,616	680	696	658	658	1,290	1,401	409	913	839
	Column Comparisons	-		A									
Neither satisfied nor dissatisfied	% within column	14%	9%	19%	15%	14%	15%	15%	14%	15%	12%	16%	14%
	Weighted counts	863	225	638	212	211	215	225	413	450	104	309	271
	Column Comparisons	-		A									
Fairly dissatisfied	% within column	5%	3%	7%	5%	5%	6%	5%	6%	5%	4%	4%	6%
	Weighted counts	318	77	241	71	74	94	78	178	140	35	80	114
	Column Comparisons	-		A					b				
Very dissatisfied (5)	% within column	2%	1%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%
	Weighted counts	103	31	72	23	26	25	30	61	42	9	41	34
	Column Comparisons	-		a									
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%
	Weighted counts	52	17	35	11	15	12	14	25	28	22	14	11
	Column Comparisons	-									b c d e		
NET: Satisfied	% within column	78%	86%	71%	78%	79%	77%	77%	77%	78%	80%	77%	77%
	Weighted counts	4,625	2,214	2,412	1,108	1,209	1,129	1,180	2,244	2,381	665	1,494	1,478
	Column Comparisons	-	B										
NET: Dissatisfied	% within column	7%	4%	9%	7%	7%	8%	7%	8%	6%	5%	6%	8%
	Weighted counts	421	108	313	94	100	119	108	239	182	44	121	148
	Column Comparisons	-		A					b				
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
Column Comparisons													
Average		2.0	1.7	2.2	2.0	2.0	2.0	2.0	2.0	2.0	1.9	2.0	2.0
Standard Deviation		.9	.8	.9	.9	.9	.9	.9	1.0	.9	.8	.9	.9
Unweighted base		5,786	1,441	4,345	1,388	1,493	1,425	1,480	2,780	3,006	819	1,991	1,855
Weighted base		5,910	2,546	3,363	1,414	1,520	1,463	1,513	2,897	3,013	813	1,923	1,897
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?		Age			SEG					Working status		UK nation	
		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	38%	33%	36%	32%	33%	32%	32%	36%	30%	33%	32%	32%
	Weighted counts	257	202	459	1,010	924	432	578	465	459	1,000	923	1,624
	Column Comparisons	b		-	-	-							
Fairly satisfied	% within column	42%	41%	41%	47%	43%	48%	46%	42%	44%	47%	43%	45%
	Weighted counts	281	249	529	1,487	1,204	663	824	544	661	1,439	1,245	2,262
	Column Comparisons			-	-	-				b			
Neither satisfied nor dissatisfied	% within column	12%	16%	14%	12%	17%	11%	14%	16%	18%	14%	15%	15%
	Weighted counts	79	100	179	392	471	149	243	202	269	425	432	736
	Column Comparisons			-	-	-			c	C d			
Fairly dissatisfied	% within column	7%	7%	7%	6%	5%	6%	6%	4%	5%	5%	6%	5%
	Weighted counts	45	44	88	181	136	82	100	57	79	142	176	259
	Column Comparisons			-	-	-					a		
Very dissatisfied (5)	% within column	1%	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%	2%
	Weighted counts	8	12	20	62	42	33	29	19	22	42	60	84
	Column Comparisons			-	-	-							
I don't know	% within column	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	3	2	5	28	25	9	19	10	15	21	29	43
	Column Comparisons			-	-	-							
NET: Satisfied	% within column	80%	74%	77%	79%	76%	80%	78%	78%	74%	79%	76%	78%
	Weighted counts	539	451	988	2,497	2,128	1,095	1,402	1,009	1,119	2,439	2,168	3,885
	Column Comparisons			-	-	-	f				b		
NET: Dissatisfied	% within column	8%	9%	8%	8%	6%	8%	7%	6%	7%	6%	8%	7%
	Weighted counts	52	56	108	243	178	115	128	76	102	184	236	343
	Column Comparisons			-	-	-						a	
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Average	Column Comparisons												
		1.9	2.0	2.0	2.0	2.0	2.0	2.0	1.9	2.0	1.9	2.0	2.0
Standard Deviation		.9	1.0	1.0	.9	.9	.9	.9	.9	.9	.9	1.0	.9
Unweighted base		618	503	1,120	3,209	2,577	1,417	1,792	1,157	1,420	2,960	2,797	3,629
Weighted base		670	606	1,276	3,132	2,777	1,359	1,773	1,287	1,490	3,048	2,835	4,965
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics															
UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						
							Yes – I am house-ound	No – I am not house-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year			
NET:				Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
QJ2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?				31%	31%	40%	33%	30%	**	28%	33%	27%	29%	33%	30%
Very satisfied (1)				146	92	72	1,477	454		82	1,852	210	230	396	306
Column Comparisons						b c							a		
% within column				46%	46%	42%	45%	45%	**	46%	45%	44%	48%	44%	50%
Fairly satisfied				218	136	76	2,010	678		137	2,554	344	384	528	512
Column Comparisons															f
% within column				13%	14%	13%	14%	16%	**	18%	14%	19%	15%	15%	13%
Neither satisfied nor dissatisfied				62	42	23	624	235		53	810	149	124	180	134
Column Comparisons										d f					
% within column				7%	6%	2%	5%	6%	**	6%	5%	6%	6%	6%	5%
Fairly dissatisfied				36	19	4	225	93		19	299	50	44	72	52
Column Comparisons				d	d										
% within column				2%	2%	2%	2%	2%	**	1%	2%	2%	1%	1%	1%
Very dissatisfied (5)				10	7	3	77	26		2	101	18	12	17	15
Column Comparisons															
% within column				1%	1%	0%	1%	1%	**	1%	1%	1%	1%	1%	1%
I don't know				6	3	1	40	12		4	49	9	9	6	9
Column Comparisons															
% within column				76%	76%	83%	78%	76%	**	74%	78%	71%	76%	77%	80%
NET: Satisfied				364	228	148	3,487	1,132		219	4,406	553	613	924	818
Column Comparisons															a
% within column				9%	9%	4%	7%	8%	**	7%	7%	9%	7%	7%	7%
NET: Dissatisfied				45	25	7	301	119		21	400	68	56	89	67
Column Comparisons				d	d										
% within column															
Effective Column n				459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
Column Comparisons															
Average				2.0	2.0	1.8	2.0	2.0	2.4	2.0	2.0	2.1	2.0	2.0	2.0
Standard Deviation				1.0	1.0	.9	.9	.9	1.2	.9	.9	1.0	.9	.9	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
			I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ2: How satisfied are you overall with the postal services in terms of delivering value for money for sending £50,000+ per year mail?						
Very satisfied (1)	% within column	30%	39%	32%	44%	32%
	Weighted counts	159	634	1,778	149	1,934
	Column Comparisons	A B c D e			A	-
Fairly satisfied	% within column	47%	41%	46%	34%	45%
	Weighted counts	254	670	2,573	115	2,691
	Column Comparisons				b	-
Neither satisfied nor dissatisfied	% within column	15%	12%	15%	12%	14%
	Weighted counts	78	198	820	40	863
	Column Comparisons					-
Fairly dissatisfied	% within column	5%	4%	5%	5%	5%
	Weighted counts	28	71	300	17	318
	Column Comparisons					-
Very dissatisfied (5)	% within column	3%	2%	2%	2%	2%
	Weighted counts	14	29	96	8	103
	Column Comparisons					-
I don't know	% within column	1%	1%	1%	2%	1%
	Weighted counts	4	16	46	6	52
	Column Comparisons					-
NET: Satisfied	% within column	77%	81%	78%	79%	78%
	Weighted counts	412	1,304	4,351	263	4,625
	Column Comparisons	a				-
NET: Dissatisfied	% within column	8%	6%	7%	7%	7%
	Weighted counts	42	100	396	25	421
	Column Comparisons					-
Effective Column n	% within column					
	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					
Average		2.0	1.9	2.0	1.8	2.0
Standard Deviation		.9	.9	.9	1.0	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,786	1,441	4,345	1,388	1,493	1,425	1,480	2,780	3,006	819	1,991	1,855
<b>Weighted base</b>	5,910	2,546	3,363	1,414	1,520	1,463	1,513	2,897	3,013	813	1,923	1,897
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Unweighted base</b>	618	503	1,120	3,209	2,577	1,417	1,792	1,157	1,420	2,960	2,797	3,629
<b>Weighted base</b>	670	606	1,276	3,132	2,777	1,359	1,773	1,287	1,490	3,048	2,835	4,965
<b>Columns</b>	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	740	716	701	3,989	1,787	10	317	5,469	781	805	1,319	1,130
<b>Weighted base</b>	471	295	178	4,413	1,486	11	293	5,616	770	794	1,193	1,019
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	617	1,134	5,588	188	<b>5,786</b>
<b>Weighted base</b>	532	1,602	5,567	328	<b>5,910</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	44%	58%	34%	44%	42%	46%	46%	44%	45%	34%	42%	45%
	Weighted counts	2,650	1,478	1,172	624	645	679	703	1,294	1,356	284	804	854
	Column Comparisons	-	B									a	A
Fairly satisfied	% within column	40%	34%	44%	42%	41%	37%	39%	39%	40%	47%	42%	40%
	Weighted counts	2,373	872	1,501	597	636	547	593	1,143	1,230	390	811	767
	Column Comparisons	-		A							c D E	D e	D e
Neither satisfied or dissatisfied	% within column	9%	5%	13%	8%	10%	11%	9%	10%	9%	12%	10%	9%
	Weighted counts	566	121	445	110	160	161	136	291	275	96	200	176
	Column Comparisons	-		A									
Fairly dissatisfied	% within column	4%	2%	5%	4%	3%	4%	4%	4%	4%	4%	4%	3%
	Weighted counts	215	53	162	55	54	52	54	109	107	35	68	66
	Column Comparisons	-		A									
Very dissatisfied (5)	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	1%	2%	2%
	Weighted counts	115	25	90	29	29	28	28	65	50	12	37	43
	Column Comparisons	-		A									
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts	42	15	28	9	11	8	14	19	23	18	17	2
	Column Comparisons	-									C d	c	
NET: Satisfied	% within column	84%	92%	79%	86%	83%	83%	85%	83%	85%	81%	83%	85%
	Weighted counts	5,023	2,350	2,673	1,221	1,281	1,226	1,295	2,438	2,585	673	1,615	1,621
	Column Comparisons	-	B										
NET: Dissatisfied	% within column	6%	3%	7%	6%	5%	5%	5%	6%	5%	6%	5%	6%
	Weighted counts	330	78	252	85	83	81	82	174	157	47	105	109
	Column Comparisons	-		A									
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		1.8	1.5	2.0	1.8	1.8	1.8	1.8	1.8	1.8	1.9	1.8	1.8
Standard Deviation		.9	.8	1.0	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base		5,796	1,446	4,350	1,386	1,495	1,429	1,486	2,783	3,013	821	1,987	1,863
Weighted base		5,920	2,549	3,371	1,416	1,524	1,467	1,513	2,902	3,017	817	1,920	1,906
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
Age				SEG						Working status		UK nation						
65-74 years				75+ years		65+ (Net)		ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England		
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home				% within column		57%		53%	55%	46%	43%	45%	47%	46%	39%	44%	45%	44%
Very satisfied (1)				Weighted counts		383		325	708	1,458	1,192	614	845	603	589	1,340	1,301	2,223
				Column Comparisons		A B C		A B c	-	-	-	f	F	f				
				% within column		30%		33%	32%	40%	40%	41%	39%	37%	42%	40%	39%	40%
Fairly satisfied				Weighted counts		203		202	404	1,265	1,108	567	698	482	626	1,237	1,128	1,978
				Column Comparisons					-	-	-							
				% within column		7%		7%	7%	8%	11%	8%	8%	10%	12%	10%	9%	10%
Neither satisfied or dissatisfied				Weighted counts		50		43	94	252	315	111	141	132	182	300	261	483
				Column Comparisons					-	-	-			c d				
				% within column		3%		4%	4%	3%	4%	4%	3%	3%	4%	4%	4%	4%
Fairly dissatisfied				Weighted counts		19		26	46	106	109	49	58	44	65	113	101	183
				Column Comparisons					-	-	-							
				% within column		3%		1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
Very dissatisfied (5)				Weighted counts		18		5	23	61	54	20	41	28	25	60	53	101
				Column Comparisons					-	-	-							
				% within column		0%		1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	1%
I don't know				Weighted counts		0		6	6	17	25	8	9	8	18	17	22	39
				Column Comparisons				c	-	-	-							
				% within column		87%		87%	87%	86%	82%	86%	86%	84%	81%	84%	85%	84%
NET: Satisfied				Weighted counts		586		527	1,112	2,723	2,300	1,180	1,543	1,085	1,215	2,577	2,428	4,202
				Column Comparisons					-	-	-	f	f					
				% within column		6%		5%	5%	5%	6%	5%	6%	6%	6%	6%	5%	6%
NET: Dissatisfied				Weighted counts		37		32	69	168	162	68	99	72	90	174	153	285
				Column Comparisons					-	-	-							
				% within column														
Effective Column n				Weighted counts		382		310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
				Column Comparisons														
Average						1.6		1.6	1.6	1.7	1.8	1.7	1.7	1.8	1.9	1.8	1.8	1.8
Standard Deviation						.9		.9	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base						621		504	1,124	3,217	2,579	1,416	1,801	1,156	1,423	2,959	2,808	3,636
Weighted base						673		603	1,275	3,143	2,777	1,360	1,783	1,290	1,487	3,051	2,843	4,969
Columns						D		E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QB7: Inability to leave home without help, due to illness or disability													
QJ6: Annual household income													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income		QJ2: Internet usage	
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home					Total
	% within column	39%	52%	44%	58%
<b>Very satisfied (1)</b>	Weighted counts	208	837	2,453	194
	Column Comparisons	a B c d E		A	-
	% within column	45%	37%	41%	23%
<b>Fairly satisfied</b>	Weighted counts	243	594	2,288	78
	Column Comparisons			B	-
	% within column	9%	7%	10%	9%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	48	109	533	31
	Column Comparisons				-
	% within column	4%	3%	4%	5%
<b>Fairly dissatisfied</b>	Weighted counts	19	49	198	17
	Column Comparisons				-
	% within column	2%	1%	2%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	13	14	113	2
	Column Comparisons				-
	% within column	1%	1%	0%	4%
<b>I don't know</b>	Weighted counts	5	16	28	12
	Column Comparisons			A	-
	% within column	84%	88%	84%	82%
<b>NET: Satisfied</b>	Weighted counts	450	1,431	4,741	273
	Column Comparisons	A b c			-
	% within column	6%	4%	6%	6%
<b>NET: Dissatisfied</b>	Weighted counts	33	62	311	19
	Column Comparisons				-
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		1.8	1.6	1.8	1.6
<b>Standard Deviation</b>		.9	.8	.9	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,796	1,446	4,350	1,386	1,495	1,429	1,486	2,783	3,013	821	1,987	1,863
<b>Weighted base</b>	5,920	2,549	3,371	1,416	1,524	1,467	1,513	2,902	3,017	817	1,920	1,906
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Unweighted base</b>	621	504	1,124	3,217	2,579	1,416	1,801	1,156	1,423	2,959	2,808	3,636
<b>Weighted base</b>	673	603	1,275	3,143	2,777	1,360	1,783	1,290	1,487	3,051	2,843	4,969
<b>Columns</b>	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	743	719	698	3,997	1,788	11	316	5,480	785	805	1,321	1,133
<b>Weighted base</b>	475	298	177	4,420	1,488	12	288	5,632	774	797	1,194	1,022
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	617	1,135	5,601	187	<b>5,796</b>
<b>Weighted base</b>	531	1,602	5,585	322	<b>5,920</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
Very satisfied (1)	% within column	47%	60%	36%	49%	45%	45%	47%	47%	46%	38%	44%
	Weighted counts	2,778	1,542	1,236	699	696	670	713	1,376	1,403	314	852
	Column Comparisons	-	B									a
Fairly satisfied	% within column	39%	32%	45%	38%	40%	39%	39%	37%	41%	43%	39%
	Weighted counts	2,338	819	1,519	543	619	578	597	1,095	1,242	360	759
	Column Comparisons	-		A						a		
Neither satisfied or dissatisfied	% within column	9%	5%	12%	9%	9%	10%	8%	10%	8%	10%	10%
	Weighted counts	526	117	409	124	138	142	121	280	246	84	197
	Column Comparisons	-		A								
Fairly dissatisfied	% within column	2%	1%	3%	2%	3%	3%	2%	2%	2%	4%	3%
	Weighted counts	145	28	117	23	39	47	37	72	73	33	62
	Column Comparisons	-		A							c	
Very dissatisfied (5)	% within column	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%
	Weighted counts	78	20	59	16	16	21	26	45	34	9	29
	Column Comparisons	-		a								
I don't know	% within column	2%	1%	2%	1%	2%	1%	2%	2%	1%	4%	2%
	Weighted counts	97	38	59	20	26	18	33	53	44	35	39
	Column Comparisons	-									b C d e	c
NET: Satisfied	% within column	86%	92%	81%	87%	86%	85%	86%	85%	87%	81%	83%
	Weighted counts	5,116	2,361	2,755	1,242	1,315	1,248	1,310	2,471	2,645	674	1,611
	Column Comparisons	-	B							a		
NET: Dissatisfied	% within column	4%	2%	5%	3%	4%	5%	4%	4%	4%	5%	5%
	Weighted counts	224	48	176	39	56	67	62	117	106	41	90
	Column Comparisons	-		A								
Effective Column n	% within column											
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233
Column Comparisons												
Average		1.7	1.5	1.9	1.7	1.7	1.7	1.7	1.7	1.7	1.8	1.8
Standard Deviation		.8	.7	.9	.8	.8	.9	.9	.9	.8	.9	.9
Unweighted base		5,742	1,432	4,310	1,371	1,483	1,420	1,468	2,754	2,988	800	1,969
Weighted base		5,865	2,526	3,340	1,405	1,509	1,457	1,494	2,869	2,997	800	1,898
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics															
Age					SEG						Working status				
					45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination															
Very satisfied (1)	% within column	49%	52%	53%	52%	48%	45%	49%	48%	48%	42%	47%			
	Weighted counts	940	350	322	672	1,530	1,248	671	860	618	630	1,445			
	Column Comparisons	A b	A b	A b	-	-	-	f	f	f					
Fairly satisfied	% within column	39%	37%	38%	37%	39%	40%	39%	39%	39%	40%	39%			
	Weighted counts	737	251	230	480	1,226	1,111	534	692	507	605	1,188			
	Column Comparisons				-	-	-								
Neither satisfied or dissatisfied	% within column	9%	6%	6%	6%	7%	11%	7%	7%	9%	12%	9%			
	Weighted counts	166	43	35	79	227	299	94	133	120	179	267			
	Column Comparisons				-	-	-				C d				
Fairly dissatisfied	% within column	2%	2%	1%	1%	3%	2%	3%	3%	2%	2%	3%			
	Weighted counts	32	10	9	19	87	58	37	50	23	34	93			
	Column Comparisons				-	-	-					b			
Very dissatisfied (5)	% within column	1%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%			
	Weighted counts	24	15	3	18	40	38	15	25	17	22	36			
	Column Comparisons				-	-	-								
I don't know	% within column	0%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%			
	Weighted counts	9	4	9	13	49	48	17	31	13	35	40			
	Column Comparisons				-	-	-								
NET: Satisfied	% within column	88%	89%	91%	90%	87%	84%	88%	87%	87%	82%	86%			
	Weighted counts	1,677	601	552	1,152	2,757	2,359	1,205	1,552	1,125	1,234	2,633			
	Column Comparisons	A b	A b	A B	-	-	-	F	f	f					
NET: Dissatisfied	% within column	3%	4%	2%	3%	4%	3%	4%	4%	3%	4%	4%			
	Weighted counts	55	25	12	37	128	96	52	76	40	56	129			
	Column Comparisons				-	-	-								
Effective Column n	% within column														
	Weighted counts	1,146	382	310	691	1,989	1,598	876	1,113	716	882	1,832			
Column Comparisons															
Average		1.7	1.6	1.6	1.6	1.7	1.7	1.7	1.7	1.7	1.8	1.7			
Standard Deviation		.8	.8	.7	.8	.8	.8	.8	.8	.8	.9	.8			
Unweighted base		1,856	616	501	1,116	3,186	2,556	1,408	1,778	1,151	1,405	2,943			
Weighted base		1,899	669	599	1,268	3,111	2,754	1,350	1,761	1,285	1,469	3,029			
Columns		C	D	E	F	A	B	C	D	E	F	A			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
										Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Very satisfied (1)	% within column	46%	46%	47%	46%	53%	47%	46%	**	35%	47%	40%
	Weighted counts	1,322	2,325	222	137	94	2,093	683		104	2,674	310
	Column Comparisons										a	
Fairly satisfied	% within column	40%	39%	43%	41%	38%	39%	40%	**	39%	39%	44%
	Weighted counts	1,145	1,944	204	122	67	1,731	601		114	2,223	339
	Column Comparisons											f
Neither satisfied or dissatisfied	% within column	9%	9%	7%	8%	7%	9%	10%	**	15%	9%	10%
	Weighted counts	252	456	34	24	12	380	143		44	482	74
	Column Comparisons									b		
Fairly dissatisfied	% within column	2%	3%	2%	2%	2%	2%	2%	**	7%	2%	2%
	Weighted counts	52	128	8	7	3	111	35		21	124	19
	Column Comparisons									B		
Very dissatisfied (5)	% within column	1%	1%	1%	1%	1%	1%	1%	**	1%	1%	2%
	Weighted counts	41	71	4	3	1	58	20		3	75	16
	Column Comparisons											
I don't know	% within column	2%	2%	1%	2%	1%	2%	1%	**	4%	2%	3%
	Weighted counts	53	85	5	5	2	79	17		10	86	20
	Column Comparisons									b		
NET: Satisfied	% within column	86%	85%	89%	87%	90%	86%	86%	**	74%	86%	83%
	Weighted counts	2,467	4,268	427	259	161	3,824	1,284		219	4,897	649
	Column Comparisons										A	
NET: Dissatisfied	% within column	3%	4%	2%	4%	2%	4%	4%	**	8%	4%	5%
	Weighted counts	92	198	11	10	4	169	55		24	199	35
	Column Comparisons									b		
Effective Column n	Weighted counts	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390	487
	Column Comparisons											
Average		1.7	1.7	1.7	1.7	1.6	1.7	1.7	2.1	2.0	1.7	1.8
Standard Deviation		.8	.8	.7	.8	.7	.8	.8	.8	1.0	.8	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination	Demographics										
	Methodology			Quarter				Gender		Age	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
<b>Unweighted base</b>	5,742	1,432	4,310	1,371	1,483	1,420	1,468	2,754	2,988	800	1,969
<b>Weighted base</b>	5,865	2,526	3,340	1,405	1,509	1,457	1,494	2,869	2,997	800	1,898
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination	Demographics										
	Age				SEG						Working status
	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
<b>Unweighted base</b>	1,856	616	501	1,116	3,186	2,556	1,408	1,778	1,151	1,405	2,943
<b>Weighted base</b>	1,899	669	599	1,268	3,111	2,754	1,350	1,761	1,285	1,469	3,029
<b>Columns</b>	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination	Demographics										
	Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year
<b>Unweighted base</b>	2,771	3,598	739	711	694	3,953	1,779	10	316	5,426	774
<b>Weighted base</b>	2,812	4,923	472	293	177	4,373	1,481	11	287	5,579	758
<b>Columns</b>	B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total
	£11,500 - £17,499	£17,500 - £29,999	£30,000 - £49,999	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
	per year	per year	per year	per year	per year	per year	per year	
<b>Unweighted base</b>	801	1,313	1,122	613	1,119	5,546	188	<b>5,742</b>
<b>Weighted base</b>	791	1,186	1,015	527	1,587	5,530	323	<b>5,865</b>
<b>Columns</b>	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	45%	59%	34%	43%	45%	45%	45%	45%	44%	37%	41%	45%
	Weighted counts	2,653	1,508	1,145	613	687	660	693	1,302	1,351	305	801	865
	Column Comparisons	-	B										a
Fairly satisfied	% within column	40%	34%	45%	42%	39%	40%	40%	39%	42%	41%	41%	42%
	Weighted counts	2,402	861	1,541	600	605	587	609	1,134	1,268	346	785	803
	Column Comparisons	-		A									
Neither satisfied or dissatisfied	% within column	9%	4%	14%	10%	10%	9%	9%	11%	8%	13%	11%	8%
	Weighted counts	560	95	466	143	148	136	133	308	252	107	206	161
	Column Comparisons	-		A					b		c D	d	
Fairly dissatisfied	% within column	3%	2%	4%	3%	4%	4%	3%	3%	3%	5%	4%	3%
	Weighted counts	199	52	147	36	57	56	51	101	98	44	85	50
	Column Comparisons	-		A							c D	c d	
Very dissatisfied (5)	% within column	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	2%	1%
	Weighted counts	81	17	64	19	18	23	20	42	39	17	32	22
	Column Comparisons	-		a									
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts	66	31	35	14	19	13	20	35	32	16	28	7
	Column Comparisons	-									c	c	
NET: Satisfied	% within column	85%	92%	79%	85%	84%	85%	85%	83%	86%	78%	82%	87%
	Weighted counts	5,055	2,368	2,687	1,213	1,292	1,247	1,303	2,436	2,619	651	1,586	1,669
	Column Comparisons	-	B							a			A B
NET: Dissatisfied	% within column	5%	3%	6%	4%	5%	5%	5%	5%	5%	7%	6%	4%
	Weighted counts	280	69	211	55	75	79	71	143	137	61	117	72
	Column Comparisons	-		A							c D e	c d e	
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		1.8	1.5	1.9	1.8	1.8	1.8	1.7	1.8	1.7	1.9	1.8	1.7
Standard Deviation		.9	.7	.9	.8	.9	.9	.9	.9	.8	1.0	.9	.8
Unweighted base		5,779	1,439	4,340	1,382	1,491	1,425	1,481	2,772	3,007	825	1,979	1,857
Weighted base		5,896	2,532	3,363	1,411	1,516	1,462	1,507	2,887	3,009	819	1,910	1,901
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	54%	52%	53%	46%	42%	47%	46%	44%	41%	44%	45%	45%
	Weighted counts	366	315	682	1,467	1,186	641	826	575	611	1,348	1,293	2,246
	Column Comparisons	A B c	A B c	-	-	-	f	f					
Fairly satisfied	% within column	37%	36%	36%	40%	41%	40%	40%	39%	42%	40%	41%	40%
	Weighted counts	251	216	467	1,262	1,140	553	710	512	628	1,229	1,166	1,985
	Column Comparisons			-	-	-							
Neither satisfied or dissatisfied	% within column	6%	8%	7%	8%	11%	8%	8%	10%	11%	10%	9%	9%
	Weighted counts	37	50	87	261	300	110	150	134	166	303	252	474
	Column Comparisons			-	-	-							
Fairly dissatisfied	% within column	1%	2%	2%	3%	4%	3%	3%	4%	4%	4%	3%	3%
	Weighted counts	6	15	21	89	111	35	54	47	63	113	85	168
	Column Comparisons			-	-	-							
Very dissatisfied (5)	% within column	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	7	3	9	45	36	16	29	16	20	46	35	73
	Column Comparisons			-	-	-							
I don't know	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	6	10	15	36	30	13	23	13	17	29	33	62
	Column Comparisons		c	-	-	-							
NET: Satisfied	% within column	92%	87%	90%	86%	83%	87%	86%	84%	82%	84%	86%	84%
	Weighted counts	618	532	1,148	2,729	2,326	1,194	1,535	1,087	1,239	2,577	2,459	4,231
	Column Comparisons	A B c	A b	-	-	-	f						
NET: Dissatisfied	% within column	2%	3%	2%	4%	5%	4%	5%	5%	6%	5%	4%	5%
	Weighted counts	13	17	30	134	146	51	83	63	83	159	120	241
	Column Comparisons			-	-	-							
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Column Comparisons													
Average		1.6	1.6	1.6	1.7	1.8	1.7	1.7	1.8	1.8	1.8	1.7	1.8
Standard Deviation		.7	.8	.8	.8	.9	.8	.9	.9	.9	.9	.8	.9
Unweighted base		617	501	1,117	3,202	2,577	1,413	1,789	1,155	1,422	2,955	2,796	3,621
Weighted base		668	599	1,265	3,124	2,772	1,355	1,769	1,284	1,488	3,040	2,831	4,946
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
NET:												
Scotland												
Wales												
Ireland												
Urban												
Rural												
Unknown												
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged												
% within column												
Weighted counts												
Column Comparisons												
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# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged					Total
	% within column	42%	52%	44%	58%
<b>Very satisfied (1)</b>	Weighted counts	225	842	2,451	194
	Column Comparisons	a B C d e		A	-
	% within column	43%	37%	41%	29%
<b>Fairly satisfied</b>	Weighted counts	229	593	2,303	98
	Column Comparisons			B	-
	% within column	8%	7%	10%	4%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	44	112	546	13
	Column Comparisons			b	-
	% within column	4%	2%	3%	5%
<b>Fairly dissatisfied</b>	Weighted counts	22	31	182	16
	Column Comparisons				-
	% within column	2%	1%	1%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	9	12	78	3
	Column Comparisons				-
	% within column	1%	2%	1%	3%
<b>I don't know</b>	Weighted counts	7	27	53	10
	Column Comparisons			a	-
	% within column	85%	89%	85%	87%
<b>NET: Satisfied</b>	Weighted counts	454	1,436	4,754	292
	Column Comparisons	a b c			-
	% within column	6%	3%	5%	6%
<b>NET: Dissatisfied</b>	Weighted counts	31	43	260	19
	Column Comparisons				-
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		1.8	1.6	1.8	1.6
<b>Standard Deviation</b>		.9	.8	.9	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,779	1,439	4,340	1,382	1,491	1,425	1,481	2,772	3,007	825	1,979	1,857
<b>Weighted base</b>	5,896	2,532	3,363	1,411	1,516	1,462	1,507	2,887	3,009	819	1,910	1,901
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base
	617	501	1,117	3,202	2,577	1,413	1,789	1,155	1,422	2,955	2,796	3,621
	668	599	1,265	3,124	2,772	1,355	1,769	1,284	1,488	3,040	2,831	4,946
Columns	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	744	716	698	3,984	1,785	10	317	5,462	784	805	1,318	1,128
<b>Weighted base</b>	476	296	178	4,396	1,489	11	288	5,608	771	796	1,190	1,019
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	615	1,129	5,582	189	<b>5,779</b>
<b>Weighted base</b>	529	1,591	5,560	324	<b>5,896</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
Very satisfied (1)	% within column	36%	50%	26%	35%	36%	37%	37%	36%	36%	32%	35%
	Weighted counts	2,150	1,273	877	500	546	544	559	1,049	1,101	270	675
	Column Comparisons	-	B									
Fairly satisfied	% within column	47%	42%	51%	49%	46%	46%	46%	46%	48%	50%	47%
	Weighted counts	2,799	1,072	1,727	702	712	678	707	1,351	1,448	421	910
	Column Comparisons	-		A								
Neither satisfied or dissatisfied	% within column	10%	4%	15%	9%	12%	10%	9%	11%	9%	10%	10%
	Weighted counts	608	114	494	135	181	148	143	320	288	86	202
	Column Comparisons	-		A								
Fairly dissatisfied	% within column	4%	2%	6%	4%	4%	5%	5%	4%	4%	4%	5%
	Weighted counts	261	58	203	52	62	68	78	129	132	32	94
	Column Comparisons	-		A								
Very dissatisfied (5)	% within column	1%	1%	2%	2%	2%	1%	1%	2%	1%	1%	2%
	Weighted counts	87	18	69	29	24	18	17	45	42	11	32
	Column Comparisons	-		a								
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	Weighted counts	58	29	29	7	9	19	22	28	30	15	25
	Column Comparisons	-									C	c
NET: Satisfied	% within column	83%	91%	77%	84%	82%	83%	83%	82%	84%	83%	82%
	Weighted counts	4,948	2,345	2,604	1,202	1,259	1,222	1,266	2,399	2,549	691	1,585
	Column Comparisons	-	B									
NET: Dissatisfied	% within column	6%	3%	8%	6%	6%	6%	6%	6%	6%	5%	6%
	Weighted counts	348	77	271	81	86	86	95	174	174	43	125
	Column Comparisons	-		A								
Effective Column n	% within column											
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233
Column Comparisons												
Average		1.9	1.6	2.1	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9
Standard Deviation		.9	.7	.9	.9	.9	.9	.9	.9	.9	.8	.9
Unweighted base		5,784	1,440	4,344	1,387	1,495	1,426	1,476	2,776	3,008	820	1,985
Weighted base		5,904	2,535	3,369	1,418	1,526	1,456	1,505	2,893	3,011	820	1,912
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Age				SEG					Working status	
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
<b>Very satisfied (1)</b>	% within column	38%	38%	36%	37%	37%	35%	38%	36%	38%	33%	38%
	Weighted counts	726	257	222	477	1,161	989	517	644	493	496	1,159
	Column Comparisons				-	-	-					b
<b>Fairly satisfied</b>	% within column	46%	46%	47%	47%	47%	47%	47%	48%	44%	48%	46%
	Weighted counts	872	311	286	597	1,495	1,304	637	857	576	728	1,401
	Column Comparisons				-	-	-					
<b>Neither satisfied or dissatisfied</b>	% within column	10%	9%	10%	10%	9%	12%	9%	9%	11%	12%	10%
	Weighted counts	197	62	61	123	281	327	127	154	146	181	304
	Column Comparisons				-	-	-					
<b>Fairly dissatisfied</b>	% within column	5%	4%	4%	4%	4%	4%	4%	5%	5%	4%	4%
	Weighted counts	87	27	22	48	139	122	55	83	60	63	134
	Column Comparisons				-	-	-					
<b>Very dissatisfied (5)</b>	% within column	1%	2%	1%	2%	2%	1%	2%	2%	1%	1%	1%
	Weighted counts	24	15	6	20	53	34	24	30	15	19	43
	Column Comparisons				-	-	-					
<b>I don't know</b>	% within column	0%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	3	2	13	15	31	27	8	23	8	18	27
	Column Comparisons			C	-	-	-					
<b>NET: Satisfied</b>	% within column	84%	84%	83%	84%	84%	82%	84%	84%	82%	81%	83%
	Weighted counts	1,597	568	507	1,074	2,656	2,293	1,154	1,502	1,069	1,224	2,561
	Column Comparisons				-	-	-					
<b>NET: Dissatisfied</b>	% within column	6%	6%	4%	5%	6%	6%	6%	6%	6%	5%	6%
	Weighted counts	111	42	27	69	192	156	79	113	74	82	177
	Column Comparisons				-	-	-					
<b>Effective Column n</b>	% within column											
	Weighted counts	1,146	382	310	691	1,989	1,598	876	1,113	716	882	1,832
Column Comparisons												
<b>Average</b>		1.9	1.9	1.8	1.8	1.9	1.9	1.8	1.9	1.9	1.9	1.8
<b>Standard Deviation</b>		.9	.9	.8	.9	.9	.9	.9	.9	.9	.9	.9
<b>Unweighted base</b>		1,859	619	501	1,119	3,205	2,579	1,418	1,787	1,158	1,421	2,957
<b>Weighted base</b>		1,905	672	596	1,266	3,129	2,776	1,360	1,769	1,289	1,486	3,042
<b>Columns</b>		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
										Yes – I am housebound	No – I am not housebound	Under £11,500 per year
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Very satisfied (1)	% within column	34%	36%	32%	36%	41%	37%	33%	**	29%	36%	32%
	Weighted counts	981	1,817	151	108	74	1,647	500		85	2,065	246
	Column Comparisons					b					a	
Fairly satisfied	% within column	48%	47%	52%	45%	45%	46%	49%	**	46%	47%	48%
	Weighted counts	1,389	2,336	247	135	81	2,064	729		137	2,662	377
	Column Comparisons											
Neither satisfied or dissatisfied	% within column	10%	10%	10%	12%	9%	10%	12%	**	14%	10%	13%
	Weighted counts	297	509	48	36	15	429	175		42	565	102
	Column Comparisons											f
Fairly dissatisfied	% within column	4%	4%	4%	5%	2%	4%	5%	**	5%	4%	5%
	Weighted counts	126	223	20	14	4	191	70		15	246	37
	Column Comparisons											
Very dissatisfied (5)	% within column	2%	1%	2%	1%	1%	2%	1%	**	3%	1%	1%
	Weighted counts	44	73	9	4	2	68	20		8	79	7
	Column Comparisons											
I don't know	% within column	1%	1%	1%	1%	1%	1%	0%	**	3%	1%	1%
	Weighted counts	28	51	3	2	2	53	5		10	48	10
	Column Comparisons									B		
NET: Satisfied	% within column	83%	83%	83%	81%	86%	83%	82%	**	75%	83%	80%
	Weighted counts	2,370	4,153	398	243	155	3,711	1,229		222	4,727	623
	Column Comparisons										a	
NET: Dissatisfied	% within column	6%	6%	6%	6%	4%	6%	6%	**	8%	6%	6%
	Weighted counts	170	296	29	17	7	259	89		23	325	45
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390	487
	Column Comparisons											
Average		1.9	1.9	1.9	1.9	1.8	1.9	1.9	2.1	2.0	1.9	1.9
Standard Deviation		.9	.9	.9	.9	.8	.9	.9	.8	.9	.9	.9
Unweighted base		2,798	3,631	742	715	696	3,983	1,790	11	315	5,469	785

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							
		QJ6: Annual household income					QJ2: Internet usage		
		£11,500 - £17,499	£17,500 - £29,999	£30,000 - £49,999	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	% within column	31%	34%	34%	32%	45%	35%	53%	36%
<b>Very satisfied (1)</b>	Weighted counts	248	410	351	171	723	1,968	178	2,150
	Column Comparisons					A B C D E		A	-
	% within column	49%	48%	48%	52%	43%	48%	31%	47%
<b>Fairly satisfied</b>	Weighted counts	391	570	491	276	693	2,690	103	2,799
	Column Comparisons						B		-
	% within column	12%	11%	11%	9%	8%	10%	7%	10%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	94	127	111	50	124	580	24	608
	Column Comparisons								-
	% within column	5%	6%	4%	5%	3%	4%	4%	4%
<b>Fairly dissatisfied</b>	Weighted counts	39	67	46	26	46	248	13	261
	Column Comparisons								-
	% within column	2%	2%	2%	1%	1%	1%	1%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	17	19	21	6	17	84	3	87
	Column Comparisons								-
	% within column	2%	1%	1%	1%	1%	1%	4%	1%
<b>I don't know</b>	Weighted counts	13	7	7	6	15	43	12	58
	Column Comparisons							A	-
	% within column	80%	82%	82%	83%	88%	83%	84%	83%
<b>NET: Satisfied</b>	Weighted counts	640	981	842	447	1,416	4,658	282	4,948
	Column Comparisons					a b c d			-
	% within column	7%	7%	7%	6%	4%	6%	5%	6%
<b>NET: Dissatisfied</b>	Weighted counts	57	85	67	32	62	332	16	348
	Column Comparisons								-
	% within column								
<b>Effective Column n</b>	Weighted counts	499	815	699	382	706	3,462	118	3,587
	Column Comparisons								
<b>Average</b>		2.0	1.9	1.9	1.9	1.7	1.9	1.6	1.9
<b>Standard Deviation</b>		.9	.9	.9	.8	.8	.9	.9	.9
<b>Unweighted base</b>		803	1,318	1,128	617	1,133	5,587	189	5,784

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	Demographics										
	Methodology			Quarter				Gender		Age	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
<b>Weighted base</b>	5,904	2,535	3,369	1,418	1,526	1,456	1,505	2,893	3,011	820	1,912
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	Demographics										
	Age				SEG						Working status
	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
<b>Weighted base</b>	1,905	672	596	1,266	3,129	2,776	1,360	1,769	1,289	1,486	3,042
<b>Columns</b>	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	Demographics										
	Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year
<b>Weighted base</b>	2,837	4,957	474	296	177	4,399	1,494	12	287	5,617	769
<b>Columns</b>	B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total
	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
	B	C	D	E	F	A	B	
<b>Weighted base</b>	790	1,193	1,020	530	1,603	5,570	322	<b>5,904</b>
<b>Columns</b>	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	36%	47%	28%	37%	36%	36%	35%	35%	37%	30%	34%	38%
	Weighted counts	2,150	1,202	948	526	552	531	541	1,033	1,117	251	664	718
	Column Comparisons	-	B										a
Fairly satisfied	% within column	42%	39%	44%	42%	39%	42%	44%	42%	42%	44%	42%	42%
	Weighted counts	2,500	1,010	1,489	599	603	620	677	1,230	1,270	371	808	795
	Column Comparisons	-		a									
Neither satisfied or dissatisfied	% within column	12%	7%	16%	12%	13%	13%	10%	12%	12%	14%	14%	11%
	Weighted counts	722	179	543	166	206	191	158	365	357	120	265	214
	Column Comparisons	-		A							d	d	
Fairly dissatisfied	% within column	6%	4%	8%	6%	7%	6%	6%	6%	6%	7%	6%	6%
	Weighted counts	374	113	261	88	106	89	91	185	189	56	118	121
	Column Comparisons	-		A									
Very dissatisfied (5)	% within column	2%	1%	3%	2%	3%	2%	3%	3%	2%	2%	3%	2%
	Weighted counts	136	33	103	28	45	23	39	81	55	14	53	35
	Column Comparisons	-		A									
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	2%	3%	2%	1%
	Weighted counts	81	27	54	18	23	21	20	28	53	22	30	24
	Column Comparisons	-								a			
NET: Satisfied	% within column	78%	86%	72%	79%	75%	78%	80%	77%	78%	75%	76%	79%
	Weighted counts	4,650	2,213	2,437	1,126	1,155	1,151	1,219	2,263	2,387	622	1,472	1,514
	Column Comparisons	-	B										
NET: Dissatisfied	% within column	9%	6%	11%	8%	10%	8%	9%	9%	8%	8%	9%	8%
	Weighted counts	510	146	364	116	151	112	130	266	244	71	171	156
	Column Comparisons	-		A									
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		2.0	1.7	2.1	1.9	2.0	1.9	1.9	2.0	1.9	2.0	2.0	1.9
Standard Deviation		1.0	.9	1.0	1.0	1.0	.9	1.0	1.0	1.0	.9	1.0	1.0
Unweighted base		5,750	1,434	4,316	1,378	1,482	1,417	1,473	2,773	2,977	815	1,970	1,845
Weighted base		5,881	2,537	3,344	1,407	1,512	1,454	1,507	2,894	2,987	813	1,908	1,884
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	39%	42%	40%	38%	34%	37%	38%	36%	33%	36%	36%	36%
	Weighted counts	263	254	517	1,187	963	512	675	472	492	1,119	1,024	1,799
	Column Comparisons	a	A b	-	-	-							
Fairly satisfied	% within column	42%	40%	41%	41%	43%	43%	40%	42%	43%	42%	42%	42%
	Weighted counts	283	242	523	1,304	1,196	588	716	543	653	1,281	1,208	2,108
	Column Comparisons			-	-	-							
Neither satisfied or dissatisfied	% within column	8%	11%	10%	11%	13%	10%	12%	13%	14%	12%	12%	12%
	Weighted counts	57	66	123	352	370	134	218	166	204	376	340	606
	Column Comparisons			-	-	-							
Fairly dissatisfied	% within column	7%	5%	6%	7%	6%	6%	7%	6%	6%	6%	6%	6%
	Weighted counts	48	31	78	206	168	81	125	72	96	196	178	307
	Column Comparisons			-	-	-							
Very dissatisfied (5)	% within column	3%	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%
	Weighted counts	19	15	34	73	63	37	37	29	34	67	68	122
	Column Comparisons			-	-	-							
I don't know	% within column	0%	0%	0%	1%	2%	1%	1%	1%	2%	1%	2%	1%
	Weighted counts	3	2	5	38	42	17	22	16	26	30	48	66
	Column Comparisons			-	-	-							
NET: Satisfied	% within column	81%	81%	81%	79%	77%	80%	78%	78%	76%	78%	78%	78%
	Weighted counts	546	495	1,040	2,491	2,159	1,100	1,391	1,014	1,145	2,400	2,232	3,907
	Column Comparisons			-	-	-							
NET: Dissatisfied	% within column	10%	7%	9%	9%	8%	9%	9%	8%	9%	9%	9%	9%
	Weighted counts	67	45	112	279	231	118	161	101	130	263	245	429
	Column Comparisons			-	-	-							
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Column Comparisons													
Average		1.9	1.9	1.9	1.9	2.0	1.9	1.9	1.9	2.0	2.0	2.0	2.0
Standard Deviation		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base		617	503	1,119	3,193	2,557	1,410	1,783	1,149	1,408	2,948	2,773	3,611
Weighted base		670	606	1,275	3,121	2,760	1,351	1,770	1,281	1,479	3,039	2,817	4,942
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QB7: Inability to leave home without help, due to illness or disability													
QJ6: Annual household income													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes		£50,000+ per year				
	% within column	32%	41%	36%	45%	36%
Very satisfied (1)	Weighted counts	172	656	1,994	149	2,150
	Column Comparisons		b		a	-
	% within column	46%	43%	42%	42%	42%
Fairly satisfied	Weighted counts	246	694	2,358	140	2,500
	Column Comparisons					-
	% within column	13%	9%	12%	7%	12%
Neither satisfied or dissatisfied	Weighted counts	67	146	697	23	722
	Column Comparisons			b		-
	% within column	6%	4%	6%	5%	6%
Fairly dissatisfied	Weighted counts	34	70	358	15	374
	Column Comparisons					-
	% within column	2%	2%	2%	1%	2%
Very dissatisfied (5)	Weighted counts	12	25	132	4	136
	Column Comparisons					-
	% within column	1%	2%	1%	1%	1%
I don't know	Weighted counts	5	29	75	3	81
	Column Comparisons					-
	% within column	78%	83%	78%	86%	78%
NET: Satisfied	Weighted counts	418	1,349	4,351	289	4,650
	Column Comparisons		A B c		a	-
	% within column	9%	6%	9%	6%	9%
NET: Dissatisfied	Weighted counts	46	94	489	19	510
	Column Comparisons					-
	% within column					
Effective Column n	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					
Average		2.0	1.8	2.0	1.8	2.0
Standard Deviation		1.0	.9	1.0	.9	1.0

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,750	1,434	4,316	1,378	1,482	1,417	1,473	2,773	2,977	815	1,970	1,845
<b>Weighted base</b>	5,881	2,537	3,344	1,407	1,512	1,454	1,507	2,894	2,987	813	1,908	1,884
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	Unweighted base	Weighted base	Columns									
	617	503	1,119	3,193	2,557	1,410	1,783	1,149	1,408	2,948	2,773	3,611
	670	606	1,275	3,121	2,760	1,351	1,770	1,281	1,479	3,039	2,817	4,942
	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	731	711	697	3,967	1,772	11	312	5,438	780	797	1,310	1,124
<b>Weighted base</b>	468	294	177	4,391	1,478	12	291	5,590	768	789	1,185	1,018
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	614	1,125	5,552	190	<b>5,750</b>
<b>Weighted base</b>	531	1,589	5,538	332	<b>5,881</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	28%	36%	22%	26%	29%	27%	29%	27%	29%	27%	27%	27%
	Weighted counts	1,662	910	751	376	442	400	443	784	878	228	525	510
	Column Comparisons	-	B										
Fairly satisfied	% within column	42%	42%	43%	43%	42%	41%	42%	43%	42%	45%	45%	42%
	Weighted counts	2,516	1,065	1,451	618	646	611	640	1,253	1,263	379	865	794
	Column Comparisons	-									e	E	e
Neither satisfied or dissatisfied	% within column	14%	11%	17%	14%	14%	15%	14%	15%	13%	15%	16%	14%
	Weighted counts	851	282	569	205	217	217	213	444	407	129	300	263
	Column Comparisons	-		A									
Fairly dissatisfied	% within column	11%	8%	12%	12%	9%	11%	10%	11%	11%	7%	9%	12%
	Weighted counts	632	208	424	165	145	166	155	309	323	55	173	233
	Column Comparisons	-		A									a b
Very dissatisfied (5)	% within column	4%	3%	5%	3%	5%	4%	3%	4%	4%	3%	3%	5%
	Weighted counts	239	74	165	49	73	64	53	108	131	22	54	96
	Column Comparisons	-		a									b
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%
	Weighted counts	62	25	37	12	11	16	23	23	39	22	20	12
	Column Comparisons	-									b c d		
NET: Satisfied	% within column	70%	77%	65%	70%	71%	69%	71%	70%	70%	73%	72%	68%
	Weighted counts	4,178	1,975	2,203	994	1,089	1,012	1,083	2,037	2,141	606	1,390	1,304
	Column Comparisons	-	B										
NET: Dissatisfied	% within column	15%	11%	17%	15%	14%	16%	14%	14%	15%	9%	12%	17%
	Weighted counts	871	281	590	214	218	231	208	417	454	77	227	329
	Column Comparisons	-		A									A B
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
Column Comparisons													
Average		2.2	2.0	2.3	2.2	2.2	2.2	2.2	2.2	2.2	2.1	2.1	2.3
Standard Deviation		1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.0	1.1
Unweighted base		5,779	1,441	4,338	1,383	1,493	1,424	1,479	2,779	3,000	816	1,988	1,853
Weighted base		5,900	2,538	3,362	1,413	1,524	1,459	1,504	2,898	3,002	813	1,917	1,896
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Age			SEG					Working status		UK nation	
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	28%	35%	31%	29%	26%	30%	29%	28%	25%	27%	29%	27%
	Weighted counts	189	210	400	923	738	408	515	362	377	835	818	1,371
	Column Comparisons		b c	-	-	-							
Fairly satisfied	% within column	40%	34%	37%	41%	44%	40%	41%	44%	43%	44%	40%	42%
	Weighted counts	271	206	476	1,296	1,220	553	743	572	648	1,362	1,145	2,125
	Column Comparisons			-	-	-					b		
Neither satisfied or dissatisfied	% within column	11%	14%	12%	13%	16%	13%	12%	13%	19%	14%	14%	15%
	Weighted counts	75	84	159	400	451	178	222	167	284	430	415	740
	Column Comparisons			-	-	-				c D e			
Fairly dissatisfied	% within column	14%	13%	13%	12%	9%	11%	12%	11%	8%	10%	11%	10%
	Weighted counts	94	77	171	371	261	155	215	145	117	317	314	523
	Column Comparisons	A b	a	-	-	-	f	f	f				
Very dissatisfied (5)	% within column	6%	4%	5%	5%	3%	5%	4%	3%	4%	3%	5%	4%
	Weighted counts	42	25	67	143	96	64	79	43	54	105	134	194
	Column Comparisons	a b		-	-	-							
I don't know	% within column	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	2	7	8	27	35	9	18	9	26	18	39	56
	Column Comparisons			-	-	-						a	
NET: Satisfied	% within column	68%	68%	68%	70%	70%	70%	70%	72%	68%	72%	69%	70%
	Weighted counts	460	417	876	2,219	1,958	961	1,258	934	1,025	2,198	1,963	3,496
	Column Comparisons			-	-	-					b		
NET: Dissatisfied	% within column	20%	17%	19%	16%	13%	16%	16%	14%	11%	14%	16%	14%
	Weighted counts	136	102	238	514	358	219	294	187	170	422	448	717
	Column Comparisons	A B	a b	-	-	-	f	f					
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Column Comparisons													
Average		2.3	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2
Standard Deviation		1.2	1.2	1.2	1.1	1.0	1.1	1.1	1.1	1.0	1.1	1.1	1.1
Unweighted base		619	503	1,121	3,211	2,568	1,417	1,794	1,156	1,412	2,962	2,789	3,624
Weighted base		672	602	1,273	3,133	2,767	1,359	1,774	1,288	1,479	3,050	2,825	4,952
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					
									Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
NET:			Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches			29%	29%	38%	28%	27%	**	22%	28%	25%	21%	27%	27%
Very satisfied (1)			137	87	68	1,260	399		65	1,597	195	166	321	282
Column Comparisons					a b c							b	b	
% within column			42%	38%	44%	42%	42%	**	41%	42%	39%	46%	41%	45%
Fairly satisfied			201	112	78	1,880	631		123	2,393	307	372	487	463
Column Comparisons														
% within column			12%	13%	10%	14%	15%	**	18%	14%	18%	15%	16%	13%
Neither satisfied or dissatisfied			55	38	18	628	220		52	799	139	119	190	136
Column Comparisons														
% within column			12%	15%	5%	11%	11%	**	10%	11%	11%	12%	12%	11%
Fairly dissatisfied			55	44	9	474	157		30	602	86	95	146	109
Column Comparisons			d	D										
% within column			5%	5%	2%	3%	6%	**	6%	4%	6%	6%	4%	3%
Very dissatisfied (5)			26	16	3	156	83		18	221	44	45	47	34
Column Comparisons			d	d		a								
% within column			1%	0%	2%	1%	0%	**	3%	1%	1%	1%	1%	0%
I don't know			3	1	3	55	7		10	52	8	7	9	3
Column Comparisons									b					
% within column			71%	67%	81%	71%	69%	**	63%	70%	64%	67%	67%	73%
NET: Satisfied			338	199	145	3,140	1,031		187	3,991	502	538	807	745
Column Comparisons					a b C					a				a
% within column			17%	20%	7%	14%	16%	**	16%	15%	17%	17%	16%	14%
NET: Dissatisfied			81	61	12	630	241		48	824	130	140	192	143
Column Comparisons			D	D							f	f	f	
% within column														
Effective Column n			459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
Column Comparisons														
Average			2.2	2.3	1.9	2.2	2.3	2.2	2.3	2.2	2.3	2.3	2.3	2.2
Standard Deviation			1.1	1.2	.9	1.1	1.1	.9	1.1	1.1	1.1	1.1	1.1	1.1

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income		QJ2: Internet usage	
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches					Total
	% within column	26%	35%	27%	37%
<b>Very satisfied (1)</b>	Weighted counts	138	560	1,531	123
	Column Comparisons	a B c d e		a	-
	% within column	42%	41%	43%	34%
<b>Fairly satisfied</b>	Weighted counts	226	662	2,401	114
	Column Comparisons			b	-
	% within column	13%	12%	14%	13%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	71	195	804	45
	Column Comparisons				-
	% within column	13%	8%	11%	11%
<b>Fairly dissatisfied</b>	Weighted counts	70	127	593	38
	Column Comparisons				-
	% within column	4%	3%	4%	2%
<b>Very dissatisfied (5)</b>	Weighted counts	22	47	232	7
	Column Comparisons				-
	% within column	2%	2%	1%	3%
<b>I don't know</b>	Weighted counts	9	26	50	9
	Column Comparisons			a	-
	% within column	68%	76%	70%	71%
<b>NET: Satisfied</b>	Weighted counts	363	1,222	3,932	236
	Column Comparisons	A b c e			-
	% within column	17%	11%	15%	13%
<b>NET: Dissatisfied</b>	Weighted counts	92	174	826	44
	Column Comparisons	f			-
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		2.3	2.0	2.2	2.1
<b>Standard Deviation</b>		1.1	1.0	1.1	1.1

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,779	1,441	4,338	1,383	1,493	1,424	1,479	2,779	3,000	816	1,988	1,853
<b>Weighted base</b>	5,900	2,538	3,362	1,413	1,524	1,459	1,504	2,898	3,002	813	1,917	1,896
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base
	619	503	1,121	3,211	2,568	1,417	1,794	1,156	1,412	2,962	2,789	3,624
	672	602	1,273	3,133	2,767	1,359	1,774	1,288	1,479	3,050	2,825	4,952
Columns	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	742	718	695	3,981	1,788	10	315	5,464	782	802	1,318	1,131
<b>Weighted base</b>	474	297	176	4,398	1,492	11	287	5,613	771	796	1,190	1,024
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	615	1,131	5,582	189	<b>5,779</b>
<b>Weighted base</b>	527	1,592	5,563	326	<b>5,900</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage		Demographics											
		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	21%	28%	15%	19%	21%	22%	21%	20%	21%	20%	23%	21%
	Weighted counts	1,235	726	509	270	330	320	315	595	641	167	450	398
	Column Comparisons	-	B									e	
Fairly satisfied	% within column	42%	47%	38%	43%	42%	40%	41%	41%	42%	50%	40%	41%
	Weighted counts	2,475	1,198	1,276	614	651	586	623	1,208	1,267	421	776	775
	Column Comparisons	-	B								B C d E		
Neither satisfied or dissatisfied	% within column	20%	16%	23%	22%	18%	20%	21%	20%	20%	16%	22%	20%
	Weighted counts	1,201	409	792	308	282	292	320	595	606	134	428	376
	Column Comparisons	-		A								a	
Fairly dissatisfied	% within column	12%	6%	17%	12%	13%	12%	11%	12%	12%	8%	9%	14%
	Weighted counts	722	153	569	177	197	183	165	346	376	70	181	269
	Column Comparisons	-		A									a B
Very dissatisfied (5)	% within column	5%	2%	7%	3%	4%	6%	6%	5%	4%	3%	4%	4%
	Weighted counts	279	54	226	46	61	81	90	148	132	25	81	84
	Column Comparisons	-		A				a					
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts	50	24	26	9	14	13	14	30	19	18	21	6
	Column Comparisons	-									c		
NET: Satisfied	% within column	62%	75%	53%	62%	64%	61%	61%	62%	63%	70%	63%	61%
	Weighted counts	3,710	1,924	1,786	884	981	907	939	1,802	1,908	588	1,226	1,173
	Column Comparisons	-	B								b C D E	e	e
NET: Dissatisfied	% within column	17%	8%	23%	16%	17%	18%	17%	17%	17%	11%	14%	19%
	Weighted counts	1,001	206	795	224	258	264	255	493	508	95	262	353
	Column Comparisons	-		A									A b
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
Column Comparisons													
Average		2.4	2.1	2.6	2.4	2.3	2.4	2.4	2.4	2.4	2.2	2.3	2.4
Standard Deviation		1.1	.9	1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.1
Unweighted base		5,790	1,438	4,352	1,388	1,491	1,427	1,484	2,778	3,012	818	1,989	1,860
Weighted base		5,912	2,540	3,373	1,416	1,521	1,462	1,513	2,891	3,021	817	1,916	1,902
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Age			SEG					Working status		UK nation	
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	18%	16%	17%	22%	20%	22%	21%	22%	18%	23%	18%	21%
	Weighted counts	121	99	219	684	551	306	378	280	272	706	525	1,035
	Column Comparisons										B		
Fairly satisfied	% within column	40%	38%	39%	41%	42%	40%	42%	44%	41%	42%	41%	41%
	Weighted counts	270	233	503	1,289	1,186	544	745	569	617	1,290	1,176	2,075
	Column Comparisons												
Neither satisfied or dissatisfied	% within column	20%	21%	21%	18%	22%	18%	19%	20%	24%	20%	20%	20%
	Weighted counts	134	130	264	584	617	252	332	255	362	608	582	1,024
	Column Comparisons									c d			
Fairly dissatisfied	% within column	15%	17%	16%	13%	11%	12%	13%	11%	12%	11%	14%	12%
	Weighted counts	99	102	201	405	317	168	237	137	181	324	397	601
	Column Comparisons	a b	A B	-	-	-						a	
Very dissatisfied (5)	% within column	7%	7%	7%	5%	4%	6%	5%	4%	4%	4%	5%	5%
	Weighted counts	47	43	89	170	109	89	82	51	58	119	157	227
	Column Comparisons	a	a	-	-	-						a	
I don't know	% within column	0%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	3	2	5	28	21	9	19	6	16	20	27	44
	Column Comparisons												
NET: Satisfied	% within column	58%	55%	56%	62%	62%	62%	63%	65%	59%	65%	59%	62%
	Weighted counts	391	332	722	1,973	1,737	850	1,123	848	889	1,997	1,701	3,110
	Column Comparisons								f		B		
NET: Dissatisfied	% within column	22%	24%	23%	18%	15%	19%	18%	14%	16%	14%	19%	17%
	Weighted counts	146	145	291	575	426	256	319	188	238	444	554	829
	Column Comparisons	A B	A B c	-	-	-						A	
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
	Column Comparisons												
Average		2.5	2.6	2.6	2.4	2.4	2.4	2.4	2.3	2.4	2.3	2.5	2.4
Standard Deviation		1.2	1.2	1.2	1.1	1.0	1.2	1.1	1.0	1.0	1.1	1.1	1.1
Unweighted base		620	503	1,122	3,212	2,578	1,417	1,795	1,158	1,420	2,964	2,797	3,629
Weighted base		671	606	1,276	3,131	2,781	1,358	1,773	1,292	1,489	3,049	2,838	4,964
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
								Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage		NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
	% within column	19%	20%	26%	21%	19%	**	20%	21%	17%	15%	22%	20%
<b>Very satisfied (1)</b>	Weighted counts	92	61	47	947	286		60	1,175	133	120	258	210
	Column Comparisons											b	b
	% within column	44%	39%	41%	42%	40%	**	45%	41%	36%	45%	41%	40%
<b>Fairly satisfied</b>	Weighted counts	209	117	74	1,875	597		133	2,341	281	357	493	412
	Column Comparisons												
	% within column	18%	19%	18%	20%	21%	**	18%	20%	24%	22%	20%	22%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	88	57	32	882	315		53	1,149	189	176	240	225
	Column Comparisons									f			
	% within column	13%	14%	10%	11%	15%	**	12%	12%	16%	14%	12%	12%
<b>Fairly dissatisfied</b>	Weighted counts	62	41	18	500	221		35	687	125	110	143	126
	Column Comparisons				a					f			
	% within column	5%	7%	4%	5%	5%	**	4%	5%	6%	4%	5%	5%
<b>Very dissatisfied (5)</b>	Weighted counts	23	21	7	202	77		13	266	45	34	58	48
	Column Comparisons												
	% within column	1%	0%	1%	1%	0%	**	1%	1%	1%	1%	1%	1%
<b>I don't know</b>	Weighted counts	3	1	1	46	3		3	46	6	5	7	7
	Column Comparisons				b								
	% within column	63%	60%	67%	63%	59%	**	65%	62%	53%	60%	63%	61%
<b>NET: Satisfied</b>	Weighted counts	301	178	121	2,822	883		193	3,517	414	478	751	622
	Column Comparisons											a	a
	% within column	18%	21%	14%	16%	20%	**	16%	17%	22%	18%	17%	17%
<b>NET: Dissatisfied</b>	Weighted counts	85	62	25	702	297		48	953	170	144	201	174
	Column Comparisons		d			a				f			
	% within column												
<b>Effective Column n</b>	Weighted counts	459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
	Column Comparisons												
<b>Average</b>		2.4	2.5	2.2	2.3	2.5	2.5	2.3	2.4	2.6	2.5	2.4	2.4
<b>Standard Deviation</b>		1.1	1.2	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.0	1.1	1.1

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	% within column	20%	25%	21%	24%	21%
Very satisfied (1)	Weighted counts	109	405	1,152	80	1,235
	Column Comparisons		a B			-
	% within column	41%	44%	41%	45%	42%
Fairly satisfied	Weighted counts	217	714	2,320	150	2,475
	Column Comparisons					-
	% within column	19%	17%	20%	17%	20%
Neither satisfied or dissatisfied	Weighted counts	104	268	1,141	57	1,201
	Column Comparisons					-
	% within column	12%	10%	12%	8%	12%
Fairly dissatisfied	Weighted counts	62	155	694	27	722
	Column Comparisons					-
	% within column	7%	4%	5%	4%	5%
Very dissatisfied (5)	Weighted counts	36	59	266	13	279
	Column Comparisons					-
	% within column	1%	1%	1%	2%	1%
I don't know	Weighted counts	7	18	40	7	50
	Column Comparisons				a	-
	% within column	61%	69%	62%	69%	62%
NET: Satisfied	Weighted counts	327	1,119	3,472	230	3,710
	Column Comparisons	a	A b c d e		a	-
	% within column	18%	13%	17%	12%	17%
NET: Dissatisfied	Weighted counts	98	214	961	40	1,001
	Column Comparisons					-
	% within column					
Effective Column n	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					
Average		2.4	2.2	2.4	2.2	2.4
Standard Deviation		1.1	1.0	1.1	1.0	1.1

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,790	1,438	4,352	1,388	1,491	1,427	1,484	2,778	3,012	818	1,989	1,860
<b>Weighted base</b>	5,912	2,540	3,373	1,416	1,521	1,462	1,513	2,891	3,021	817	1,916	1,902
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base
	620	503	1,122	3,212	2,578	1,417	1,795	1,158	1,420	2,964	2,797	3,629
	671	606	1,276	3,131	2,781	1,358	1,773	1,292	1,489	3,049	2,838	4,964
Columns	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	742	719	700	3,986	1,794	10	319	5,471	786	806	1,320	1,131
<b>Weighted base</b>	474	297	178	4,406	1,496	11	294	5,619	773	797	1,192	1,021
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	616	1,131	5,594	188	<b>5,790</b>
<b>Weighted base</b>	529	1,600	5,573	327	<b>5,912</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services		Demographics											
		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	30%	39%	23%	31%	30%	29%	31%	29%	31%	26%	29%	29%
	Weighted counts	1,798	1,011	787	444	459	423	472	846	952	220	569	555
	Column Comparisons	-	B										
Fairly satisfied	% within column	44%	41%	46%	42%	45%	43%	45%	44%	44%	44%	45%	46%
	Weighted counts	2,617	1,049	1,569	605	688	641	682	1,286	1,331	363	878	883
	Column Comparisons	-		a								d	d
Neither satisfied or dissatisfied	% within column	16%	10%	20%	16%	16%	16%	14%	17%	15%	19%	16%	15%
	Weighted counts	929	249	681	230	238	241	220	488	442	156	304	286
	Column Comparisons	-		A									
Fairly dissatisfied	% within column	4%	3%	5%	5%	4%	4%	4%	4%	5%	5%	3%	4%
	Weighted counts	251	75	177	70	58	62	62	114	137	39	64	85
	Column Comparisons	-		A									
Very dissatisfied (5)	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
	Weighted counts	112	30	82	23	35	26	28	59	53	20	40	31
	Column Comparisons	-		a									
I don't know	% within column	4%	6%	3%	4%	4%	6%	4%	4%	4%	4%	4%	4%
	Weighted counts	255	151	104	54	56	82	63	129	125	36	83	68
	Column Comparisons	-	B										
NET: Satisfied	% within column	74%	80%	69%	74%	75%	72%	76%	73%	75%	70%	75%	75%
	Weighted counts	4,415	2,060	2,355	1,049	1,147	1,064	1,155	2,131	2,283	584	1,447	1,438
	Column Comparisons	-	B										
NET: Dissatisfied	% within column	6%	4%	8%	7%	6%	6%	6%	6%	6%	7%	5%	6%
	Weighted counts	364	105	259	93	93	88	89	173	190	59	104	116
	Column Comparisons	-		A									
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		2.0	1.8	2.1	2.0	2.0	2.0	2.0	2.0	2.0	2.1	2.0	2.0
Standard Deviation		.9	.8	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base		5,606	1,343	4,263	1,339	1,448	1,380	1,439	2,691	2,915	798	1,935	1,801
Weighted base		5,707	2,413	3,294	1,371	1,479	1,393	1,464	2,792	2,915	799	1,855	1,840
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Age			SEG					Working status		UK nation	
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	36%	35%	35%	30%	30%	29%	31%	32%	28%	30%	30%	30%
	Weighted counts	240	213	452	960	837	402	558	411	426	934	854	1,519
	Column Comparisons	a b c	a	-	-	-							
Fairly satisfied	% within column	37%	40%	38%	46%	42%	47%	44%	40%	44%	45%	43%	44%
	Weighted counts	249	244	493	1,440	1,177	644	796	519	659	1,392	1,220	2,197
	Column Comparisons			-	-	-	e						
Neither satisfied or dissatisfied	% within column	15%	14%	14%	14%	18%	13%	14%	18%	18%	15%	16%	16%
	Weighted counts	98	86	184	435	495	183	251	227	268	448	472	783
	Column Comparisons			-	-	-			c	c d			
Fairly dissatisfied	% within column	6%	3%	5%	4%	4%	5%	4%	5%	3%	4%	5%	4%
	Weighted counts	43	20	63	134	117	66	68	67	50	120	130	212
	Column Comparisons			-	-	-							
Very dissatisfied (5)	% within column	2%	1%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%
	Weighted counts	13	7	21	67	45	21	46	19	26	52	59	92
	Column Comparisons			-	-	-							
I don't know	% within column	5%	6%	5%	4%	5%	4%	4%	4%	5%	4%	5%	4%
	Weighted counts	30	38	68	124	130	51	73	54	76	122	130	206
	Column Comparisons			-	-	-							
NET: Satisfied	% within column	73%	75%	74%	76%	72%	76%	76%	72%	72%	76%	72%	74%
	Weighted counts	488	457	945	2,400	2,015	1,046	1,354	930	1,084	2,326	2,074	3,715
	Column Comparisons			-	-	-					b		
NET: Dissatisfied	% within column	8%	4%	7%	6%	6%	6%	6%	7%	5%	6%	7%	6%
	Weighted counts	57	27	84	201	163	87	113	86	76	172	189	304
	Column Comparisons			-	-	-							
Effective Column n	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
	Column Comparisons												
Average		2.0	1.9	1.9	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Standard Deviation		1.0	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base		595	477	1,071	3,111	2,495	1,377	1,734	1,123	1,372	2,875	2,702	3,535
Weighted base		643	571	1,213	3,036	2,672	1,317	1,719	1,244	1,428	2,947	2,735	4,802
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
							QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income		QJ2: Internet usage	
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services					Total
	% within column	26%	37%	29%	44%
<b>Very satisfied (1)</b>	Weighted counts	141	600	1,644	146
	Column Comparisons	a B c d e		A	-
	% within column	51%	40%	45%	32%
<b>Fairly satisfied</b>	Weighted counts	273	651	2,507	108
	Column Comparisons	a f		B	-
	% within column	13%	12%	16%	11%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	67	198	892	36
	Column Comparisons				-
	% within column	4%	3%	4%	3%
<b>Fairly dissatisfied</b>	Weighted counts	21	56	239	11
	Column Comparisons				-
	% within column	2%	1%	2%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	13	15	110	3
	Column Comparisons				-
	% within column	4%	6%	4%	9%
<b>I don't know</b>	Weighted counts	21	97	222	30
	Column Comparisons			A	-
	% within column	77%	77%	74%	76%
<b>NET: Satisfied</b>	Weighted counts	413	1,251	4,151	254
	Column Comparisons	a a			-
	% within column	6%	4%	6%	4%
<b>NET: Dissatisfied</b>	Weighted counts	35	72	349	14
	Column Comparisons				-
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		2.0	1.8	2.0	1.7
<b>Standard Deviation</b>		.9	.9	.9	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,606	1,343	4,263	1,339	1,448	1,380	1,439	2,691	2,915	798	1,935	1,801
<b>Weighted base</b>	5,707	2,413	3,294	1,371	1,479	1,393	1,464	2,792	2,915	799	1,855	1,840
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Unweighted base</b>	595	477	1,071	3,111	2,495	1,377	1,734	1,123	1,372	2,875	2,702	3,535
<b>Weighted base</b>	643	571	1,213	3,036	2,672	1,317	1,719	1,244	1,428	2,947	2,735	4,802
<b>Columns</b>	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house- bound	No – I am not house- bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	728	707	636	3,862	1,735	9	313	5,293	756	789	1,287	1,103
<b>Weighted base</b>	463	290	152	4,253	1,445	10	288	5,419	739	781	1,161	989
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	601	1,070	5,425	173	<b>5,606</b>
<b>Weighted base</b>	515	1,521	5,391	304	<b>5,707</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	% within column	19%	22%	16%	20%	17%	19%	18%	18%	19%	19%	19%	19%
	Weighted counts	1,112	574	538	290	267	281	275	524	588	158	375	368
	Column Comparisons	-	B										
Very satisfied (1)	% within column	30%	28%	32%	29%	30%	32%	29%	29%	31%	35%	33%	28%
	Weighted counts	1,784	709	1,075	414	454	468	448	853	932	295	646	539
	Column Comparisons	-		a							c D E	c D e	
Fairly satisfied	% within column	23%	16%	29%	24%	25%	22%	23%	25%	22%	21%	20%	25%
	Weighted counts	1,393	421	972	336	381	330	346	733	660	175	395	481
	Column Comparisons	-		A					b				b
Neither satisfied or dissatisfied	% within column	5%	2%	7%	4%	6%	4%	5%	4%	5%	6%	5%	5%
	Weighted counts	279	52	226	55	87	61	76	129	149	53	104	87
	Column Comparisons	-		A							e	e	e
Fairly dissatisfied	% within column	3%	2%	3%	3%	2%	2%	3%	3%	2%	2%	3%	2%
	Weighted counts	149	46	103	40	38	33	38	91	58	21	61	47
	Column Comparisons	-		a					b				
Very dissatisfied (5)	% within column	21%	30%	14%	20%	20%	20%	23%	20%	21%	16%	18%	20%
	Weighted counts	1,244	761	483	290	308	301	345	591	653	133	355	385
	Column Comparisons	-	B										
I don't know	% within column	49%	50%	47%	49%	47%	51%	47%	47%	50%	54%	53%	48%
	Weighted counts	2,897	1,283	1,614	703	721	749	723	1,377	1,520	453	1,021	907
	Column Comparisons	-									c D E	c D E	d e
NET: Satisfied	% within column	7%	4%	10%	7%	8%	6%	7%	8%	7%	9%	9%	7%
	Weighted counts	428	99	329	95	125	94	114	221	207	73	165	135
	Column Comparisons	-		A							E	E	e
NET: Dissatisfied	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Average		2.3	2.1	2.4	2.2	2.3	2.2	2.3	2.3	2.2	2.3	2.3	2.3
Standard Deviation		1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base		4,749	986	3,763	1,112	1,206	1,205	1,226	2,292	2,457	719	1,699	1,517
Weighted base		4,718	1,803	2,915	1,135	1,227	1,174	1,182	2,330	2,388	702	1,582	1,523
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures		Age			SEG					Working status		UK nation	
		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Very satisfied (1)	% within column	16%	17%	16%	20%	17%	21%	19%	18%	16%	20%	17%	19%
	Weighted counts	109	102	211	628	484	286	343	237	247	603	501	938
	Column Comparisons			-	-	-							
Fairly satisfied	% within column	23%	24%	24%	30%	30%	32%	28%	29%	31%	31%	28%	30%
	Weighted counts	157	148	303	941	843	440	501	379	464	965	814	1,517
	Column Comparisons			-	-	-					b		
Neither satisfied or dissatisfied	% within column	26%	28%	27%	23%	24%	22%	23%	25%	24%	22%	25%	24%
	Weighted counts	173	168	341	713	680	305	407	323	357	681	702	1,180
	Column Comparisons		b	-	-	-							
Fairly dissatisfied	% within column	4%	1%	3%	5%	4%	5%	5%	4%	5%	5%	4%	5%
	Weighted counts	25	9	34	156	123	63	93	48	74	153	123	227
	Column Comparisons			-	-	-							
Very dissatisfied (5)	% within column	2%	1%	2%	3%	2%	2%	3%	2%	3%	3%	2%	3%
	Weighted counts	15	6	21	79	70	24	55	26	44	87	62	129
	Column Comparisons			-	-	-							
I don't know	% within column	29%	29%	29%	20%	21%	18%	22%	22%	21%	19%	23%	20%
	Weighted counts	195	176	371	642	602	249	393	283	319	577	663	1,018
	Column Comparisons	A B C	A B c	-	-	-						a	
NET: Satisfied	% within column	39%	41%	40%	50%	47%	53%	47%	48%	47%	51%	46%	49%
	Weighted counts	266	249	514	1,570	1,327	726	844	616	711	1,569	1,314	2,455
	Column Comparisons			-	-	-	d f				b		
NET: Dissatisfied	% within column	6%	2%	4%	7%	7%	6%	8%	6%	8%	8%	6%	7%
	Weighted counts	40	15	55	235	193	87	148	75	118	241	185	355
	Column Comparisons			-	-	-							
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Average		2.3	2.2	2.3	2.3	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3
Standard Deviation		1.0	.9	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base		449	365	813	2,636	2,113	1,182	1,454	942	1,171	2,493	2,228	3,016
Weighted base		479	433	910	2,518	2,200	1,119	1,399	1,014	1,186	2,491	2,202	3,990
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics															
UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year			
NET:				Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures				17%	20%	19%	19%	17%	**	22%	19%	13%	16%	18%	17%
Very satisfied (1)				81	60	34	860	250		64	1,048	100	128	216	174
Column Comparisons													a		
% within column				31%	24%	26%	31%	27%	**	29%	30%	26%	33%	30%	34%
Fairly satisfied				150	70	47	1,375	404		86	1,698	201	263	359	348
Column Comparisons				c											a
% within column				22%	25%	18%	22%	27%	**	25%	23%	26%	23%	26%	22%
Neither satisfied or dissatisfied				107	74	32	982	408		74	1,319	204	185	312	226
Column Comparisons							a								
% within column				6%	6%	3%	4%	6%	**	8%	4%	6%	6%	5%	5%
Fairly dissatisfied				28	18	5	194	85		25	254	47	49	60	51
Column Comparisons										b					
% within column				2%	3%	2%	2%	3%	**	2%	3%	3%	2%	4%	3%
Very dissatisfied (5)				9	9	3	101	49		7	142	24	16	44	33
Column Comparisons														f	f
% within column				21%	22%	32%	21%	20%	**	14%	21%	26%	20%	17%	19%
I don't know				102	67	57	940	302		41	1,203	203	162	209	196
Column Comparisons						a b c				a	C d e				
% within column				48%	44%	45%	50%	44%	**	51%	48%	39%	49%	48%	51%
NET: Satisfied				231	130	81	2,236	654		150	2,746	301	391	575	522
Column Comparisons							b					a	a	A	
% within column				8%	9%	5%	7%	9%	**	11%	7%	9%	8%	9%	8%
NET: Dissatisfied				37	27	8	295	133		32	396	71	65	104	84
Column Comparisons												f	f	f	f
% within column															
Effective Column n				459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
Column Comparisons															
Average				2.3	2.3	2.1	2.2	2.4	2.1	2.3	2.3	2.5	2.3	2.4	2.3
Standard Deviation				1.0	1.1	1.0	1.0	1.0	.7	1.0	1.0	1.0	1.0	1.0	1.0

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income		QJ2: Internet usage	
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
					Total
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures					
	% within column	21%	24%	18%	24%
<b>Very satisfied (1)</b>	Weighted counts	114	381	1,031	79
	Column Comparisons	a	A b c d		
	% within column	30%	28%	31%	19%
<b>Fairly satisfied</b>	Weighted counts	162	451	1,714	65
	Column Comparisons			B	
	% within column	24%	21%	23%	23%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	129	337	1,315	76
	Column Comparisons				
	% within column	4%	3%	5%	1%
<b>Fairly dissatisfied</b>	Weighted counts	20	52	274	4
	Column Comparisons			b	
	% within column	3%	1%	3%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	16	17	146	3
	Column Comparisons				
	% within column	18%	24%	20%	32%
<b>I don't know</b>	Weighted counts	95	380	1,134	108
	Column Comparisons		c		A
	% within column	51%	51%	49%	43%
<b>NET: Satisfied</b>	Weighted counts	276	832	2,744	144
	Column Comparisons	A	A		
	% within column	7%	4%	7%	2%
<b>NET: Dissatisfied</b>	Weighted counts	36	68	420	7
	Column Comparisons			b	
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		2.2	2.1	2.3	2.1
<b>Standard Deviation</b>		1.0	.9	1.0	.9

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	4,749	986	3,763	1,112	1,206	1,205	1,226	2,292	2,457	719	1,699	1,517
<b>Weighted base</b>	4,718	1,803	2,915	1,135	1,227	1,174	1,182	2,330	2,388	702	1,582	1,523
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base	Unweighted base
	449	365	813	2,636	2,113	1,182	1,454	942	1,171	2,493	2,228	3,016
	479	433	910	2,518	2,200	1,119	1,399	1,014	1,186	2,491	2,202	3,990
	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	607	582	544	3,265	1,475	9	287	4,462	622	669	1,122	959
<b>Weighted base</b>	375	231	121	3,512	1,196	10	256	4,462	576	641	990	832
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	515	862	4,611	130	<b>4,749</b>
<b>Weighted base</b>	441	1,238	4,479	227	<b>4,718</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Very satisfied (1)	% within column	21%	27%	16%	21%	21%	22%	20%	22%	20%	20%	24%	20%
	Weighted counts	1,235	689	546	295	318	320	301	629	606	163	462	382
	Column Comparisons	-	B									d	
Fairly satisfied	% within column	33%	31%	35%	36%	34%	31%	33%	32%	35%	37%	35%	33%
	Weighted counts	1,990	793	1,197	507	515	462	505	922	1,068	311	685	629
	Column Comparisons	-		a						a	e	e	
Neither satisfied or dissatisfied	% within column	28%	21%	34%	29%	27%	27%	29%	29%	27%	25%	26%	30%
	Weighted counts	1,668	527	1,141	411	419	401	437	861	807	207	504	565
	Column Comparisons	-		A									
Fairly dissatisfied	% within column	3%	1%	5%	3%	4%	3%	3%	4%	3%	4%	4%	3%
	Weighted counts	184	29	155	39	54	43	48	103	81	33	72	50
	Column Comparisons	-		A									
Very dissatisfied (5)	% within column	1%	0%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%
	Weighted counts	86	9	77	24	17	25	21	56	31	15	36	21
	Column Comparisons	-		A					b				
I don't know	% within column	13%	20%	8%	10%	14%	15%	14%	12%	15%	13%	9%	14%
	Weighted counts	799	517	282	149	212	224	214	350	448	105	180	260
	Column Comparisons	-	B			a	a	a		a	b		b
NET: Satisfied	% within column	54%	58%	51%	56%	54%	53%	53%	53%	55%	57%	59%	53%
	Weighted counts	3,225	1,482	1,743	802	834	782	806	1,551	1,674	474	1,146	1,011
	Column Comparisons	-	B								d e	c D E	e
NET: Dissatisfied	% within column	5%	1%	7%	4%	5%	5%	5%	5%	4%	6%	6%	4%
	Weighted counts	270	38	232	63	71	67	69	159	111	48	107	71
	Column Comparisons	-		A					b		e	e	
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
Average	Column Comparisons												
		2.2	2.0	2.4	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2
Standard Deviation		.9	.8	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base		5,154	1,127	4,027	1,249	1,320	1,277	1,308	2,498	2,656	744	1,830	1,645
Weighted base		5,163	2,047	3,116	1,276	1,323	1,251	1,313	2,571	2,592	730	1,758	1,648
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																
Age				SEG						Working status		UK nation				
65-74 years				75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England		
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation				17%	19%	18%	21%	21%	21%	20%	24%	18%	23%	18%	21%	
Very satisfied (1)				% within column	113	115	228	658	577	292	366	313	264	716	510	1,058
				Weighted counts												
				Column Comparisons			-	-	-			f	B			
				% within column	30%	27%	28%	34%	33%	34%	33%	34%	32%	35%	32%	34%
Fairly satisfied				Weighted counts	201	164	365	1,064	925	465	599	444	482	1,062	922	1,689
				Column Comparisons			-	-	-							
				% within column	31%	30%	31%	28%	28%	30%	26%	25%	30%	27%	29%	28%
Neither satisfied or dissatisfied				Weighted counts	208	183	392	884	784	410	474	326	458	820	839	1,393
				Column Comparisons			-	-	-							
				% within column	3%	1%	2%	3%	3%	2%	3%	3%	3%	3%	3%	3%
Fairly dissatisfied				Weighted counts	20	9	29	91	93	31	60	41	52	105	78	156
				Column Comparisons			-	-	-							
				% within column	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%
Very dissatisfied (5)				Weighted counts	10	4	14	53	33	28	25	16	17	50	35	76
				Column Comparisons			-	-	-							
				% within column	18%	22%	20%	13%	14%	10%	15%	12%	15%	10%	17%	13%
I don't know				Weighted counts	120	134	253	409	389	142	268	157	232	315	481	636
				Column Comparisons	a B	A B C	-	-	-		c		c		A	
				% within column	47%	46%	46%	55%	54%	55%	54%	58%	50%	58%	50%	55%
NET: Satisfied				Weighted counts	315	278	593	1,722	1,502	757	965	757	745	1,778	1,431	2,747
				Column Comparisons			-	-	-	f		F		B		
				% within column	5%	2%	3%	5%	4%	4%	5%	4%	5%	5%	4%	5%
NET: Dissatisfied				Weighted counts	31	13	43	144	126	59	85	57	69	155	113	231
				Column Comparisons			-	-	-							
				% within column												
Effective Column n				Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
				Column Comparisons												
Average					2.3	2.2	2.3	2.2	2.2	2.2	2.2	2.1	2.3	2.2	2.2	2.2
Standard Deviation					.9	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9	.9
Unweighted base					520	415	935	2,856	2,298	1,293	1,563	1,037	1,261	2,704	2,421	3,271
Weighted base					554	474	1,028	2,750	2,413	1,226	1,524	1,140	1,272	2,754	2,383	4,372
Columns					D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																		
							QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income									
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year						
UK nation							Rurality											
NET:																		
Scotland							Wales	N. Ireland	Urban	Rural	Unknown							
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation																		
% within column							17%	19%	21%	21%	19%	**	22%	21%	18%	15%	21%	20%
Weighted counts							83	56	38	945	290		65	1,170	141	121	248	203
Column Comparisons																b		
% within column							32%	32%	30%	34%	32%	**	34%	33%	30%	35%	36%	36%
Weighted counts							152	95	54	1,503	482		102	1,887	230	283	436	367
Column Comparisons																		
% within column							30%	30%	23%	27%	31%	**	23%	28%	30%	30%	27%	29%
Weighted counts							144	90	42	1,200	463		70	1,599	236	239	325	293
Column Comparisons																		
% within column							2%	4%	2%	3%	3%	**	5%	3%	4%	3%	4%	4%
Weighted counts							12	12	4	139	45		14	170	29	27	44	40
Column Comparisons																		
% within column							1%	1%	1%	1%	2%	**	4%	1%	1%	2%	2%	2%
Weighted counts							6	4	1	63	23		11	75	9	12	20	20
Column Comparisons													b					
% within column							17%	14%	23%	14%	13%	**	11%	13%	17%	15%	11%	10%
Weighted counts							81	41	40	602	196		34	765	134	120	126	104
Column Comparisons									a c						C D E	c d e		
% within column							49%	51%	51%	55%	52%	**	56%	54%	48%	50%	57%	55%
Weighted counts							235	151	92	2,448	772		168	3,057	371	404	684	570
Column Comparisons																a	a	
% within column							4%	5%	3%	5%	5%	**	9%	4%	5%	5%	5%	6%
Weighted counts							17	16	5	203	67		25	245	38	40	65	60
Column Comparisons													b		f	f	f	f
% within column																		
Weighted counts							459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
Column Comparisons																		
Average							2.3	2.3	2.1	2.2	2.3	2.5	2.3	2.2	2.3	2.3	2.2	2.2
Standard Deviation							.9	.9	.9	.9	.9	.5	1.0	.9	.9	.9	.9	.9

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
					Total
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation					
	% within column	20%	26%	20%	29%
<b>Very satisfied (1)</b>	Weighted counts	108	414	1,134	95
	Column Comparisons		a B d		a
	% within column	32%	31%	34%	20%
<b>Fairly satisfied</b>	Weighted counts	174	500	1,921	67
	Column Comparisons			B	
	% within column	33%	25%	28%	23%
<b>Neither satisfied or dissatisfied</b>	Weighted counts	174	402	1,587	78
	Column Comparisons				
	% within column	3%	2%	3%	1%
<b>Fairly dissatisfied</b>	Weighted counts	18	26	181	3
	Column Comparisons				
	% within column	2%	1%	1%	2%
<b>Very dissatisfied (5)</b>	Weighted counts	13	11	81	6
	Column Comparisons				
	% within column	9%	16%	13%	26%
<b>I don't know</b>	Weighted counts	49	265	710	86
	Column Comparisons		c d e		A
	% within column	53%	57%	54%	48%
<b>NET: Satisfied</b>	Weighted counts	282	914	3,054	162
	Column Comparisons		a		
	% within column	6%	2%	5%	3%
<b>NET: Dissatisfied</b>	Weighted counts	31	37	262	8
	Column Comparisons	f			
	% within column				
<b>Effective Column n</b>	Weighted counts	382	706	3,462	118
	Column Comparisons				
<b>Average</b>		2.3	2.1	2.2	2.0
<b>Standard Deviation</b>		.9	.9	.9	1.0

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
<b>Unweighted base</b>	5,154	1,127	4,027	1,249	1,320	1,277	1,308	2,498	2,656	744	1,830	1,645
<b>Weighted base</b>	5,163	2,047	3,116	1,276	1,323	1,251	1,313	2,571	2,592	730	1,758	1,648
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation	Demographics											
	Age			SEG						Working status		UK nation
	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Unweighted base</b>	520	415	935	2,856	2,298	1,293	1,563	1,037	1,261	2,704	2,421	3,271
<b>Weighted base</b>	554	474	1,028	2,750	2,413	1,226	1,524	1,140	1,272	2,754	2,383	4,372
<b>Columns</b>	D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation	Demographics											
	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
							Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<b>Unweighted base</b>	645	643	595	3,557	1,587	10	297	4,857	681	715	1,201	1,043
<b>Weighted base</b>	396	257	138	3,851	1,302	11	263	4,900	644	682	1,073	924
<b>Columns</b>	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		Total
	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Unweighted base</b>	568	946	5,003	143	<b>5,154</b>
<b>Weighted base</b>	487	1,353	4,903	248	<b>5,163</b>
<b>Columns</b>	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG5: How would you rate your overall satisfaction with Royal Mail?		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied (1)	% within column	39%	51%	29%	37%	38%	39%	40%	38%	39%	36%	36%	39%	46%	43%
	Weighted counts	2,302	1,312	990	532	589	571	610	1,120	1,182	297	696	739	307	263
	Column Comparisons	-	B											a b c	a b
Fairly satisfied	% within column	47%	42%	50%	49%	47%	47%	46%	46%	48%	49%	49%	46%	42%	45%
	Weighted counts	2,798	1,085	1,714	698	715	688	698	1,334	1,464	406	949	882	285	275
	Column Comparisons	-		A											
Neither satisfied nor dissatisfied	% within column	10%	5%	15%	10%	11%	11%	10%	11%	10%	12%	11%	11%	7%	9%
	Weighted counts	619	124	495	137	171	158	153	326	293	98	214	207	48	52
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	3%	1%	4%	3%	3%	3%	3%	3%	2%	3%	3%	3%	4%	2%
	Weighted counts	162	32	130	39	38	41	45	92	71	22	50	49	28	14
	Column Comparisons	-		A											
Very dissatisfied (5)	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	63	5	58	17	18	13	15	38	25	5	23	26	5	4
	Column Comparisons	-		A											
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	18	7	11	3	4	4	7	11	7	6	6	5	0	0
	Column Comparisons	-													
NET: Satisfied	% within column	86%	93%	80%	86%	85%	85%	86%	84%	87%	84%	85%	85%	88%	88%
	Weighted counts	5,100	2,396	2,704	1,230	1,304	1,259	1,307	2,455	2,646	704	1,645	1,621	592	538
	Column Comparisons	-	B							a					
NET: Dissatisfied	% within column	4%	1%	6%	4%	4%	4%	4%	4%	3%	3%	4%	4%	5%	3%
	Weighted counts	225	36	189	55	56	54	60	130	96	27	72	75	33	18
	Column Comparisons	-		A					b						
Effective Column n	% within column														
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310
Unweighted base	Column Comparisons														
	Weighted counts	5,820	1,450	4,370	1,393	1,502	1,434	1,491	2,795	3,025	831	2,000	1,863	621	505
Weighted base	Column Comparisons														
	Weighted counts	5,944	2,556	3,388	1,422	1,531	1,471	1,520	2,910	3,034	828	1,931	1,902	673	609
Columns	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QG5: How would you rate your overall satisfaction with Royal Mail?		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied (1)	% within column	44%	38%	39%	38%	38%	41%	37%	39%	38%	39%	35%	36%	45%	40%
	Weighted counts	569	1,214	1,088	525	689	528	559	1,190	1,101	1,947	167	109	80	1,770
	Column Comparisons	-	-	-										b c	
Fairly satisfied	% within column	44%	48%	46%	49%	48%	45%	46%	47%	47%	46%	52%	48%	44%	46%
	Weighted counts	561	1,519	1,279	664	855	584	695	1,441	1,351	2,326	249	144	79	2,060
	Column Comparisons	-	-	-											
Neither satisfied nor dissatisfied	% within column	8%	10%	11%	10%	10%	10%	12%	10%	10%	10%	9%	11%	9%	10%
	Weighted counts	100	308	311	130	177	127	184	313	297	526	44	33	16	450
	Column Comparisons	-	-	-											
Fairly dissatisfied	% within column	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	2%	3%	1%	2%
	Weighted counts	42	77	86	27	49	36	50	81	81	141	11	8	2	106
	Column Comparisons	-	-	-											
Very dissatisfied (5)	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	9	33	30	17	17	16	14	32	30	51	6	4	1	52
	Column Comparisons	-	-	-											
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	9	9	4	4	6	3	11	4	17	0	0	0	15
	Column Comparisons	-	-	-											
NET: Satisfied	% within column	88%	86%	84%	87%	86%	86%	83%	86%	86%	85%	87%	85%	89%	86%
	Weighted counts	1,130	2,733	2,367	1,189	1,544	1,112	1,255	2,631	2,452	4,273	416	252	159	3,830
	Column Comparisons	-	-	-											
NET: Dissatisfied	% within column	4%	3%	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	2%	4%
	Weighted counts	51	110	115	44	66	52	63	113	111	192	17	12	4	158
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475
Unweighted base	Column Comparisons														
	Weighted counts	1,125	3,227	2,593	1,421	1,806	1,162	1,431	2,973	2,818	3,651	746	720	703	4,014
Weighted base	Column Comparisons														
	Weighted counts	1,281	3,151	2,793	1,364	1,788	1,292	1,501	3,057	2,860	4,991	477	298	179	4,437
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
QG5: How would you rate your overall satisfaction with Royal Mail?				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Very satisfied (1)	% within column	35%	**	33%	39%	34%	36%	39%	36%	35%	45%	38%	55%	39%
	Weighted counts	529		99	2,203	266	288	467	365	188	728	2,114	184	2,302
	Column Comparisons										a b d e		A	-
Fairly satisfied	% within column	49%	**	46%	47%	47%	48%	46%	50%	50%	44%	48%	36%	47%
	Weighted counts	733		137	2,661	366	386	549	513	268	716	2,672	120	2,798
	Column Comparisons										b			-
Neither satisfied nor dissatisfied	% within column	11%	**	17%	10%	13%	10%	10%	11%	11%	9%	11%	7%	10%
	Weighted counts	166		52	567	103	83	121	115	57	139	593	22	619
	Column Comparisons			b										-
Fairly dissatisfied	% within column	4%	**	2%	3%	4%	4%	4%	2%	2%	1%	3%	2%	3%
	Weighted counts	56		7	155	31	32	47	22	12	19	156	7	162
	Column Comparisons					f	f	f						-
Very dissatisfied (5)	% within column	1%	**	1%	1%	1%	2%	1%	1%	2%	0%	1%	0%	1%
	Weighted counts	11		2	61	9	12	14	11	9	8	63	0	63
	Column Comparisons													-
I don't know	% within column	0%	**	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	Weighted counts	3		0	18	4	2	1	1	1	8	15	2	18
	Column Comparisons													-
NET: Satisfied	% within column	84%	**	80%	86%	81%	84%	85%	85%	85%	89%	85%	91%	86%
	Weighted counts	1,262		236	4,864	632	674	1,016	878	456	1,444	4,786	303	5,100
	Column Comparisons				a						A b c		a	-
NET: Dissatisfied	% within column	4%	**	3%	4%	5%	6%	5%	3%	4%	2%	4%	2%	4%
	Weighted counts	67		9	217	39	44	61	33	21	26	219	7	225
	Column Comparisons					f	F	F						-
Effective Column n	% within column													
	Weighted counts	1,105	7	197	3,390	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons													
Unweighted base	% within column													
	Weighted counts	1,795	11	321	5,499	787	810	1,325	1,136	620	1,142	5,620	190	5,820
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG5: How would you rate your overall satisfaction with Royal Mail?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	5,944	2,556	3,388	1,422	1,531	1,471	1,520	2,910	3,034	828	1,931	1,902	673	609
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG5: How would you rate your overall satisfaction with Royal Mail?	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	1,281	3,151	2,793	1,364	1,788	1,292	1,501	3,057	2,860	4,991	477	298	179	4,437
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG5: How would you rate your overall satisfaction with Royal Mail?	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
						</							

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Very satisfied (1)	% within column	39%	51%	30%	39%	39%	40%	39%	39%	39%	34%	37%	40%	43%
	Weighted counts	2,334	1,299	1,035	549	591	592	601	1,133	1,200	282	718	763	293
	Column Comparisons	-	B										a	a b
Fairly satisfied	% within column	48%	43%	51%	49%	47%	47%	48%	47%	48%	52%	49%	47%	45%
	Weighted counts	2,843	1,109	1,734	699	725	687	732	1,379	1,464	436	944	895	302
	Column Comparisons	-		A										
Neither satisfied nor dissatisfied	% within column	9%	4%	13%	9%	10%	9%	9%	10%	9%	11%	10%	9%	8%
	Weighted counts	564	108	457	126	156	137	145	289	275	88	202	178	52
	Column Comparisons	-		A										
Fairly dissatisfied	% within column	2%	1%	3%	2%	3%	3%	2%	3%	2%	2%	2%	3%	3%
	Weighted counts	144	31	113	31	42	40	32	75	69	14	38	55	21
	Column Comparisons	-		A										
Very dissatisfied (5)	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%
	Weighted counts	41	3	38	10	8	12	11	27	13	4	18	17	0
	Column Comparisons	-		A										
I don't know	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%
	Weighted counts	36	14	22	10	12	8	7	17	19	10	17	1	6
	Column Comparisons	-									c	c		c
NET: Satisfied	% within column	87%	94%	81%	88%	86%	87%	87%	86%	88%	86%	86%	87%	88%
	Weighted counts	5,177	2,408	2,769	1,249	1,317	1,279	1,333	2,512	2,664	718	1,661	1,657	594
	Column Comparisons	-	B											
NET: Dissatisfied	% within column	3%	1%	4%	3%	3%	4%	3%	4%	3%	2%	3%	4%	3%
	Weighted counts	185	34	151	41	50	52	43	103	83	19	57	72	22
	Column Comparisons	-		A										
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Unweighted base	Weighted counts													
	Column Comparisons													
Unweighted base		5,803	1,445	4,358	1,387	1,496	1,432	1,488	2,785	3,018	829	1,990	1,863	617
Weighted base		5,926	2,549	3,377	1,415	1,523	1,467	1,520	2,904	3,022	825	1,920	1,907	667
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Very satisfied (1)</b>	% within column	46%	45%	39%	40%	38%	39%	40%	39%	39%	40%	39%	35%	40%
	Weighted counts	279	570	1,226	1,108	523	703	525	583	1,189	1,134	1,972	166	119
	Column Comparisons	A b	-	-	-									
<b>Fairly satisfied</b>	% within column	44%	44%	49%	46%	51%	48%	46%	46%	49%	47%	47%	53%	47%
	Weighted counts	267	568	1,557	1,286	693	864	601	685	1,501	1,335	2,363	253	141
	Column Comparisons		-	-	-									
<b>Neither satisfied nor dissatisfied</b>	% within column	7%	8%	9%	10%	8%	9%	9%	11%	9%	10%	10%	9%	9%
	Weighted counts	45	97	272	292	103	169	120	172	271	286	484	42	26
	Column Comparisons		-	-	-				c					
<b>Fairly dissatisfied</b>	% within column	3%	3%	2%	3%	2%	2%	3%	3%	2%	3%	2%	2%	3%
	Weighted counts	16	37	63	81	31	33	36	45	69	75	124	9	8
	Column Comparisons		-	-	-									
<b>Very dissatisfied (5)</b>	% within column	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	1	1	20	21	10	11	9	11	23	17	36	2	2
	Column Comparisons		-	-	-									
<b>I don't know</b>	% within column	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%
	Weighted counts	2	8	21	15	9	12	6	9	15	18	29	5	2
	Column Comparisons		-	-	-									
<b>NET: Satisfied</b>	% within column	90%	89%	88%	85%	89%	87%	87%	84%	88%	86%	87%	88%	87%
	Weighted counts	545	1,139	2,783	2,394	1,215	1,567	1,126	1,268	2,690	2,468	4,335	419	260
	Column Comparisons		-	-	-	f								
<b>NET: Dissatisfied</b>	% within column	3%	3%	3%	4%	3%	2%	4%	4%	3%	3%	3%	2%	3%
	Weighted counts	16	38	84	102	40	43	46	56	92	92	160	12	10
	Column Comparisons		-	-	-									
<b>Effective Column n</b>	% within column													
	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
<b>Unweighted base</b>	Column Comparisons													
	Weighted counts	504	1,120	3,218	2,585	1,418	1,800	1,160	1,425	2,965	2,809	3,642	741	718
<b>Weighted base</b>	Column Comparisons													
	Weighted counts	607	1,273	3,139	2,787	1,359	1,780	1,292	1,495	3,053	2,846	4,979	472	296
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
					Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	
QJ6: How would you rate your overall satisfaction with postal services? (ALL providers)	N.	Ireland	Urban	Rural	Unkn-own									
	% within column	43%	40%	37%	**	33%	39%	35%	36%	39%	37%	32%	46%	38%
<b>Very satisfied (1)</b>	Weighted counts	77	1,782	548		99	2,235	276	287	468	384	173	745	2,149
	Column Comparisons											a b c d E		
	% within column	48%	47%	48%	**	50%	48%	49%	49%	48%	49%	54%	43%	48%
<b>Fairly satisfied</b>	Weighted counts	86	2,113	725		148	2,695	378	396	573	508	288	700	2,712
	Column Comparisons											f		b
	% within column	7%	9%	11%	**	14%	9%	12%	10%	9%	10%	10%	8%	10%
<b>Neither satisfied nor dissatisfied</b>	Weighted counts	12	401	161		41	523	91	78	105	104	55	132	551
	Column Comparisons					b								b
	% within column	1%	2%	3%	**	2%	2%	3%	4%	3%	2%	2%	1%	2%
<b>Fairly dissatisfied</b>	Weighted counts	2	100	44		6	139	23	31	38	19	11	23	136
	Column Comparisons													
	% within column	0%	1%	1%	**	1%	1%	1%	1%	1%	1%	1%	0%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	1	31	9		3	38	5	7	10	7	7	4	39
	Column Comparisons													
	% within column	0%	1%	1%	**	0%	1%	1%	0%	0%	0%	1%	1%	0%
<b>I don't know</b>	Weighted counts	0	25	11		1	35	6	4	5	5	3	14	26
	Column Comparisons													
	% within column	91%	87%	85%	**	83%	87%	84%	85%	87%	87%	86%	89%	87%
<b>NET: Satisfied</b>	Weighted counts	163	3,895	1,274		246	4,930	654	683	1,041	892	461	1,445	4,861
	Column Comparisons													
	% within column	2%	3%	4%	**	3%	3%	4%	5%	4%	3%	3%	2%	3%
<b>NET: Dissatisfied</b>	Weighted counts	3	131	53		8	177	28	38	48	26	17	27	175
	Column Comparisons							f	f					
	% within column													
<b>Effective Column n</b>	Weighted counts	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
	Column Comparisons													
<b>Unweighted base</b>		702	4,003	1,789	11	318	5,485	785	808	1,321	1,133	620	1,136	5,606

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)		Internet non-user	Total
	% within column	54%	39%
<b>Very satisfied (1)</b>	Weighted counts	181	2,334
	Column Comparisons	A	-
	% within column	37%	48%
<b>Fairly satisfied</b>	Weighted counts	124	2,843
	Column Comparisons	-	-
	% within column	3%	9%
<b>Neither satisfied nor dissatisfied</b>	Weighted counts	10	564
	Column Comparisons	-	-
	% within column	2%	2%
<b>Fairly dissatisfied</b>	Weighted counts	8	144
	Column Comparisons	-	-
	% within column	1%	1%
<b>Very dissatisfied (5)</b>	Weighted counts	2	41
	Column Comparisons	-	-
	% within column	3%	1%
<b>I don't know</b>	Weighted counts	9	36
	Column Comparisons	A	-
	% within column	91%	87%
<b>NET: Satisfied</b>	Weighted counts	305	5,177
	Column Comparisons	-	-
	% within column	3%	3%
<b>NET: Dissatisfied</b>	Weighted counts	10	185
	Column Comparisons	-	-
	% within column		
<b>Effective Column n</b>	Weighted counts	118	3,587
	Column Comparisons		
<b>Unweighted base</b>		187	5,803

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG6: How would you rate your overall satisfaction with postal services? (ALL providers)	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	5,926	2,549	3,377	1,415	1,523	1,467	1,520	2,904	3,022	825	1,920	1,907	667
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG6: How would you rate your overall satisfaction with postal services? (ALL providers)	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	607	1,273	3,139	2,787	1,359	1,780	1,292	1,495	3,053	2,846	4,979	472	296
Weighted base													
Columns	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QG6: How would you rate your overall satisfaction with postal services? (ALL providers)	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	178	4,427	1,487	12	296	5,630	773	799	1,194	1,023	533	1,604	5,587
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics	
	QJ2:	
	Internet usage	
	NET:	
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)	Internet non-user	Total
Weighted base	325	5,926
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

**Section H: Reported Experience**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	12%	6%	16%	11%	11%	12%	12%	10%	13%	12%	14%	11%	9%	7%	8%	11%
	Weighted counts	696	163	533	153	172	180	191	305	392	97	277	216	63	44	107	356
	Column Comparisons	-		A						a		e				-	-
No	% within column	83%	92%	76%	84%	84%	82%	82%	83%	82%	84%	81%	82%	84%	87%	85%	83%
	Weighted counts	4,926	2,358	2,567	1,190	1,285	1,206	1,245	2,424	2,501	697	1,566	1,567	568	528	1,095	2,630
	Column Comparisons	-	B													-	-
I don't know	% within column	6%	2%	9%	6%	5%	6%	6%	7%	5%	5%	5%	7%	6%	6%	6%	5%
	Weighted counts	340	42	298	81	78	89	91	192	148	41	95	125	42	37	79	174
	Column Comparisons	-		A					b							-	-
Effective Column n	% within column																
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail		12%	11%	11%	12%	12%	11%	12%	12%	10%	13%	9%	11%	12%	**	22%	11%
	<b>Yes</b>	340	155	201	160	180	350	343	592	49	40	16	511	185		66	630
	Column Comparisons	-														B	
		82%	84%	83%	81%	82%	83%	82%	83%	84%	78%	86%	83%	81%	**	69%	83%
	<b>No</b>	2,296	1,147	1,483	1,056	1,240	2,555	2,349	4,138	400	233	155	3,706	1,209		204	4,721
	Column Comparisons	-										c					A
		6%	5%	6%	6%	6%	5%	6%	6%	6%	9%	5%	5%	7%	**	9%	6%
	<b>I don't know</b>	167	66	108	81	85	163	173	278	28	25	8	235	105		27	313
	Column Comparisons	-															
		1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
	<b>Effective Column n</b>																
	Column Comparisons																
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,-	£11,- £17,-	£17,- £29,-	£30,- £49,-	£50,- £999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail	% within column	15%	14%	13%	12%	12%	8%	12%	10%	12%
	Weighted counts	118	112	151	128	62	125	663	33	696
	Column Comparisons	F	f	f	f					-
	% within column	77%	79%	81%	83%	82%	88%	82%	89%	83%
No	Weighted counts	602	634	975	848	442	1,424	4,619	297	4,926
	Column Comparisons						A B c d		a	-
	% within column	8%	7%	6%	5%	6%	4%	6%	1%	6%
I don't know	Weighted counts	59	57	73	51	32	69	331	4	340
	Column Comparisons							b		-
	% within column									
Effective Column n	Weighted counts	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						SEG
QH1_2: Problems with Royal Mail's service in the last 12 months... Damaged mail		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	13%	7%	17%	12%	12%	13%	13%	12%	14%	14%	14%	13%	10%	8%	9%	12%
	Weighted counts	749	169	580	168	190	199	193	338	411	115	267	251	66	50	116	370
	Column Comparisons	-		A							e	e	e			-	-
No	% within column	86%	93%	81%	87%	86%	85%	85%	87%	85%	84%	84%	86%	89%	91%	90%	87%
	Weighted counts	5,121	2,384	2,737	1,237	1,326	1,257	1,301	2,530	2,592	697	1,628	1,640	599	557	1,155	2,748
	Column Comparisons	-	B											a b	a B c	-	-
I don't know	% within column	2%	0%	2%	1%	1%	1%	2%	2%	1%	3%	2%	1%	1%	0%	1%	1%
	Weighted counts	92	11	81	20	19	19	33	54	38	23	42	17	8	2	10	42
	Column Comparisons	-		A							c e	c e				-	-
% within column																	
Effective Column n		3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QH1_2: Problems with Royal Mail's service in the last 12 months...	Damaged mail	14%	12%	11%	14%	13%	12%	13%	13%	13%	14%	8%	12%	14%	**	26%	12%
	<i>% within column</i>																
	<i>Weighted counts</i>	379	166	205	181	198	373	373	629	64	42	14	533	216		78	671
<b>Yes</b>	<i>Column Comparisons</i>	-									d					B	
	<i>% within column</i>	85%	87%	87%	84%	85%	86%	86%	86%	85%	84%	91%	86%	84%	**	70%	87%
	<i>Weighted counts</i>	2,373	1,189	1,559	1,094	1,279	2,646	2,454	4,302	406	251	163	3,849	1,262		207	4,914
<b>No</b>	<i>Column Comparisons</i>	-									c					A	
	<i>% within column</i>	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%	**	4%	1%
	<i>Weighted counts</i>	50	13	29	23	27	49	38	77	7	5	2	70	20		12	80
<b>I don't know</b>	<i>Column Comparisons</i>	-														b	
	<i>% within column</i>																
	<i>Weighted counts</i>	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
<b>Effective Column n</b>																	
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							Total	
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- £000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
QH1_2: Problems with Royal Mail's service in the last 12 months...	Damaged mail									
Yes	% within column	17%	14%	13%	13%	14%	8%	13%	10%	13%
	Weighted counts	135	116	159	129	77	132	715	33	749
	Column Comparisons	d F	f	f	f	f				-
No	% within column	81%	84%	86%	86%	84%	90%	86%	90%	86%
	Weighted counts	628	673	1,026	885	452	1,456	4,808	301	5,121
	Column Comparisons			a	a		A b c e			-
I don't know	% within column	2%	2%	1%	1%	1%	2%	2%	0%	2%
	Weighted counts	15	13	14	13	7	30	90	0	92
	Column Comparisons									-
Effective Column n	Weighted counts	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Yes	% within column	19%	11%	25%	18%	19%	19%	20%	18%	20%	25%	22%	18%	14%
	Weighted counts	1,148	291	857	263	293	286	306	529	620	209	419	353	96
	Column Comparisons	-		A							c D E	d E	e	
No	% within column	75%	86%	67%	75%	76%	75%	74%	76%	74%	70%	73%	76%	80%
	Weighted counts	4,471	2,210	2,261	1,072	1,163	1,113	1,123	2,214	2,257	584	1,413	1,448	537
	Column Comparisons	-	B										a	a b
I don't know	% within column	6%	2%	8%	6%	5%	5%	6%	6%	5%	5%	5%	6%	6%
	Weighted counts	343	63	280	90	79	76	98	179	164	42	105	107	41
	Column Comparisons	-		A										
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
	Column Comparisons													
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Age		SEG					Working status		UK nation			
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
Yes	% within column	12%	13%	18%	20%	19%	17%	21%	20%	20%	19%	19%	21%	19%
	Weighted counts	72	167	578	570	266	312	270	300	601	545	964	100	57
	Column Comparisons		-	-	-									
No	% within column	80%	80%	76%	74%	75%	76%	74%	74%	76%	74%	75%	74%	73%
	Weighted counts	490	1,025	2,397	2,074	1,032	1,365	963	1,111	2,330	2,121	3,755	354	218
	Column Comparisons	A b	-	-	-									
I don't know	% within column	8%	7%	6%	6%	5%	6%	5%	6%	4%	7%	6%	5%	8%
	Weighted counts	47	88	185	158	70	115	64	94	137	199	289	23	23
	Column Comparisons		-	-	-						a			
% within column														
Effective Column n	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
Column Comparisons														
Unweighted base		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
Weighted base		609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics															
		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail		N. Ireland	Urban	Rural	Unknown										
	% within column	15%	19%	21%	**	29%	19%	24%	22%	21%	19%	22%	13%	20%	
Yes	Weighted counts	28	825	321		86	1,062	189	178	256	199	119	207	1,117	
	Column Comparisons					B		F	F	F	f	F		B	
	% within column	80%	76%	73%	**	64%	76%	70%	72%	72%	75%	72%	82%	74%	
No	Weighted counts	144	3,377	1,088		190	4,281	544	578	866	768	384	1,332	4,164	
	Column Comparisons						A						A B C d E		
	% within column	4%	6%	6%	**	7%	6%	6%	6%	6%	6%	6%	5%	6%	
I don't know	Weighted counts	8	250	90		21	322	45	47	77	61	33	80	332	
	Column Comparisons													b	
	% within column														
Effective Column n	Weighted counts	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462	
	Column Comparisons														
Unweighted base		704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633	
Weighted base		179	4,452	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613	
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
		NET:	
QH1_3: Problems with Royal Mail's service in the last 12 months...		Internet non-user	Total
	Delayed mail		
	% within column	9%	19%
<b>Yes</b>	Weighted counts	31	1,148
	Column Comparisons		-
	% within column	89%	75%
<b>No</b>	Weighted counts	296	4,471
	Column Comparisons	A	-
	% within column	2%	6%
<b>I don't know</b>	Weighted counts	7	343
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	118	3,587
	Column Comparisons		
<b>Unweighted base</b>		192	5,836
<b>Weighted base</b>		334	5,962
<b>Columns</b>		B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours		Demographics															
		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	39%	31%	45%	42%	40%	37%	37%	38%	40%	33%	38%	42%	40%	44%	42%	40%
	Weighted counts	2,344	798	1,546	605	622	552	565	1,123	1,221	273	739	793	268	271	539	1,249
	Column Comparisons	-		A									a		a	-	-
	% within column	59%	68%	52%	56%	57%	60%	61%	59%	58%	64%	59%	57%	60%	54%	57%	59%
No	Weighted counts	3,497	1,742	1,755	798	880	890	929	1,731	1,766	534	1,149	1,083	401	330	731	1,855
	Column Comparisons	-	B								c e					-	-
	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	3%	3%	2%	1%	1%	1%	2%
	Weighted counts	121	24	97	22	33	33	33	68	54	28	49	31	4	8	11	56
I don't know	Column Comparisons	-		A												-	-
	% within column																
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
	Column Comparisons																
Effective Column n		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Unweighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Weighted base		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A
Columns																	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Yes</b>	% within column	39%	40%	39%	40%	38%	39%	40%	39%	46%	44%	26%	38%	43%	**	46%	39%
	Weighted counts	1,095	546	703	523	572	1,191	1,140	1,948	217	131	47	1,698	642		137	2,207
	Column Comparisons	-							d	a D	D		a				
<b>No</b>	% within column	59%	59%	59%	58%	59%	59%	58%	59%	53%	54%	72%	60%	56%	**	50%	59%
	Weighted counts	1,642	801	1,053	750	892	1,814	1,671	2,956	251	160	129	2,659	832		148	3,349
	Column Comparisons	-										a B C					a
<b>I don't know</b>	% within column	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	2%	**	4%	2%
	Weighted counts	65	21	35	25	41	64	54	104	9	6	2	96	25		12	109
	Column Comparisons	-															
<b>Effective Column n</b>		1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics								
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,- 500 per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £50,- 000 - £49,- 999 per year	£50,- 000+ per ye- ar	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non- user	Total
QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours	% within column	39%	43%	42%	40%	44%	34%	40%	28%	39%
	Weighted counts	300	345	507	407	237	547	2,242	94	2,344
	Column Comparisons		f	f		f		B		-
	% within column	59%	55%	56%	58%	54%	64%	58%	70%	59%
No	Weighted counts	458	444	672	600	289	1,034	3,258	235	3,497
	Column Comparisons						b c e		A	-
	% within column	3%	2%	2%	2%	2%	2%	2%	1%	2%
I don't know	Weighted counts	21	13	20	20	10	37	114	5	121
	Column Comparisons									-
	% within column									
Effective Column n	Weighted counts	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	7%	4%	10%	6%	7%	8%	8%	6%	8%	7%	10%	7%	3%	4%	3%	7%
	Weighted counts	429	100	329	81	112	115	122	187	242	56	196	134	19	24	43	216
	Column Comparisons	-		A							d	a c D E	d			-	-
No	% within column	89%	95%	85%	91%	90%	88%	88%	89%	89%	88%	86%	90%	94%	93%	94%	90%
	Weighted counts	5,319	2,437	2,882	1,296	1,374	1,300	1,348	2,612	2,706	737	1,665	1,716	634	567	1,200	2,843
	Column Comparisons	-	B										b	a B c	a B	-	-
I don't know	% within column	4%	1%	6%	3%	3%	4%	4%	4%	3%	5%	4%	3%	3%	3%	3%	3%
	Weighted counts	214	26	188	49	49	60	57	122	93	42	76	59	20	18	38	101
	Column Comparisons	-		A												-	-
Effective Column n	% within column																
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
Unweighted base	Column Comparisons																
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base	Column Comparisons																
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with																	
<b>Yes</b>	% within column	8%	7%	7%	9%	7%	9%	5%	8%	5%	7%	4%	7%	7%	**	22%	6%
	Weighted counts	212	96	121	114	99	266	157	377	25	20	7	323	105		65	364
	Column Comparisons	-					B									B	
<b>No</b>	% within column	88%	90%	90%	87%	89%	88%	90%	89%	91%	90%	94%	89%	89%	**	69%	90%
	Weighted counts	2,476	1,233	1,609	1,133	1,343	2,711	2,590	4,450	434	267	168	3,974	1,334		205	5,114
	Column Comparisons	-					a										A
<b>I don't know</b>	% within column	4%	3%	3%	4%	4%	3%	4%	4%	4%	4%	2%	3%	4%	**	9%	3%
	Weighted counts	114	39	62	50	63	91	118	181	18	11	4	155	59		28	187
	Column Comparisons	-														B	
<b>Effective Column n</b>																	
	Weighted counts	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
	Column Comparisons																
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics										
		QJ6: Annual household income					QJ2: Internet usage			
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with		500 per year	499 per year	999 per year	999 per year	per year				
<b>Yes</b>	% within column	7%	7%	8%	9%	8%	5%	7%	6%	7%
	Weighted counts	57	56	97	91	42	85	401	22	429
	Column Comparisons									-
	% within column	88%	89%	88%	88%	88%	91%	89%	92%	89%
<b>No</b>	Weighted counts	688	712	1,059	906	474	1,481	5,007	308	5,319
	Column Comparisons									-
	% within column	4%	4%	4%	3%	4%	3%	4%	1%	4%
	Weighted counts	33	35	44	30	20	52	205	5	214
<b>I don't know</b>	Column Comparisons									-
	% within column									
	Weighted counts	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons									
<b>Effective Column n</b>										
<b>Unweighted base</b>		792	812	1,326	1,137	621	1,148	5,633	192	5,836
<b>Weighted base</b>		779	803	1,199	1,027	536	1,618	5,613	334	5,962
<b>Columns</b>		A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH1\_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery								Demographics									
Methodology			Quarter				Gender		Age						SEG		
Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1		
% within column	25%	21%	29%	25%	27%	24%	26%	24%	27%	28%	29%	25%	21%	16%	19%	26%	
Weighted counts	1,519	530	989	363	417	347	392	704	815	235	566	481	141	97	238	834	
Column Comparisons	-	A								d E	c d E	E			-	-	
% within column	72%	77%	68%	70%	71%	74%	72%	73%	71%	68%	66%	73%	77%	83%	80%	71%	
Weighted counts	4,278	1,978	2,300	996	1,082	1,094	1,106	2,124	2,154	571	1,288	1,396	516	507	1,022	2,233	
Column Comparisons	-	B								B			a B	A B C d	-	-	
% within column	3%	2%	3%	5%	2%	2%	2%	3%	2%	3%	4%	2%	2%	1%	2%	3%	
Weighted counts	165	56	109	66	36	34	29	94	71	29	84	31	16	5	21	93	
Column Comparisons	-	b c d								c e	C e					-	-
% within column																	
Effective Column n	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989	
Weighted counts																	
Column Comparisons																	
Unweighted base	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236	
Weighted base	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160	
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 3



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Yes</b>	% within column	24%	28%	25%	26%	23%	28%	23%	26%	23%	24%	15%	26%	24%	**	39%	25%
	Weighted counts	685	383	450	344	342	863	649	1,311	108	72	28	1,157	359		116	1,403
	Column Comparisons	-					B		d	d	d					B	
	% within column	73%	69%	72%	71%	75%	68%	75%	71%	75%	74%	82%	71%	74%	**	56%	73%
<b>No</b>	Weighted counts	2,045	943	1,290	922	1,122	2,099	2,161	3,551	359	221	147	3,162	1,108		167	4,111
	Column Comparisons	-						A				a b c					A
	% within column	3%	3%	3%	2%	3%	3%	2%	3%	2%	2%	2%	3%	2%	**	5%	3%
	Weighted counts	72	41	51	31	41	106	54	146	10	5	4	133	31		14	151
<b>I don't know</b>	Column Comparisons	-					b										
	% within column																
	Weighted counts	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
	Column Comparisons																
<b>Effective Column n</b>																	
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
		QJ6: Annual household income					QJ2: Internet usage		Total
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	
QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		500 per year	499 per year	999 per year	999 per year	per year		NET: Internet non-user	
% within column		23%	28%	24%	24%	31%	26%	14%	25%
Yes		177	226	283	246	166	421	1,463	1,519
Weighted counts								48	
Column Comparisons						a c d		B	-
% within column		74%	69%	74%	73%	66%	71%	85%	72%
No		579	556	885	753	353	1,152	3,991	4,278
Weighted counts								284	
Column Comparisons		e		e	e			A	-
% within column		3%	3%	3%	3%	3%	3%	1%	3%
I don't know		23	21	31	29	17	44	159	165
Weighted counts								2	
Column Comparisons									-
% within column									
Effective Column n		487	499	815	699	382	706	3,462	3,587
Weighted counts								118	
Column Comparisons									
Unweighted base		792	812	1,326	1,137	621	1,148	5,633	5,836
Weighted base		779	803	1,199	1,027	536	1,618	5,613	5,962
Columns		A	B	C	D	E	F	A	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Methodology			Quarter				Gender		Age						SEG
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1
Yes	% within column	9%	6%	12%	8%	9%	11%	9%	9%	10%	9%	11%	10%	7%	5%	6%	8%
	Weighted counts	566	146	420	118	138	165	144	276	290	77	221	188	48	31	79	266
	Column Comparisons	-		A								d e	e			-	-
No	% within column	89%	94%	86%	91%	89%	87%	89%	90%	89%	87%	87%	90%	92%	94%	93%	90%
	Weighted counts	5,316	2,407	2,909	1,295	1,374	1,289	1,358	2,616	2,699	728	1,688	1,708	622	570	1,191	2,843
	Column Comparisons	-	B											a b	a B c	-	-
Don't know	% within column	1%	0%	2%	1%	2%	1%	2%	1%	2%	4%	1%	1%	0%	1%	1%	2%
	Weighted counts	81	11	70	12	23	21	24	29	52	30	28	12	3	7	11	50
	Column Comparisons	-		A							b C d					-	-
Effective Column n	% within column																
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691	1,989
	Column Comparisons																
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125	3,236
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281	3,160
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																	
		SEG					Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	Yes – I am house- bound	No – I am not house- bound
<b>Yes</b>	% within column	11%	9%	8%	11%	10%	10%	9%	10%	10%	10%	6%	9%	10%	**	20%	9%
	Weighted counts	299	122	144	144	156	307	258	478	47	29	11	418	148		61	505
	Column Comparisons	-														B	
<b>No</b>	% within column	88%	89%	90%	88%	88%	89%	90%	89%	89%	89%	93%	89%	89%	**	75%	90%
	Weighted counts	2,472	1,224	1,620	1,141	1,331	2,720	2,572	4,459	426	264	166	3,979	1,327		222	5,094
	Column Comparisons	-															A
<b>Don't know</b>	% within column	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	**	5%	1%
	Weighted counts	31	22	28	13	18	41	35	71	4	5	2	56	23		14	66
	Column Comparisons	-														B	
<b>Effective Column n</b>		1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7	197	3,390
<b>Unweighted base</b>		2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11	321	5,515
<b>Weighted base</b>		2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12	297	5,665
<b>Columns</b>		B	C	D	E	F	A	B	A	B	C	D	A	B	C	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics									
		QJ6: Annual household income					QJ2: Internet usage		
		Under £11,-	£11,- £17,-	£17,- £29,-	£29,- £49,-	£49,- £50,-	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		500 per year	499 per year	999 per year	999 per year	per year			Total
<b>Yes</b>	% within column	12%	11%	10%	11%	11%	6%	10%	8%
	Weighted counts	92	89	118	110	61	96	539	25
	Column Comparisons	f	f	f	f	f			-
	% within column	87%	88%	89%	88%	87%	92%	89%	92%
<b>No</b>	Weighted counts	677	703	1,065	909	468	1,493	4,998	309
	Column Comparisons						a		-
	% within column	1%	1%	1%	1%	1%	2%	1%	0%
	Weighted counts	10	11	16	9	7	28	76	0
<b>Don't know</b>	Column Comparisons								-
	% within column								
	Weighted counts	487	499	815	699	382	706	3,462	118
	Column Comparisons								
<b>Effective Column n</b>		487	499	815	699	382	706	3,462	118
<b>Unweighted base</b>		792	812	1,326	1,137	621	1,148	5,633	192
<b>Weighted base</b>		779	803	1,199	1,027	536	1,618	5,613	334
<b>Columns</b>		A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		Method-ology			Quarter				Gender		Age						SEG			
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1
QH3: Did you make a complaint to Royal Mail?		16%	25%	13%	17%	17%	19%	13%	14%	18%	19%	20%	11%	**	**	17%	13%	20%	9%	16%
No	% within column	93	37	56	20	24	31	19	40	53	15	44	21			14	34	59	11	24
	Weighted counts	-	b													-	-	-		
	Column Comparisons	23%	29%	20%	24%	24%	22%	21%	24%	21%	12%	24%	24%	**	**	23%	22%	23%	22%	23%
Yes, by telephone	% within column	128	43	85	28	33	36	31	66	62	10	54	46			18	60	68	27	33
	Weighted counts	-														-	-	-		
	Column Comparisons	22%	20%	22%	23%	23%	22%	20%	24%	19%	31%	18%	23%	**	**	20%	24%	19%	31%	18%
Yes, by email	% within column	123	29	94	27	32	36	28	67	56	24	40	43			15	65	58	38	27
	Weighted counts	-														-	-	-		
	Column Comparisons	14%	13%	15%	16%	15%	12%	15%	12%	16%	15%	10%	19%	**	**	13%	12%	16%	7%	16%
Yes, in person (e.g. to the postman/woman)	% within column	80	18	62	19	20	20	22	34	47	11	23	36			10	31	49	8	23
	Weighted counts	-														-	-	-		
	Column Comparisons	7%	1%	8%	6%	8%	4%	9%	6%	7%	5%	9%	6%	**	**	4%	8%	6%	9%	7%
Yes, by letter	% within column	37	2	35	7	11	7	12	17	20	4	19	11			3	20	17	11	9
	Weighted counts	-		a												-	-	-		
	Column Comparisons	11%	4%	14%	4%	9%	13%	17%	11%	11%	14%	12%	10%	**	**	9%	11%	11%	10%	12%
Yes, on an online web forum	% within column	63	6	57	5	12	21	24	30	33	11	26	18			7	30	33	12	18
	Weighted counts	-		a				a								-	-	-		
	Column Comparisons	5%	7%	4%	7%	2%	6%	4%	4%	5%	1%	2%	6%	**	**	14%	8%	2%	9%	7%
Yes, by other means	% within column	27	11	16	8	3	10	6	12	15	1	4	11			11	21	6	11	9
	Weighted counts	-														-	-	-	f	f
	Column Comparisons	3%	0%	3%	3%	2%	3%	2%	4%	2%	4%	5%	1%	**	**	0%	2%	3%	3%	1%
Yes, via social media (Facebook, Twitter, etc)	% within column	14	0	14	3	3	5	3	10	5	3	10	1			0	5	9	4	2
	Weighted counts	-														-	-	-		
	Column Comparisons	84%	75%	87%	83%	83%	81%	87%	86%	82%	81%	80%	89%	**	**	83%	87%	80%	91%	84%
NET: Yes	% within column	472	109	364	98	115	134	126	236	236	63	177	167			65	232	240	112	121
	Weighted counts	-		a												-	-	-		
	Column Comparisons	401	52	349	82	97	108	114	179	222	58	172	123	29	18	48	210	191	97	114
Effective Column n	% within column	614	80	534	125	149	166	174	274	340	89	263	189	45	28	73	322	292	148	174
	Weighted counts	-														-	-	-		
	Column Comparisons	566	146	420	118	138	165	144	276	290	77	221	188	48	31	79	266	299	122	144
Unweighted base	% within column																			
	Weighted counts																			
	Column Comparisons																			
Weighted base	% within column																			
	Weighted counts																			
	Column Comparisons																			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		SEG		Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						
		C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer
QH3: Did you make a complaint to Royal Mail?																				
% within column		18%	21%	14%	20%	17%	14%	18%	18%	17%	16%	**	13%	17%	17%	27%	20%	12%	10%	11%
Weighted counts		26	33	42	51	79	7	5	2	70	23		8	85	15	24	24	13	6	11
Column Comparisons																				
% within column		22%	24%	21%	24%	22%	25%	24%	35%	23%	21%	**	8%	24%	24%	25%	16%	25%	26%	22%
Weighted counts		31	37	65	62	105	12	7	4	97	31		5	123	22	23	19	28	16	21
Column Comparisons																				
% within column		20%	19%	21%	22%	22%	17%	19%	19%	21%	24%	**	18%	22%	22%	14%	21%	23%	19%	30%
Weighted counts		28	30	66	57	107	8	5	2	88	35		11	112	20	12	24	26	12	29
Column Comparisons																				
% within column		17%	15%	13%	15%	13%	21%	20%	9%	14%	15%	**	19%	14%	15%	15%	17%	8%	12%	18%
Weighted counts		25	24	41	39	64	10	6	1	58	22		12	69	14	13	20	8	8	17
Column Comparisons																				
% within column		2%	9%	8%	4%	7%	6%	5%	1%	7%	5%	**	10%	6%	10%	6%	7%	8%	7%	1%
Weighted counts		3	14	26	12	33	3	2	0	30	7		6	31	9	5	9	9	4	1
Column Comparisons																				
% within column		13%	9%	13%	9%	12%	3%	11%	12%	11%	10%	**	19%	10%	12%	8%	11%	11%	14%	10%
Weighted counts		19	14	39	24	57	2	3	1	48	15		12	51	11	7	13	12	9	9
Column Comparisons																				
% within column		4%	0%	5%	4%	4%	12%	1%	6%	4%	8%	**	0%	5%	0%	2%	5%	7%	8%	8%
Weighted counts		6	0	17	10	20	6	0	1	15	12		0	27	0	2	5	7	5	7
Column Comparisons																				
% within column		4%	2%	4%	1%	3%	2%	2%	0%	3%	2%	**	12%	1%	1%	2%	3%	5%	3%	1%
Weighted counts		5	4	11	3	13	1	1	0	12	2		8	7	0	2	4	6	2	1
Column Comparisons																				

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics		
		QJ2: Inter-net usage		
		NET:		
		NET: Inter-net user	Inter-net on-user	Total
QH3: Did you make a complaint to Royal Mail?				
<b>No</b>	<i>% within column</i>	17%	**	<b>16%</b>
	<i>Weighted counts</i>	89		<b>93</b>
	<i>Column Comparisons</i>			-
<b>Yes, by telephone</b>	<i>% within column</i>	23%	**	<b>23%</b>
	<i>Weighted counts</i>	121		<b>128</b>
	<i>Column Comparisons</i>			-
<b>Yes, by email</b>	<i>% within column</i>	21%	**	<b>22%</b>
	<i>Weighted counts</i>	114		<b>123</b>
	<i>Column Comparisons</i>			-
<b>Yes, in person (e.g. to the postman/woman)</b>	<i>% within column</i>	14%	**	<b>14%</b>
	<i>Weighted counts</i>	77		<b>80</b>
	<i>Column Comparisons</i>			-
<b>Yes, by letter</b>	<i>% within column</i>	7%	**	<b>7%</b>
	<i>Weighted counts</i>	37		<b>37</b>
	<i>Column Comparisons</i>			-
<b>Yes, on an online web forum</b>	<i>% within column</i>	11%	**	<b>11%</b>
	<i>Weighted counts</i>	61		<b>63</b>
	<i>Column Comparisons</i>			-
<b>Yes, by other means</b>	<i>% within column</i>	5%	**	<b>5%</b>
	<i>Weighted counts</i>	27		<b>27</b>
	<i>Column Comparisons</i>			-
<b>Yes, via social media (Facebook, Twitter, etc)</b>	<i>% within column</i>	2%	**	<b>3%</b>
	<i>Weighted counts</i>	13		<b>14</b>
	<i>Column Comparisons</i>			-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																			
	Method-ology			Quarter				Gender		Age						SEG			
	Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1
QH3: Did you make a complaint to Royal Mail?	84%	75%	87%	83%	83%	81%	87%	86%	82%	81%	80%	89%	**	**	83%	87%	80%	91%	84%
<i>% within column</i>																			
<b>NET: Yes</b>	472	109	364	98	115	134	126	236	236	63	177	167			65	232	240	112	121
<i>Weighted counts</i>																			
<i>Column Comparisons</i>	-		a												-	-	-		
<i>% within column</i>																			
<b>Effective Column n</b>	401	52	349	82	97	108	114	179	222	58	172	123	29	18	48	210	191	97	114
<i>Weighted counts</i>																			
<i>Column Comparisons</i>																			
<b>Unweighted base</b>	614	80	534	125	149	166	174	274	340	89	263	189	45	28	73	322	292	148	174
<b>Weighted base</b>	566	146	420	118	138	165	144	276	290	77	221	188	48	31	79	266	299	122	144
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		SEG		Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
		C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	I am hou...	No – I am not hou...	Und- er £11,- per year	£11,- £17,- per year	£17,- £29,- per year	£30,- £49,- per year	£50,- £100+ per year	I don't know/ I prefer not to answer
QH3: Did you make a complaint to Royal Mail?		82%	79%	86%	80%	83%	86%	82%	82%	83%	84%	**	87%	83%	83%	73%	80%	88%	90%	89%
NET: Yes		117	123	265	206	399	40	24	9	348	124		53	419	77	65	94	97	55	86
Effective Column n		86	105	221	178	259	51	54	38	285	116	0	46	355	59	69	89	82	50	52
Unweighted base		131	161	339	273	396	78	82	58	437	177	0	71	543	91	105	137	125	76	80
Weighted base		144	156	307	258	478	47	29	11	418	148	0	61	505	92	89	118	110	61	96
Columns		E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics		
		QJ2: Inter-net usage		
		NET:		
		NET: Inter-	Inter- net n-	
		net	on-	
		user	user	Total
QH3: Did you make a complaint to Royal Mail?	% within column	83%	**	84%
NET: Yes	Weighted counts	449		472
	Column Comparisons			-
	% within column			
Effective Column n	Weighted counts	390	10	401
	Column Comparisons			
Unweighted base		597	16	614
Weighted base		539	25	566
Columns		A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method-ology			Quarter				Gender		Age						SEG		
QH4: Where did you find information about how to make a complaint, or did you not need this information?		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
On Royal Mail's website	% within column	61%	53%	63%	60%	61%	65%	55%	64%	57%	53%	66%	62%	**	**	49%	66%	55%	63%
	Weighted counts	286	58	229	59	70	88	69	152	134	33	116	104			32	153	133	70
	Column Comparisons	-														-	-	-	
Didn't need this information	% within column	14%	8%	15%	13%	12%	11%	17%	13%	14%	18%	10%	16%	**	**	13%	13%	14%	14%
	Weighted counts	64	9	55	13	14	15	22	31	33	11	18	26			8	30	34	16
	Column Comparisons	-														-	-	-	
Speaking to someone who works for Royal Mail over the phone	% within column	12%	12%	12%	11%	15%	7%	14%	10%	13%	13%	15%	7%	**	**	14%	10%	13%	11%
	Weighted counts	55	13	43	11	17	10	17	25	31	8	26	12			9	24	32	13
	Column Comparisons	-														-	-	-	
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	12%	12%	12%	11%	13%	12%	10%	11%	13%	11%	14%	11%	**	**	9%	8%	16%	6%
	Weighted counts	56	13	42	11	15	16	13	26	30	7	24	19			6	18	37	7
	Column Comparisons	-														-	-	-	
Another way	% within column	4%	9%	3%	5%	2%	4%	5%	6%	2%	8%	3%	5%	**	**	3%	3%	6%	3%
	Weighted counts	20	10	9	5	2	5	7	15	4	5	4	8			2	6	13	3
	Column Comparisons	-	b						b							-	-	-	
I don't know	% within column	3%	9%	1%	3%	1%	3%	6%	0%	6%	0%	2%	2%	**	**	12%	5%	1%	8%
	Weighted counts	15	10	5	3	1	4	7	1	14	0	4	3			8	11	4	9
	Column Comparisons	-	B						a							-	-	-	
Effective Column n	% within column																		
	Weighted counts	344	40	304	69	87	90	98	153	191	47	140	114	27	16	43	189	155	88
	Column Comparisons																		
Unweighted base		517	60	457	103	131	135	148	230	287	71	211	171	40	24	64	284	233	133
Weighted base		472	109	364	98	115	134	126	236	236	63	177	167	38	27	65	232	240	112
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		SEG			Working status		UK nation			Rurality											
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...			Und- er	£11,- 500 -	£17,- 500 -	£30,- 000 -
																		£11,- 500 per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year
QH4: Where did you find information about how to make a complaint, or did you not need this information?																					
On Royal Mail's website	% within column	68%	57%	54%	62%	59%	63%	42%	58%	**	62%	56%	**	57%	61%	60%	58%	61%	60%		
	Weighted counts	83	67	66	164	122	249	17	14		217	69		30	256	46	37	57	58		
	Column Comparisons																				
Didn't need this information	% within column	12%	11%	17%	14%	13%	12%	22%	18%	**	14%	12%	**	17%	13%	8%	13%	19%	15%		
	Weighted counts	14	13	21	37	27	49	9	4		49	15		9	55	7	9	18	14		
	Column Comparisons																				
Speaking to someone who works for Royal Mail over the phone	% within column	9%	13%	13%	11%	13%	12%	17%	2%	**	10%	15%	**	17%	11%	10%	13%	12%	11%		
	Weighted counts	11	16	16	29	27	47	7	1		36	19		9	47	8	8	11	11		
	Column Comparisons																				
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	10%	15%	16%	13%	11%	11%	21%	13%	**	11%	13%	**	23%	10%	14%	13%	10%	12%		
	Weighted counts	12	17	20	33	22	44	8	3		39	16		12	44	11	9	9	12		
	Column Comparisons																				
Another way	% within column	3%	6%	5%	5%	4%	4%	5%	3%	**	4%	6%	**	0%	5%	9%	0%	1%	8%		
	Weighted counts	3	7	6	12	8	17	2	1		12	7		0	20	7	0	1	8		
	Column Comparisons																				
I don't know	% within column	2%	1%	2%	2%	5%	3%	0%	6%	**	3%	4%	**	3%	3%	6%	4%	2%	2%		
	Weighted counts	2	2	2	5	10	13	0	1		10	5		2	13	5	2	1	2		
	Column Comparisons																				
Effective Column n	% within column																				
	Weighted counts	100	72	83	193	150	222	45	46	31	243	101	0	42	302	53	52	73	73		
	Column Comparisons																				
Unweighted base		151	108	125	290	225	334	68	69	46	365	152	0	63	454	80	78	110	110		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	
QH4: Where did you find information about how to make a complaint, or did you not need this information?					Total	
On Royal Mail's website	% within column	58%	66%	61%	**	61%
	Weighted counts	32	56	276		286
	Column Comparisons					-
Didn't need this information	% within column	17%	8%	14%	**	14%
	Weighted counts	9	7	63		64
	Column Comparisons					-
Speaking to someone who works for Royal Mail over the phone	% within column	15%	11%	12%	**	12%
	Weighted counts	8	9	54		55
	Column Comparisons					-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	10%	12%	11%	**	12%
	Weighted counts	5	10	51		56
	Column Comparisons					-
Another way	% within column	5%	1%	4%	**	4%
	Weighted counts	3	1	20		20
	Column Comparisons					-
I don't know	% within column	0%	6%	2%	**	3%
	Weighted counts	0	5	10		15
	Column Comparisons					-
Effective Column n	% within column					
	Weighted counts	45	47	333	10	344
	Column Comparisons					
Unweighted base		68	71	501	15	517

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH4: Where did you find information about how to make a complaint, or did you not need this information?	Demographics																	
	Method-ology			Quarter				Gender		Age						SEG		
			Onli-	Q3	Q4	Q1	Q2	Male	Fem-ale	16-24	25-44	45-64	65-74	75+	65+	ABC1	C2DE	AB
	Total	CAPI	ne	2017	2017	2018	2018			years	years	years	years	years	(Net)			
<b>Weighted base</b>	472	109	364	98	115	134	126	236	236	63	177	167	38	27	65	232	240	112
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH4: Where did you find information about how to make a complaint, or did you not need this information?	Demographics																	
	SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am hou...	Und- er £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
<b>Weighted base</b>	121	117	123	265	206	399	40	24	9	348	124	0	53	419	77	65	94	97
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH4: Where did you find information about how to make a complaint, or did you not need this information?	Demographics				
	QJ6: Annual household income		QJ2: Internet usage		
	I don't know/ I prefer not to answer		NET: Internet non-user		
	per year	per year	per user	per user	Total
Weighted base	55	86	449	22	472
Columns	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Very easy (1)	% within column	23%	36%	19%	14%	18%	31%	27%	27%	19%	16%	27%	24%	**	**	18%
	Weighted counts	109	39	70	13	21	41	34	64	45	10	48	40			11
	Column Comparisons	-	b													-
Fairly easy	% within column	38%	33%	39%	38%	34%	43%	35%	34%	41%	42%	39%	38%	**	**	28%
	Weighted counts	177	35	142	37	39	58	44	81	96	26	70	63			19
	Column Comparisons	-														-
Neither easy nor difficult	% within column	16%	11%	17%	15%	19%	14%	14%	13%	18%	7%	16%	13%	**	**	30%
	Weighted counts	74	12	62	15	22	18	18	30	44	4	29	21			19
	Column Comparisons	-														-
Fairly difficult	% within column	11%	8%	12%	13%	13%	8%	12%	12%	11%	22%	7%	10%	**	**	14%
	Weighted counts	53	8	45	13	14	11	16	28	26	14	13	18			9
	Column Comparisons	-									b					-
Very difficult (5)	% within column	11%	12%	11%	20%	12%	5%	12%	13%	10%	11%	9%	15%	**	**	9%
	Weighted counts	54	14	40	20	14	6	14	30	24	7	16	25			6
	Column Comparisons	-			c											-
I don't know	% within column	1%	0%	1%	0%	4%	0%	0%	1%	1%	2%	1%	0%	**	**	2%
	Weighted counts	5	0	4	0	4	0	0	3	2	1	2	0			1
	Column Comparisons	-														-
NET: Easy	% within column	61%	69%	58%	51%	52%	74%	62%	61%	60%	58%	66%	62%	**	**	46%
	Weighted counts	287	75	212	50	60	99	77	145	142	36	118	103			30
	Column Comparisons	-					a b									-
NET: Difficult	% within column	23%	20%	24%	33%	25%	13%	24%	25%	21%	33%	16%	26%	**	**	23%
	Weighted counts	108	22	86	32	28	17	30	58	49	21	29	43			15
	Column Comparisons	-			c											-
Effective Column n	% within column															
	Weighted counts	344	40	304	69	87	90	98	153	191	47	140	114	27	16	43
	Column Comparisons															
Average		2.5	2.3	2.6	2.9	2.7	2.1	2.5	2.5	2.5	2.7	2.3	2.6	2.6	2.7	2.7
Standard Deviation		1.3	1.4	1.3	1.4	1.3	1.1	1.3	1.4	1.2	1.3	1.2	1.4	1.3	1.1	1.2
Unweighted base		511	59	452	102	127	135	147	228	283	69	209	170	40	23	63
Weighted base		468	108	359	98	110	134	126	233	235	61	175	167	38	26	64
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?																
Very easy (1)	% within column	21%	25%	27%	16%	25%	25%	26%	19%	23%	26%	25%	**	24%	20%	**
	Weighted counts	49	60	30	19	29	31	69	40	91	11	6		84	25	
	Column Comparisons	-	-													
Fairly easy	% within column	36%	39%	30%	42%	44%	34%	39%	35%	38%	40%	34%	**	39%	33%	**
	Weighted counts	84	93	33	51	52	42	105	73	151	16	8		136	41	
	Column Comparisons	-	-													
Neither easy nor difficult	% within column	17%	15%	21%	13%	16%	14%	14%	17%	16%	14%	14%	**	17%	11%	**
	Weighted counts	38	35	23	15	19	17	38	35	63	6	3		60	14	
	Column Comparisons	-	-													
Fairly difficult	% within column	13%	9%	9%	17%	4%	14%	8%	15%	11%	16%	9%	**	9%	18%	**
	Weighted counts	31	23	10	21	5	18	22	32	42	6	2		32	22	
	Column Comparisons	-	-		e				a						a	
Very difficult (5)	% within column	13%	10%	14%	12%	8%	12%	11%	12%	12%	3%	17%	**	9%	17%	**
	Weighted counts	30	24	15	15	9	15	29	25	47	1	4		33	22	
	Column Comparisons	-	-												a	
I don't know	% within column	0%	2%	0%	0%	3%	1%	1%	1%	1%	1%	2%	**	1%	0%	**
	Weighted counts	0	5	0	0	3	2	2	3	4	0	0		4	0	
	Column Comparisons	-	-													
NET: Easy	% within column	57%	64%	57%	58%	69%	59%	66%	54%	61%	66%	59%	**	63%	54%	**
	Weighted counts	133	154	63	70	81	72	174	112	243	27	14		220	67	
	Column Comparisons	-	-					b								
NET: Difficult	% within column	26%	19%	23%	30%	12%	26%	19%	27%	22%	19%	26%	**	18%	35%	**
	Weighted counts	61	47	25	36	14	33	51	56	90	8	6		64	43	
	Column Comparisons	-	-		e										a	
Effective Column n																
Average	Weighted counts	189	155	88	100	72	83	193	150	222	45	46	31	243	101	0
	Column Comparisons															
Standard Deviation																
Unweighted base		2.6	2.4	2.5	2.7	2.2	2.5	2.4	2.7	2.5	2.3	2.6	3.1	2.4	2.8	
		1.3	1.3	1.3	1.3	1.1	1.3	1.3	1.3	1.3	1.1	1.4	1.3	1.2	1.4	
Unweighted base																
Weighted base		284	227	133	151	105	122	288	221	331	67	68	45	360	151	0
		232	236	112	121	114	121	263	204	395	40	23	9	344	124	0
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?												
Very easy (1)	% within column	35%	22%	24%	24%	17%	22%	31%	25%	24%	**	23%
	Weighted counts	19	90	19	16	16	21	17	21	108		109
	Column Comparisons											-
Fairly easy	% within column	39%	37%	36%	40%	47%	33%	28%	37%	37%	**	38%
	Weighted counts	21	156	28	26	44	32	15	32	166		177
	Column Comparisons											-
Neither easy nor difficult	% within column	11%	16%	16%	9%	10%	20%	16%	22%	15%	**	16%
	Weighted counts	6	68	12	6	9	19	9	19	66		74
	Column Comparisons											-
Fairly difficult	% within column	9%	12%	10%	17%	13%	12%	12%	4%	12%	**	11%
	Weighted counts	5	49	8	11	12	12	7	3	53		53
	Column Comparisons											-
Very difficult (5)	% within column	4%	12%	13%	9%	13%	10%	12%	12%	11%	**	11%
	Weighted counts	2	52	10	6	12	10	7	10	52		54
	Column Comparisons											-
I don't know	% within column	1%	1%	1%	0%	1%	3%	0%	0%	1%	**	1%
	Weighted counts	1	4	1	0	1	3	0	0	5		5
	Column Comparisons											-
NET: Easy	% within column	75%	59%	61%	64%	64%	55%	59%	62%	61%	**	61%
	Weighted counts	40	247	46	42	60	53	32	53	274		287
	Column Comparisons											-
NET: Difficult	% within column	12%	24%	23%	26%	26%	23%	25%	16%	23%	**	23%
	Weighted counts	7	101	17	17	24	22	13	14	104		108
	Column Comparisons											-
Effective Column n	% within column											
	Weighted counts	42	302	53	52	73	73	45	47	333	10	344
	Column Comparisons											
Average		2.0	2.6	2.5	2.5	2.6	2.5	2.5	2.4	2.5	2.6	2.5

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p < 0.05$ ), A, B, C, D, E, F... ( $p < 0.001$ ).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH5: How easy or difficult did you find it to make a complaint about Royal Mail?	Demographics														
	Methodology			Quarter				Gender		Age					
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
<b>Standard Deviation</b>	1.3	1.4	1.3	1.4	1.3	1.1	1.3	1.4	1.2	1.3	1.2	1.4	1.3	1.1	1.2
<b>Unweighted base</b>	511	59	452	102	127	135	147	228	283	69	209	170	40	23	63
<b>Weighted base</b>	468	108	359	98	110	134	126	233	235	61	175	167	38	26	64
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH5: How easy or difficult did you find it to make a complaint about Royal Mail?	Demographics														
	SEG						Working status		UK nation				Rurality		
	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own
									Engl- and	Scotl- and					
<b>Standard Deviation</b>	1.3	1.3	1.3	1.3	1.1	1.3	1.3	1.3	1.3	1.1	1.4	1.3	1.2	1.4	
<b>Unweighted base</b>	284	227	133	151	105	122	288	221	331	67	68	45	360	151	0
<b>Weighted base</b>	232	236	112	121	114	121	263	204	395	40	23	9	344	124	0
<b>Columns</b>	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH5: How easy or difficult did you find it to make a complaint about Royal Mail?	Demographics												
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage				
	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user			
Standard Deviation	1.1	1.3	1.3	1.3	1.3	1.3	1.4	1.3	1.3	1.1	1.3		
Unweighted base	62	449	78	77	109	108	68	71	495	15	511		
Weighted base	52	415	76	64	93	94	55	86	445	22	468		
Columns	A	B	A	B	C	D	E	F	A	B	A		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		Method-ology			Quarter				Gender		Age						SEG			
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1
QH6: What was difficult about making the complaint to Royal Mail?																				
Getting through to the right person to speak to	% within column	53%	**	49%	**	**	**	**	53%	52%	**	**	**	**	**	**	48%	58%	**	**
	Weighted counts	57		42					31	26							29	27		
	Column Comparisons	-															-	-		
Finding out how to make a complaint	% within column	43%	**	49%	**	**	**	**	42%	45%	**	**	**	**	**	**	45%	42%	**	**
	Weighted counts	47		42					25	22							27	19		
	Column Comparisons	-															-	-		
Other	% within column	24%	**	23%	**	**	**	**	19%	30%	**	**	**	**	**	**	29%	18%	**	**
	Weighted counts	26		20					11	15							18	8		
	Column Comparisons	-															-	-		
I don't know	% within column	1%	**	2%	**	**	**	**	0%	3%	**	**	**	**	**	**	1%	1%	**	**
	Weighted counts	1		1					0	1							1	1		
	Column Comparisons	-															-	-		
Effective Column n																				
Unweighted base																				
Weighted base																				
Columns																				

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3



		Demographics																	
		SEG		Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
QH6: What was difficult about making the complaint to Royal Mail?		C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am not	No – I am	£11,000 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer
Getting through to the right person to speak to	% within column	**	**	52%	53%	52%	**	**	**	54%	**	**	**	52%	**	**	**	**	**
	Weighted counts			27	30	47				35				52					
	Column Comparisons																		
Finding out how to make a complaint	% within column	**	**	42%	45%	43%	**	**	**	43%	**	**	**	43%	**	**	**	**	**
	Weighted counts			22	25	38				28				44					
	Column Comparisons																		
Other	% within column	**	**	29%	20%	25%	**	**	**	22%	**	**	**	25%	**	**	**	**	**
	Weighted counts			15	11	22				14				25					
	Column Comparisons																		
I don't know	% within column	**	**	3%	0%	1%	**	**	**	2%	**	**	**	1%	**	**	**	**	**
	Weighted counts			1	0	1				1				1					
	Column Comparisons																		
Effective Column n	% within column																		
	Weighted counts	13	22	40	41	46	10	12	13	51	30	0	7	74	9	14	21	18	11
	Column Comparisons																		8
Unweighted base		21	35	64	66	74	16	19	21	82	48	0	11	119	15	22	34	29	17
Weighted base		14	33	51	56	90	8	6	4	64	43	0	7	101	17	17	24	22	13
Columns		E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics		
		QJ2: Inter-net usage		
		NET:		
		NET: Inter-net user	Inter-net on-user	Total
QH6: What was difficult about making the complaint to Royal Mail?				
<b>Getting through to the right person to speak to</b>	<i>% within column</i>	52%	**	<b>53%</b>
	<i>Weighted counts</i>	54		<b>57</b>
	<i>Column Comparisons</i>	-		-
<b>Finding out how to make a complaint</b>	<i>% within column</i>	44%	**	<b>43%</b>
	<i>Weighted counts</i>	46		<b>47</b>
	<i>Column Comparisons</i>	-		-
<b>Other</b>	<i>% within column</i>	25%	**	<b>24%</b>
	<i>Weighted counts</i>	26		<b>26</b>
	<i>Column Comparisons</i>	-		-
<b>I don't know</b>	<i>% within column</i>	1%	**	<b>1%</b>
	<i>Weighted counts</i>	1		<b>1</b>
	<i>Column Comparisons</i>	-		-
<b>Effective Column n</b>	<i>% within column</i>			
	<i>Weighted counts</i>	80	1	<b>81</b>
	<i>Column Comparisons</i>			
<b>Unweighted base</b>		128	2	<b>130</b>
<b>Weighted base</b>		104	3	<b>108</b>
<b>Columns</b>		A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied (1)	% within column	15%	18%	15%	12%	13%	20%	16%	14%	17%	19%	21%	11%	**	**
	Weighted counts	72	19	53	12	14	26	20	33	39	12	36	18		
	Column Comparisons	-													
Fairly satisfied	% within column	24%	23%	24%	26%	22%	25%	22%	24%	24%	22%	30%	20%	**	**
	Weighted counts	112	25	88	25	26	34	27	56	57	14	54	34		
	Column Comparisons	-													
Neither satisfied nor dissatisfied	% within column	21%	15%	23%	21%	23%	28%	11%	24%	18%	19%	22%	20%	**	**
	Weighted counts	99	16	83	21	26	38	14	56	43	12	39	34		
	Column Comparisons	-					d								
Fairly dissatisfied	% within column	13%	7%	14%	16%	13%	12%	10%	11%	14%	19%	11%	12%	**	**
	Weighted counts	60	8	52	16	15	16	13	27	34	12	20	20		
	Column Comparisons	-													
Very dissatisfied (5)	% within column	25%	33%	23%	22%	27%	14%	37%	27%	23%	20%	14%	34%	**	**
	Weighted counts	118	36	82	21	31	19	47	64	54	12	25	57		
	Column Comparisons	-						c					B		
I don't know	% within column	2%	5%	2%	3%	3%	0%	4%	0%	4%	1%	2%	2%	**	**
	Weighted counts	11	5	6	3	3	0	5	1	10	1	4	4		
	Column Comparisons	-								a					
NET: Satisfied	% within column	39%	40%	39%	38%	35%	45%	37%	38%	41%	42%	51%	31%	**	**
	Weighted counts	185	44	141	37	40	60	47	89	96	26	90	51		
	Column Comparisons	-										c			
NET: Dissatisfied	% within column	38%	40%	37%	38%	40%	27%	47%	38%	37%	39%	25%	46%	**	**
	Weighted counts	178	44	134	37	46	36	60	91	87	24	45	77		
	Column Comparisons	-						c					b		
Effective Column n	% within column														
	Weighted counts	344	40	304	69	87	90	98	153	191	47	140	114	27	16
	Column Comparisons														
Average		3.1	3.2	3.1	3.1	3.2	2.8	3.3	3.1	3.0	3.0	2.7	3.4	3.4	3.7
Standard Deviation		1.4	1.6	1.4	1.4	1.4	1.3	1.6	1.4	1.4	1.4	1.3	1.4	1.5	1.2
Unweighted base		503	57	446	101	127	135	140	227	276	70	206	165	38	24
Weighted base		462	104	358	95	112	134	121	235	226	62	173	163	36	27
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied (1)	% within column	9%	10%	20%	13%	8%	22%	18%	18%	12%	15%	17%	13%	**	15%
	Weighted counts	6	24	48	15	9	26	23	47	26	61	7	3		52
	Column Comparisons	-	-	-			d								
Fairly satisfied	% within column	17%	22%	25%	19%	26%	24%	27%	26%	21%	24%	27%	23%	**	24%
	Weighted counts	11	52	61	21	31	28	33	70	43	94	11	6		83
	Column Comparisons	-	-	-											
Neither satisfied nor dissatisfied	% within column	22%	20%	22%	25%	15%	25%	18%	21%	20%	22%	16%	17%	**	24%
	Weighted counts	14	47	52	28	18	29	23	56	42	86	7	4		83
	Column Comparisons	-	-	-											b
Fairly dissatisfied	% within column	13%	16%	10%	12%	19%	11%	9%	11%	15%	12%	15%	21%	**	10%
	Weighted counts	8	37	24	14	23	12	11	30	31	47	6	5		36
	Column Comparisons	-	-	-											
Very dissatisfied (5)	% within column	36%	29%	21%	28%	30%	18%	24%	22%	29%	26%	19%	20%	**	25%
	Weighted counts	23	67	51	31	36	21	29	59	59	103	8	5		85
	Column Comparisons	-	-	-											
I don't know	% within column	3%	3%	2%	3%	3%	1%	3%	2%	3%	2%	6%	5%	**	2%
	Weighted counts	2	6	5	3	3	1	4	4	7	7	2	1		8
	Column Comparisons	-	-	-											
NET: Satisfied	% within column	27%	33%	45%	32%	33%	45%	45%	44%	33%	39%	44%	37%	**	39%
	Weighted counts	17	76	109	36	40	53	56	116	68	155	18	9		136
	Column Comparisons	-	-	-					b						
NET: Dissatisfied	% within column	49%	45%	31%	40%	49%	29%	33%	33%	43%	38%	34%	41%	**	35%
	Weighted counts	32	104	74	45	59	34	41	88	90	150	14	10		121
	Column Comparisons	-	-	-		e									
Effective Column n	% within column														
	Weighted counts	43	189	155	88	100	72	83	193	150	222	45	46	31	243
Column Comparisons															
Average		3.5	3.3	2.9	3.2	3.4	2.8	2.9	2.9	3.3	3.1	2.9	3.1	3.3	3.1
Standard Deviation		1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.3	1.4
Unweighted base		62	275	228	130	145	106	122	284	217	327	65	65	46	356
Weighted base		63	226	236	108	117	117	119	261	200	392	38	23	9	340
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
													Total
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	% within column	16%	**	29%	14%	21%	11%	15%	12%	21%	14%	16%	**
	Weighted counts	20		15	57	16	7	14	11	11	12	71	
	Column Comparisons			b									-
Very satisfied (1)	% within column	23%	**	27%	23%	20%	34%	19%	28%	23%	20%	23%	**
	Weighted counts	29		14	98	15	22	18	27	13	17	104	
	Column Comparisons			b									-
Fairly satisfied	% within column	13%	**	34%	19%	13%	22%	15%	24%	22%	29%	20%	**
	Weighted counts	16		18	81	10	14	14	23	12	25	92	
	Column Comparisons			b									-
Neither satisfied nor dissatisfied	% within column	20%	**	5%	14%	18%	10%	19%	9%	12%	9%	13%	**
	Weighted counts	25		3	58	14	6	18	9	7	7	58	
	Column Comparisons	a											-
Fairly dissatisfied	% within column	26%	**	4%	28%	26%	19%	29%	25%	21%	27%	25%	**
	Weighted counts	32		2	115	20	12	27	25	11	23	113	
	Column Comparisons			a									-
Very dissatisfied (5)	% within column	2%	**	1%	2%	2%	3%	4%	1%	2%	2%	2%	**
	Weighted counts	3		1	10	2	2	3	1	1	2	11	
	Column Comparisons												-
I don't know	% within column	40%	**	55%	37%	41%	46%	34%	40%	44%	34%	39%	**
	Weighted counts	49		29	155	32	30	32	39	24	29	175	
	Column Comparisons			b									-
NET: Satisfied	% within column	46%	**	9%	41%	43%	29%	47%	35%	33%	35%	38%	**
	Weighted counts	57		5	173	33	19	45	34	18	30	171	
	Column Comparisons			A									-
NET: Dissatisfied	% within column												
	Weighted counts												
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	101	0	42	302	53	52	73	73	45	47	333	10
	Column Comparisons												
Average		3.2		2.3	3.2	3.1	2.9	3.3	3.1	2.9	3.1	3.1	3.1

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Standard Deviation</b>	1.4	1.6	1.4	1.4	1.4	1.3	1.6	1.4	1.4	1.4	1.3	1.4	1.5	1.2
<b>Unweighted base</b>	503	57	446	101	127	135	140	227	276	70	206	165	38	24
<b>Weighted base</b>	462	104	358	95	112	134	121	235	226	62	173	163	36	27
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban
	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.3	1.4
<b>Standard Deviation</b>	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.3	1.4
<b>Unweighted base</b>	62	275	228	130	145	106	122	284	217	327	65	65	46	356
<b>Weighted base</b>	63	226	236	108	117	117	119	261	200	392	38	23	9	340
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
	Yes – I am house-bound	No – I am not house-bound											
	Rural	Unkn-own											
Standard Deviation	1.5		1.1	1.4	1.5	1.3	1.5	1.4	1.4	1.4	1.4	1.3	1.4
Unweighted base	147	0	62	441	79	74	107	109	66	68	487	15	503
Weighted base	122	0	52	409	75	63	91	96	54	84	438	22	462
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied (1)	% within column	14%	15%	14%	15%	12%	18%	13%	11%	18%	14%	20%	10%	**	**
	Weighted counts	68	16	52	14	14	24	17	26	42	9	35	17		
	Column Comparisons	-													
Fairly satisfied	% within column	24%	22%	25%	24%	24%	28%	21%	24%	24%	27%	32%	18%	**	**
	Weighted counts	114	24	90	23	27	37	26	56	58	17	56	31		
	Column Comparisons	-													
Neither satisfied nor dissatisfied	% within column	19%	19%	19%	16%	22%	24%	14%	20%	18%	20%	18%	20%	**	**
	Weighted counts	90	21	69	16	25	33	17	48	42	13	32	33		
	Column Comparisons	-													
Fairly dissatisfied	% within column	14%	9%	16%	19%	14%	13%	13%	16%	13%	16%	13%	15%	**	**
	Weighted counts	68	10	59	18	16	18	16	37	31	10	23	25		
	Column Comparisons	-													
Very dissatisfied (5)	% within column	25%	30%	23%	22%	27%	16%	35%	27%	22%	20%	15%	33%	**	**
	Weighted counts	117	33	84	22	31	21	44	65	53	13	26	55		
	Column Comparisons	-						c					b		
I don't know	% within column	3%	5%	3%	5%	2%	1%	5%	1%	5%	2%	2%	3%	**	**
	Weighted counts	15	5	10	5	2	1	6	4	11	1	4	6		
	Column Comparisons	-													
NET: Satisfied	% within column	39%	37%	39%	38%	36%	45%	34%	35%	42%	41%	52%	29%	**	**
	Weighted counts	182	40	142	37	41	61	43	83	100	26	92	48		
	Column Comparisons	-										C d			
NET: Dissatisfied	% within column	39%	39%	39%	41%	41%	29%	47%	43%	36%	37%	28%	48%	**	**
	Weighted counts	186	43	143	40	47	39	60	102	84	23	50	81		
	Column Comparisons	-											b		
Effective Column n	% within column														
	Weighted counts	344	40	304	69	87	90	98	153	191	47	140	114	27	16
	Column Comparisons														
Average		3.1	3.2	3.1	3.1	3.2	2.8	3.4	3.2	3.0	3.0	2.7	3.4	3.4	3.6
Standard Deviation		1.4	1.5	1.4	1.4	1.4	1.3	1.5	1.4	1.4	1.4	1.3	1.4	1.6	1.3
Unweighted base		498	57	441	99	129	132	138	225	273	70	204	163	38	23
Weighted base		458	104	354	93	113	133	120	232	225	61	173	161	36	26
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied (1)	% within column	11%	11%	18%	12%	9%	18%	18%	15%	14%	14%	15%	19%	**	14%
	Weighted counts	7	25	44	14	11	21	22	39	30	56	6	5		49
	Column Comparisons	-	-	-											
Fairly satisfied	% within column	14%	23%	25%	21%	24%	24%	27%	29%	18%	25%	20%	14%	**	24%
	Weighted counts	9	52	61	24	29	28	33	77	36	101	8	3		83
	Column Comparisons	-	-	-					b						
Neither satisfied nor dissatisfied	% within column	20%	17%	21%	18%	17%	27%	15%	18%	20%	20%	14%	21%	**	21%
	Weighted counts	13	40	50	20	20	32	19	48	42	78	6	5		72
	Column Comparisons	-	-	-											
Fairly dissatisfied	% within column	15%	17%	12%	16%	17%	14%	11%	15%	14%	14%	14%	19%	**	14%
	Weighted counts	10	39	29	18	21	16	13	39	29	57	6	4		48
	Column Comparisons	-	-	-											
Very dissatisfied (5)	% within column	35%	29%	20%	28%	30%	16%	25%	21%	30%	25%	28%	20%	**	24%
	Weighted counts	23	68	49	32	37	18	31	56	61	98	11	5		84
	Column Comparisons	-	-	-											
I don't know	% within column	5%	3%	3%	4%	3%	2%	4%	2%	4%	2%	9%	7%	**	3%
	Weighted counts	3	8	7	5	3	2	5	6	8	9	4	2		11
	Column Comparisons	-	-	-											
NET: Satisfied	% within column	26%	33%	44%	34%	33%	42%	45%	44%	32%	39%	36%	33%	**	38%
	Weighted counts	17	77	105	38	39	49	56	116	66	157	14	8		132
	Column Comparisons	-	-	-					b						
NET: Dissatisfied	% within column	50%	46%	33%	45%	48%	29%	36%	36%	44%	39%	42%	39%	**	38%
	Weighted counts	33	107	78	50	58	34	44	95	90	155	17	9		133
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	43	189	155	88	100	72	83	193	150	222	45	46	31	243
	Column Comparisons														
Average		3.5	3.3	2.9	3.3	3.4	2.8	3.0	3.0	3.3	3.1	3.2	3.1	3.5	3.1
Standard Deviation		1.4	1.4	1.4	1.4	1.4	1.3	1.5	1.4	1.4	1.4	1.5	1.4	1.4	1.4
Unweighted base		61	273	225	128	145	105	120	282	215	326	62	65	45	352
Weighted base		62	224	233	107	117	115	118	259	198	390	37	22	9	337
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_2: Thinking of Royal Mail’s response to your complaint, how satisfied were you with... The resolution to your complaint		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	% within column	15%	**	24%	13%	23%	11%	15%	13%	10%	14%	14%	**	14%
Very satisfied (1)	Weighted counts	19		13	56	18	7	14	12	5	12	65		68
	Column Comparisons													-
	% within column	24%	**	42%	22%	15%	33%	22%	28%	30%	20%	23%	**	24%
Fairly satisfied	Weighted counts	30		22	92	11	21	21	27	16	17	105		114
	Column Comparisons			b										-
	% within column	15%	**	13%	20%	17%	18%	14%	24%	16%	24%	19%	**	19%
Neither satisfied nor dissatisfied	Weighted counts	18		7	83	13	12	13	23	9	20	87		90
	Column Comparisons													-
	% within column	16%	**	13%	15%	15%	14%	18%	12%	18%	11%	15%	**	14%
Fairly dissatisfied	Weighted counts	20		7	61	12	9	17	12	10	10	66		68
	Column Comparisons													-
	% within column	26%	**	5%	27%	26%	20%	28%	23%	22%	27%	25%	**	25%
Very dissatisfied (5)	Weighted counts	33		3	114	20	13	26	23	12	23	112		117
	Column Comparisons			a										-
	% within column	3%	**	3%	3%	3%	4%	3%	0%	4%	5%	3%	**	3%
I don't know	Weighted counts	4		2	13	2	2	3	0	2	4	15		15
	Column Comparisons													-
	% within column	40%	**	65%	35%	38%	44%	37%	41%	40%	33%	38%	**	39%
NET: Satisfied	Weighted counts	50		35	147	29	28	35	39	22	28	170		182
	Column Comparisons			B										-
	% within column	43%	**	18%	42%	42%	34%	45%	35%	40%	38%	40%	**	39%
NET: Dissatisfied	Weighted counts	53		10	176	32	22	43	34	22	33	178		186
	Column Comparisons			a										-
	% within column													
Effective Column n	Weighted counts	101	0	42	302	53	52	73	73	45	47	333	10	344
	Column Comparisons													
Average		3.1		2.3	3.2	3.1	3.0	3.2	3.1	3.1	3.2	3.1	2.9	3.1

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Standard Deviation</b>	1.4	1.5	1.4	1.4	1.4	1.3	1.5	1.4	1.4	1.4	1.3	1.4	1.6	1.3
<b>Unweighted base</b>	498	57	441	99	129	132	138	225	273	70	204	163	38	23
<b>Weighted base</b>	458	104	354	93	113	133	120	232	225	61	173	161	36	26
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban
	1.4	1.4	1.4	1.4	1.4	1.3	1.5	1.4	1.4	1.4	1.5	1.4	1.4	1.4
<b>Standard Deviation</b>	1.4	1.4	1.4	1.4	1.4	1.3	1.5	1.4	1.4	1.4	1.5	1.4	1.4	1.4
<b>Unweighted base</b>	61	273	225	128	145	105	120	282	215	326	62	65	45	352
<b>Weighted base</b>	62	224	233	107	117	115	118	259	198	390	37	22	9	337
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
	Yes – I am house-bound	No – I am not house-bound											
	Rural	Unkn-own											
Standard Deviation	1.5		1.2	1.4	1.5	1.3	1.5	1.4	1.4	1.4	1.4	1.5	1.4
Unweighted base	146	0	61	437	77	74	108	109	64	66	482	15	498
Weighted base	120	0	51	406	74	62	91	96	52	82	435	22	458
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied (1)	% within column	15%	15%	14%	12%	13%	17%	15%	15%	15%	17%	22%	9%	**	**
	Weighted counts	69	16	52	11	15	23	19	34	34	10	39	14		
	Column Comparisons	-										c			
Fairly satisfied	% within column	25%	19%	26%	22%	26%	26%	23%	24%	25%	25%	28%	23%	**	**
	Weighted counts	116	21	95	22	30	35	29	57	59	16	50	38		
	Column Comparisons	-													
Neither satisfied nor dissatisfied	% within column	22%	17%	24%	27%	23%	27%	13%	24%	20%	17%	21%	24%	**	**
	Weighted counts	105	18	87	26	27	36	16	57	48	11	38	39		
	Column Comparisons	-													
Fairly dissatisfied	% within column	13%	9%	14%	12%	6%	14%	17%	12%	14%	14%	11%	14%	**	**
	Weighted counts	59	10	49	12	7	19	21	27	32	9	20	23		
	Column Comparisons	-													
Very dissatisfied (5)	% within column	23%	32%	20%	23%	28%	12%	29%	24%	21%	24%	15%	27%	**	**
	Weighted counts	107	35	72	23	32	16	36	56	51	15	27	46		
	Column Comparisons	-	b			c		c							
I don't know	% within column	4%	8%	2%	4%	3%	3%	4%	2%	5%	3%	2%	4%	**	**
	Weighted counts	17	9	8	4	3	5	5	4	13	2	4	7		
	Column Comparisons	-	b												
NET: Satisfied	% within column	39%	34%	40%	34%	39%	44%	38%	39%	39%	42%	50%	31%	**	**
	Weighted counts	185	37	147	33	45	58	48	91	93	26	89	52		
	Column Comparisons	-										c			
NET: Dissatisfied	% within column	35%	41%	33%	35%	34%	26%	45%	35%	35%	38%	26%	41%	**	**
	Weighted counts	166	45	121	35	39	35	57	84	83	24	47	68		
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	344	40	304	69	87	90	98	153	191	47	140	114	27	16
	Column Comparisons														
Average		3.0	3.3	3.0	3.1	3.1	2.8	3.2	3.1	3.0	3.0	2.7	3.3	3.4	3.4
Standard Deviation		1.4	1.5	1.3	1.3	1.4	1.3	1.5	1.4	1.4	1.5	1.4	1.3	1.5	1.1
Unweighted base		496	55	441	100	128	129	139	224	272	70	205	162	36	23
Weighted base		455	100	355	94	111	129	121	232	224	61	174	160	35	26
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Very satisfied (1)	% within column	7%	11%	18%	11%	11%	21%	16%	16%	12%	14%	15%	18%	**	14%
	Weighted counts	5	25	43	12	13	24	19	44	25	57	6	4		50
	Column Comparisons	-	-	-											
Fairly satisfied	% within column	18%	21%	28%	17%	24%	22%	34%	27%	22%	26%	15%	20%	**	26%
	Weighted counts	12	48	68	19	29	26	42	71	44	103	6	5		89
	Column Comparisons	-	-	-											
Neither satisfied nor dissatisfied	% within column	26%	24%	21%	28%	20%	27%	15%	22%	22%	23%	18%	12%	**	24%
	Weighted counts	17	55	50	31	24	32	18	59	46	92	7	3		84
	Column Comparisons	-	-	-											
Fairly dissatisfied	% within column	12%	13%	12%	9%	17%	13%	11%	12%	13%	11%	17%	22%	**	11%
	Weighted counts	8	31	29	10	20	15	13	32	28	45	7	5		37
	Column Comparisons	-	-	-											
Very dissatisfied (5)	% within column	30%	27%	18%	30%	25%	16%	20%	20%	26%	23%	23%	19%	**	22%
	Weighted counts	20	64	43	33	31	18	25	54	53	91	9	5		76
	Column Comparisons	-	-	-											
I don't know	% within column	6%	4%	3%	5%	4%	2%	4%	2%	5%	3%	11%	9%	**	3%
	Weighted counts	4	10	7	5	4	2	5	5	11	10	4	2		12
	Column Comparisons	-	-	-											
NET: Satisfied	% within column	26%	32%	46%	29%	34%	42%	50%	43%	34%	40%	31%	38%	**	40%
	Weighted counts	17	73	111	32	42	50	61	115	69	160	12	9		139
	Column Comparisons	-	-	-				c							
NET: Dissatisfied	% within column	42%	41%	30%	39%	42%	29%	31%	32%	39%	34%	41%	41%	**	32%
	Weighted counts	27	94	72	44	51	34	38	86	81	136	16	10		113
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	43	189	155	88	100	72	83	193	150	222	45	46	31	243
Column Comparisons															
Average		3.4	3.3	2.8	3.3	3.2	2.8	2.9	2.9	3.2	3.0	3.2	3.0	3.2	3.0
Standard Deviation		1.3	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.4	1.4	1.5	1.5	1.3	1.4
Unweighted base		59	270	226	127	143	106	120	283	212	325	63	63	45	351
Weighted base		61	222	233	106	116	115	118	260	196	389	36	22	9	336
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_3: Thinking of Royal Mail’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint		Demographics											Total	
		Rurality	QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income					QJ2: Internet usage					
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
		Rural	Unknown											
Very satisfied (1)	% within column	15%	**	24%	13%	18%	17%	11%	11%	21%	13%	15%	**	15%
	Weighted counts	19		13	56	14	11	10	11	11	69			69
	Column Comparisons													-
Fairly satisfied	% within column	21%	**	42%	22%	24%	25%	30%	24%	19%	24%	24%	**	25%
	Weighted counts	27		22	94	18	16	28	23	10	21	109		116
	Column Comparisons			b										-
Neither satisfied nor dissatisfied	% within column	16%	**	22%	22%	17%	19%	19%	25%	19%	31%	22%	**	22%
	Weighted counts	20		11	93	13	12	18	24	11	26	98		105
	Column Comparisons													-
Fairly dissatisfied	% within column	18%	**	4%	14%	13%	14%	10%	16%	19%	5%	13%	**	13%
	Weighted counts	22		2	57	10	9	9	16	10	4	59		59
	Column Comparisons													-
Very dissatisfied (5)	% within column	25%	**	8%	25%	23%	22%	26%	21%	20%	23%	22%	**	23%
	Weighted counts	31		4	103	18	14	24	21	11	19	99		107
	Column Comparisons			a										-
I don't know	% within column	4%	**	0%	4%	5%	4%	4%	2%	2%	5%	4%	**	4%
	Weighted counts	5		0	17	4	2	4	2	1	4	17		17
	Column Comparisons													-
NET: Satisfied	% within column	36%	**	66%	36%	42%	41%	41%	35%	40%	37%	39%	**	39%
	Weighted counts	45		35	149	32	27	38	34	22	31	177		185
	Column Comparisons			B										-
NET: Dissatisfied	% within column	43%	**	12%	38%	37%	36%	36%	38%	38%	28%	35%	**	35%
	Weighted counts	54		6	160	28	24	34	36	21	24	158		166
	Column Comparisons			a										-
Effective Column n	% within column													
	Weighted counts	101	0	42	302	53	52	73	73	45	47	333	10	344
	Column Comparisons													
Average		3.2		2.3	3.1	3.0	3.0	3.1	3.1	3.0	3.0	3.0	3.4	3.0

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Standard Deviation</b>	1.4	1.5	1.3	1.3	1.4	1.3	1.5	1.4	1.4	1.5	1.4	1.3	1.5	1.1
<b>Unweighted base</b>	496	55	441	100	128	129	139	224	272	70	205	162	36	23
<b>Weighted base</b>	455	100	355	94	111	129	121	232	224	61	174	160	35	26
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Demographics													
	Age		SEG					Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban
	1.3	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.4	1.4	1.5	1.5	1.3	1.4
<b>Standard Deviation</b>	1.3	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.4	1.4	1.5	1.5	1.3	1.4
<b>Unweighted base</b>	59	270	226	127	143	106	120	283	212	325	63	63	45	351
<b>Weighted base</b>	61	222	233	106	116	115	118	260	196	389	36	22	9	336
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
	Yes – I am house-bound	No – I am not house-bound											
	Rural	Unkn-own											
Standard Deviation	1.4		1.1	1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.4	1.4
Unweighted base	145	0	62	434	77	74	106	108	65	66	480	15	496
Weighted base	119	0	53	403	73	62	90	95	53	82	432	22	455
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method- ology		Quarter				Gender		Age						SEG			
QH8: Why didn't you make a complaint to Royal Mail?		Total		Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Not worth the hassle	% within column	42%	**	47%	**	**	**	**	**	37%	**	38%	**	**	**	**	**	44%	**
	Weighted counts	39		27						20		16						26	
	Column Comparisons	-																-	
Wouldn't change anything anyway	% within column	31%	**	47%	**	**	**	**	**	31%	**	26%	**	**	**	**	**	30%	**
	Weighted counts	28		26						16		11						18	
	Column Comparisons	-		A														-	
Didn't know where to go/ who to complain to	% within column	29%	**	19%	**	**	**	**	**	30%	**	25%	**	**	**	**	**	32%	**
	Weighted counts	27		11						16		11						19	
	Column Comparisons	-																-	
Didn't have the time	% within column	18%	**	23%	**	**	**	**	**	14%	**	26%	**	**	**	**	**	9%	**
	Weighted counts	16		13						8		11						5	
	Column Comparisons	-																-	
Any other reason	% within column	13%	**	7%	**	**	**	**	**	20%	**	10%	**	**	**	**	**	17%	**
	Weighted counts	12		4						10		4						10	
	Column Comparisons	-																-	
The problem was sorted without needing to complain	% within column	5%	**	6%	**	**	**	**	**	5%	**	7%	**	**	**	**	**	3%	**
	Weighted counts	5		3						3		3						2	
	Column Comparisons	-																-	
Not a major issue	% within column	6%	**	10%	**	**	**	**	**	3%	**	4%	**	**	**	**	**	7%	**
	Weighted counts	6		6						2		2						4	
	Column Comparisons	-																-	
I don't know	% within column	3%	**	2%	**	**	**	**	**	5%	**	4%	**	**	**	**	**	2%	**
	Weighted counts	3		1						3		2						1	
	Column Comparisons	-																-	
Effective Column n	% within column																		
	Weighted counts	58	12	46	13	11	19	16	26	32	11	31	11	3	2	5	23	36	9
Column Comparisons																			
Unweighted base		97	20	77	22	18	31	26	44	53	18	52	18	5	4	9	38	59	15
Weighted base		93	37	56	20	24	31	19	40	53	15	44	21	10	4	14	34	59	11
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

		Demographics																	
		SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year
QH8: Why didn't you make a complaint to Royal Mail?	% within column	**	**	**	**	**	44%	**	**	**	41%	**	**	**	44%	**	**	**	**
	Weighted counts						35				29				37				
	Column Comparisons																		
Not worth the hassle	% within column	**	**	**	**	**	31%	**	**	**	33%	**	**	**	31%	**	**	**	**
	Weighted counts						24				23				27				
	Column Comparisons																		
Wouldn't change anything anyway	% within column	**	**	**	**	**	30%	**	**	**	26%	**	**	**	29%	**	**	**	**
	Weighted counts						23				18				25				
	Column Comparisons																		
Didn't know where to go/ who to complain to	% within column	**	**	**	**	**	16%	**	**	**	19%	**	**	**	18%	**	**	**	**
	Weighted counts						13				13				15				
	Column Comparisons																		
Didn't have the time	% within column	**	**	**	**	**	13%	**	**	**	14%	**	**	**	13%	**	**	**	**
	Weighted counts						10				9				11				
	Column Comparisons																		
Any other reason	% within column	**	**	**	**	**	4%	**	**	**	4%	**	**	**	6%	**	**	**	**
	Weighted counts						3				3				5				
	Column Comparisons																		
The problem was sorted without needing to complain	% within column	**	**	**	**	**	6%	**	**	**	7%	**	**	**	5%	**	**	**	**
	Weighted counts						4				5				4				
	Column Comparisons																		
Not a major issue	% within column	**	**	**	**	**	3%	**	**	**	4%	**	**	**	4%	**	**	**	**
	Weighted counts						2				3				3				
	Column Comparisons																		
I don't know	% within column	**	**	**	**	**	3%	**	**	**	4%	**	**	**	4%	**	**	**	**
	Weighted counts						2				3				3				
	Column Comparisons																		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QH8: Why didn't you make a complaint to Royal Mail?		**	**	39%	**
<b>Not worth the hassle</b>	% within column			39%	<b>42%</b>
	Weighted counts			35	<b>39</b>
	Column Comparisons			-	-
<b>Wouldn't change anything anyway</b>	% within column	**	**	32%	**
	Weighted counts			28	<b>28</b>
	Column Comparisons			-	-
<b>Didn't know where to go/ who to complain to</b>	% within column	**	**	26%	**
	Weighted counts			23	<b>27</b>
	Column Comparisons			-	-
<b>Didn't have the time</b>	% within column	**	**	18%	**
	Weighted counts			16	<b>16</b>
	Column Comparisons			-	-
<b>Any other reason</b>	% within column	**	**	13%	**
	Weighted counts			12	<b>12</b>
	Column Comparisons			-	-
<b>The problem was sorted without needing to complain</b>	% within column	**	**	5%	**
	Weighted counts			5	<b>5</b>
	Column Comparisons			-	-
<b>Not a major issue</b>	% within column	**	**	6%	**
	Weighted counts			6	<b>6</b>
	Column Comparisons			-	-
<b>I don't know</b>	% within column	**	**	4%	**
	Weighted counts			3	<b>3</b>
	Column Comparisons			-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																			
			Method-ology		Quarter				Gender		Age									SEG		
			Total	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)				ABC1	C2DE	AB
QH8: Why didn't you make a complaint to Royal Mail? % within column Weighted counts Column Comparisons			58	12	46	13	11	19	16	26	32	11	31	11	3	2	5	23	36	9		
Effective Column n			97	20	77	22	18	31	26	44	53	18	52	18	5	4	9	38	59	15		
Unweighted base			93	37	56	20	24	31	19	40	53	15	44	21	10	4	14	34	59	11		
Weighted base			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C		
Columns																						

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



Demographics																				
SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						
			Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year			
QH8: Why didn't you make a complaint to Royal Mail?					Engl- and	Scotl- and	Wal- es	N. Irel- and						Und- er 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year			
Effective Column n			C1	C2	DE	Work- ing	work- ing	Engl- and	Scotl- and	Wal- es	Irel- and	Urb- an	Rural	Unkn- own	I am hou...	hou...	per year	per year	per year	per year
% within column			14	14	22	29	29	37	6	8	7	43	15	0	5	54	7	16	16	9
Weighted counts																				
Column Comparisons																				
Unweighted base			23	23	36	49	48	62	10	13	12	72	25	0	8	89	11	27	27	15
Weighted base			24	26	33	42	51	79	7	5	2	70	23	0	8	85	15	24	24	13
Columns			D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Inter-net usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Inter-net user	NET: Inter-net non-user	Total
QH8: Why didn't you make a complaint to Royal Mail?						
		% within column				
Effective Column n		Weighted counts				
		Column Comparisons				
		5	5	58	1	58
Unweighted base		8	9	96	1	97
Weighted base		6	11	89	4	93
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		Method-ology			Quarter				Gender		Age						SEG			
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1
QH9: And did you complain to anyone else about the service you received from Royal Mail?		61%	73%	57%	59%	56%	68%	61%	60%	62%	58%	55%	71%	**	**	61%	62%	61%	66%	58%
No	% within column	347	107	241	69	77	113	88	167	181	44	121	134			48	164	183	80	84
	Weighted counts	-	b										b			-	-	-		
	Column Comparisons	17%	11%	19%	19%	16%	17%	17%	18%	17%	13%	23%	14%	**	**	13%	17%	17%	12%	21%
Yes - over the counter at the Post Office	% within column	97	15	81	22	22	28	24	49	48	10	50	26			11	44	52	15	30
	Weighted counts	-	a													-	-	-		
	Column Comparisons	13%	4%	17%	12%	17%	10%	14%	12%	14%	17%	18%	6%	**	**	12%	13%	13%	14%	13%
Yes - by phone/ letter/ email to the Post Office	% within column	75	5	69	14	23	16	21	34	41	13	40	12			9	36	39	18	18
	Weighted counts	-	A									c				-	-	-		
	Column Comparisons	7%	9%	6%	7%	9%	5%	7%	9%	6%	2%	5%	8%	**	**	14%	5%	9%	5%	5%
Yes - to someone else	% within column	40	14	26	8	13	9	10	23	16	1	11	16			11	14	26	6	8
	Weighted counts	-														-	-	-		
	Column Comparisons	4%	0%	5%	2%	5%	4%	4%	4%	4%	8%	6%	1%	**	**	0%	4%	4%	5%	3%
Yes - to the regulator (Ofcom)	% within column	23	0	23	3	7	7	6	11	12	6	14	3			0	10	13	6	4
	Weighted counts	-	a													-	-	-		
	Column Comparisons	2%	0%	2%	2%	2%	1%	2%	2%	1%	5%	3%	0%	**	**	0%	2%	2%	4%	0%
Yes - to Citizens Advice Bureau	% within column	10	0	10	3	3	2	3	6	4	4	6	0			0	6	5	5	0
	Weighted counts	-														-	-	-		
	Column Comparisons	2%	3%	1%	4%	2%	0%	1%	2%	1%	2%	3%	1%	**	**	0%	3%	1%	1%	5%
I don't know	% within column	10	5	5	5	3	1	1	6	4	2	6	2			0	8	2	1	7
	Weighted counts	-														-	-	-		
	Column Comparisons	37%	24%	41%	37%	42%	31%	38%	37%	36%	40%	42%	28%	**	**	39%	35%	38%	33%	37%
NET: Yes	% within column	208	34	174	43	58	52	55	103	105	31	94	53			31	94	115	41	53
	Weighted counts	-	a													-	-	-		
	Column Comparisons	401	52	349	82	97	108	114	179	222	58	172	123	29	18	48	210	191	97	114
Effective Column n	% within column	614	80	534	125	149	166	174	274	340	89	263	189	45	28	73	322	292	148	174
	Weighted counts	566	146	420	118	138	165	144	276	290	77	221	188	48	31	79	266	299	122	144
	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		SEG		Working status	UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income								
		C2	DE	Work- ing	Not work- ing	NET: Eng- land	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er 500 per year	£11,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer
QH9: And did you complain to anyone else about the service you received from Royal Mail?	% within column	55%	67%	57%	67%	60%	73%	69%	56%	60%	66%	**	24%	66%	67%	50%	55%	55%	64%	80%
	Weighted counts	79	104	174	173	286	35	20	6	251	97		14	333	61	44	65	60	39	78
	Column Comparisons				a									A						b c d
Yes - over the counter at the Post Office	% within column	23%	13%	22%	11%	17%	18%	11%	22%	17%	17%	**	39%	14%	10%	25%	15%	23%	21%	10%
	Weighted counts	33	20	69	28	83	8	3	2	71	26		24	73	10	22	18	25	13	9
	Column Comparisons			b									B							
Yes - by phone/ letter/ email to the Post Office	% within column	12%	14%	14%	12%	14%	5%	7%	12%	15%	8%	**	44%	10%	19%	15%	18%	14%	10%	2%
	Weighted counts	18	21	43	31	69	2	2	1	62	12		27	48	18	13	21	15	6	2
	Column Comparisons												B		f	f	f	f		
Yes - to someone else	% within column	10%	7%	7%	7%	7%	4%	11%	2%	7%	6%	**	0%	8%	3%	13%	8%	5%	7%	7%
	Weighted counts	15	11	20	19	34	2	3	0	30	10		0	39	2	12	10	5	4	7
	Column Comparisons																			
Yes - to the regulator (Ofcom)	% within column	6%	3%	6%	2%	5%	1%	1%	3%	4%	4%	**	17%	2%	4%	1%	5%	5%	10%	0%
	Weighted counts	8	4	17	5	22	0	0	0	17	6		10	12	4	1	6	6	6	0
	Column Comparisons												B							
Yes - to Citizens Advice Bureau	% within column	3%	1%	2%	2%	2%	1%	0%	4%	2%	2%	**	6%	1%	0%	2%	3%	3%	4%	0%
	Weighted counts	4	1	5	5	9	0	0	0	7	3		4	6	0	2	3	3	2	0
	Column Comparisons												b							
I don't know	% within column	0%	1%	2%	1%	2%	2%	2%	5%	2%	0%	**	2%	2%	0%	1%	3%	3%	1%	1%
	Weighted counts	0	2	6	4	7	1	1	1	10	0		1	9	0	1	3	4	1	1
	Column Comparisons																			
NET: Yes	% within column	45%	32%	42%	31%	39%	24%	28%	39%	38%	34%	**	75%	32%	33%	49%	42%	42%	34%	18%
	Weighted counts	64	51	128	81	184	12	8	4	158	51		45	163	31	44	50	46	21	18
	Column Comparisons			b									B			f	f	f		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics		
		QJ2: Inter-net usage		
		NET:		
		NET: Inter-Inter- net n-		
QH9: And did you complain to anyone else about the service you received from Royal Mail?		net user	on-user	Total
<b>No</b>	% within column	63%	**	<b>61%</b>
	Weighted counts	342		<b>347</b>
	Column Comparisons	B		-
<b>Yes - over the counter at the Post Office</b>	% within column	17%	**	<b>17%</b>
	Weighted counts	91		<b>97</b>
	Column Comparisons			-
<b>Yes - by phone/ letter/ email to the Post Office</b>	% within column	12%	**	<b>13%</b>
	Weighted counts	65		<b>75</b>
	Column Comparisons			-
<b>Yes - to someone else</b>	% within column	7%	**	<b>7%</b>
	Weighted counts	39		<b>40</b>
	Column Comparisons			-
<b>Yes - to the regulator (Ofcom)</b>	% within column	4%	**	<b>4%</b>
	Weighted counts	21		<b>23</b>
	Column Comparisons			-
<b>Yes - to Citizens Advice Bureau</b>	% within column	1%	**	<b>2%</b>
	Weighted counts	6		<b>10</b>
	Column Comparisons			-
<b>I don't know</b>	% within column	2%	**	<b>2%</b>
	Weighted counts	10		<b>10</b>
	Column Comparisons			-
<b>NET: Yes</b>	% within column	35%	**	<b>37%</b>
	Weighted counts	187		<b>208</b>
	Column Comparisons			-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																		
		Method-ology		Quarter				Gender		Age						SEG				
QH9: And did you complain to anyone else about the service you received from Royal Mail?		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1
Effective Column n		401	52	349	82	97	108	114	179	222	58	172	123	29	18	48	210	191	97	114
Unweighted base		614	80	534	125	149	166	174	274	340	89	263	189	45	28	73	322	292	148	174
Weighted base		566	146	420	118	138	165	144	276	290	77	221	188	48	31	79	266	299	122	144
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

QH9: And did you complain to anyone else about the service you received from Royal Mail?		Demographics																				
		SEG		Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							
		C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	I am hou...	No – I am not hou...	£11,- per year	£17,- per year	£29,- per year	£49,- per year	£50,- per year	I don't know/ I prefer not to answer		
Effective Column n	% within column	Weighted counts	Column Comparisons	86	105	221	178	259	51	54	38	285	116	0	46	355	59	69	89	82	50	52
Unweighted base				131	161	339	273	396	78	82	58	437	177	0	71	543	91	105	137	125	76	80
Weighted base				144	156	307	258	478	47	29	11	418	148	0	61	505	92	89	118	110	61	96
Columns				E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics		
		QJ2: Inter-net usage		
		NET:		
		NET: Inter-Inter- net n-		
QH9: And did you complain to anyone else about the service you received from Royal Mail?		net user	on-user	Total
	% within column			
<b>Effective Column n</b>	Weighted counts	390	10	<b>401</b>
	Column Comparisons			
<b>Unweighted base</b>		597	16	<b>614</b>
<b>Weighted base</b>		539	25	<b>566</b>
<b>Columns</b>		A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



## **Section I: Competitive Context**

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Royal Mail	% within column	96%	98%	95%	96%	96%	96%	96%	95%	96%	95%	95%	96%	98%	96%
	Weighted counts	5,719	2,507	3,212	1,364	1,469	1,415	1,471	2,788	2,931	792	1,844	1,837	661	585
	Column Comparisons	-	B												
Parcelforce	% within column	80%	80%	80%	82%	81%	80%	78%	81%	79%	64%	77%	88%	85%	82%
	Weighted counts	4,781	2,058	2,723	1,161	1,244	1,178	1,197	2,370	2,411	532	1,501	1,679	573	496
	Column Comparisons	-									A	A B e	A b	A	
DHL	% within column	79%	75%	82%	80%	79%	79%	77%	81%	77%	64%	80%	86%	80%	71%
	Weighted counts	4,700	1,911	2,788	1,146	1,212	1,166	1,176	2,373	2,327	531	1,559	1,639	537	435
	Column Comparisons	-		A					B		A E	A B d E	A e	a	
FedEx	% within column	78%	70%	84%	78%	80%	78%	77%	81%	76%	73%	79%	83%	72%	75%
	Weighted counts	4,663	1,797	2,865	1,114	1,223	1,155	1,170	2,357	2,305	609	1,523	1,588	488	455
	Column Comparisons	-		A					B		a d	A b D E			
Hermes	% within column	73%	64%	79%	70%	74%	74%	72%	72%	74%	65%	74%	78%	70%	66%
	Weighted counts	4,344	1,651	2,693	1,003	1,140	1,096	1,106	2,099	2,245	545	1,436	1,490	469	404
	Column Comparisons	-		A							A e	A b d E			
Yodel	% within column	69%	62%	74%	67%	70%	69%	70%	70%	68%	58%	69%	77%	68%	61%
	Weighted counts	4,109	1,593	2,516	951	1,077	1,016	1,065	2,035	2,073	482	1,337	1,461	457	371
	Column Comparisons	-		A							A e	A B d E	a		
UPS	% within column	65%	59%	70%	67%	69%	62%	64%	70%	61%	58%	67%	71%	63%	57%
	Weighted counts	3,898	1,512	2,387	951	1,052	920	975	2,055	1,843	483	1,297	1,349	421	347
	Column Comparisons	-		A		c			B		A E	A d E			
DPD	% within column	66%	65%	67%	66%	64%	69%	66%	69%	63%	63%	71%	70%	59%	54%
	Weighted counts	3,950	1,674	2,277	945	987	1,013	1,004	2,021	1,929	523	1,370	1,338	394	326
	Column Comparisons	-							B		e	A D E	a D E		
TNT Express	% within column	54%	52%	56%	52%	55%	56%	54%	61%	48%	31%	49%	68%	59%	55%
	Weighted counts	3,244	1,340	1,904	740	845	832	827	1,780	1,464	262	953	1,298	395	336
	Column Comparisons	-		a					B			A	A B d E	A b	A b
Interlink	% within column	43%	43%	43%	43%	44%	45%	41%	47%	39%	26%	45%	51%	41%	39%
	Weighted counts	2,577	1,114	1,463	610	674	661	632	1,377	1,199	219	869	976	276	236
	Column Comparisons	-							B			A e	A b D E	A	A
Amazon Logistics	% within column	44%	46%	43%	42%	48%	44%	44%	45%	44%	37%	47%	50%	38%	38%
	Weighted counts	2,652	1,176	1,476	603	739	643	666	1,321	1,331	313	908	949	253	230
	Column Comparisons	-										A d e	A D E		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Age	SEG					Working status			UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Royal Mail</b>	% within column	97%	95%	97%	94%	96%	96%	97%	95%	97%	96%	97%	95%	96%	96%
	Weighted counts	1,245	3,013	2,706	1,290	1,723	1,249	1,458	2,919	2,776	4,802	461	285	171	4,278
	Column Comparisons	-	-	-				c		a					
<b>Parcelforce</b>	% within column	83%	80%	81%	78%	81%	81%	81%	80%	81%	79%	88%	81%	86%	79%
	Weighted counts	1,068	2,514	2,267	1,066	1,448	1,052	1,215	2,444	2,323	3,968	419	241	153	3,520
	Column Comparisons	-	-	-								a c			
<b>DHL</b>	% within column	76%	80%	77%	78%	82%	79%	76%	81%	76%	79%	83%	76%	64%	78%
	Weighted counts	972	2,534	2,165	1,067	1,468	1,019	1,146	2,500	2,190	3,964	394	227	115	3,487
	Column Comparisons	-	-	-		f		B			D	c D	D		
<b>FedEx</b>	% within column	74%	79%	77%	77%	81%	77%	77%	80%	77%	78%	84%	77%	61%	77%
	Weighted counts	942	2,508	2,155	1,056	1,452	1,001	1,154	2,445	2,204	3,927	398	229	108	3,410
	Column Comparisons	-	-	-				b			D	c D	D		
<b>Hermes</b>	% within column	68%	73%	72%	72%	74%	75%	70%	75%	71%	73%	76%	72%	64%	71%
	Weighted counts	873	2,316	2,028	986	1,330	974	1,054	2,300	2,030	3,656	361	214	114	3,179
	Column Comparisons	-	-	-				b				D	d		
<b>Yodel</b>	% within column	65%	69%	69%	67%	70%	72%	67%	71%	67%	68%	75%	75%	68%	67%
	Weighted counts	827	2,167	1,942	918	1,249	932	1,009	2,164	1,932	3,406	358	223	122	2,964
	Column Comparisons	-	-	-				b							
<b>UPS</b>	% within column	60%	67%	63%	68%	67%	64%	63%	68%	63%	66%	66%	61%	52%	64%
	Weighted counts	769	2,126	1,772	924	1,202	831	941	2,076	1,813	3,309	313	182	94	2,856
	Column Comparisons	-	-	-				b			d	D	d		
<b>DPD</b>	% within column	56%	67%	65%	65%	69%	67%	64%	71%	62%	66%	72%	64%	58%	64%
	Weighted counts	720	2,122	1,828	884	1,238	870	958	2,172	1,767	3,310	346	191	104	2,863
	Column Comparisons	-	-	-				B				c D			
<b>TNT Express</b>	% within column	57%	57%	52%	56%	57%	54%	50%	57%	53%	55%	58%	54%	37%	53%
	Weighted counts	731	1,794	1,450	770	1,024	701	749	1,734	1,505	2,742	276	160	66	2,360
	Column Comparisons	-	-	-	f	f		b			D	D	D		
<b>Interlink</b>	% within column	40%	43%	43%	42%	44%	47%	41%	47%	40%	44%	42%	41%	35%	42%
	Weighted counts	511	1,358	1,219	575	783	607	612	1,436	1,137	2,191	200	123	62	1,850
	Column Comparisons	-	-	-				B							
<b>Amazon Logistics</b>	% within column	38%	45%	43%	45%	46%	44%	42%	46%	43%	45%	49%	44%	25%	45%
	Weighted counts	482	1,437	1,215	612	826	577	637	1,408	1,236	2,241	236	131	44	1,986
	Column Comparisons	-	-	-							D	D	D		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?														
Royal Mail	% within column	96%	**	90%	96%	96%	96%	96%	95%	94%	98%	96%	95%	96%
	Weighted counts	1,431		266	5,453	746	768	1,149	973	502	1,581	5,391	317	5,719
	Column Comparisons				A						d e			-
Parcelforce	% within column	84%	**	62%	81%	79%	79%	82%	80%	84%	79%	81%	62%	80%
	Weighted counts	1,254		184	4,597	611	637	980	827	451	1,275	4,569	208	4,781
	Column Comparisons	a c			A						B			-
DHL	% within column	80%	**	66%	79%	74%	75%	84%	84%	88%	73%	81%	45%	79%
	Weighted counts	1,205		197	4,503	573	599	1,009	867	471	1,180	4,548	149	4,700
	Column Comparisons				A			A B F	A B F	A B F	B			-
FedEx	% within column	83%	**	61%	79%	74%	77%	81%	83%	89%	72%	81%	40%	78%
	Weighted counts	1,245		181	4,482	580	619	972	853	475	1,163	4,527	135	4,663
	Column Comparisons	A			A			a F	A b F	A B c d F	B			-
Hermes	% within column	77%	**	58%	74%	68%	76%	78%	78%	82%	64%	76%	25%	73%
	Weighted counts	1,159		172	4,172	528	607	935	802	439	1,034	4,255	85	4,344
	Column Comparisons	a			A		a F	A F	A F	A b F	B			-
Yodel	% within column	76%	**	51%	70%	65%	69%	73%	72%	77%	63%	72%	22%	69%
	Weighted counts	1,138		151	3,958	507	556	877	739	413	1,018	4,033	75	4,109
	Column Comparisons	A			A			a F	a f	A b F	B			-
UPS	% within column	69%	**	47%	66%	59%	65%	69%	71%	76%	59%	68%	27%	65%
	Weighted counts	1,036		140	3,758	456	524	826	728	408	957	3,804	91	3,898
	Column Comparisons	a			A		a	A F	A F	A B c F	B			-
DPD	% within column	72%	**	56%	67%	60%	64%	68%	70%	76%	64%	68%	31%	66%
	Weighted counts	1,081		166	3,784	467	515	819	715	405	1,029	3,842	105	3,950
	Column Comparisons	A			a			a	A f	A B c F	B			-
TNT Express	% within column	58%	**	40%	55%	45%	52%	58%	58%	62%	52%	56%	30%	54%
	Weighted counts	876		120	3,124	350	417	700	596	333	849	3,142	100	3,244
	Column Comparisons	a			A		a	A b f	A b	A b f	a	B		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Interlink	% within column	43%	43%	43%	43%	44%	45%	41%	47%	39%	26%	45%	51%	41%	39%
	Weighted counts	2,577	1,114	1,463	610	674	661	632	1,377	1,199	219	869	976	276	236
	Column Comparisons	-							B			A e	A b D E	A	A
Amazon Logistics	% within column	44%	46%	43%	42%	48%	44%	44%	45%	44%	37%	47%	50%	38%	38%
	Weighted counts	2,652	1,176	1,476	603	739	643	666	1,321	1,331	313	908	949	253	230
	Column Comparisons	-										A d e	A D E		
UK Mail	% within column	30%	22%	36%	30%	31%	30%	27%	33%	27%	27%	30%	32%	28%	27%
	Weighted counts	1,771	554	1,217	432	480	448	412	965	806	226	589	601	188	167
	Column Comparisons	-		A					B						
Collect +	% within column	27%	22%	31%	25%	29%	27%	27%	24%	30%	30%	35%	26%	14%	13%
	Weighted counts	1,600	557	1,043	350	446	399	405	695	905	249	674	502	96	80
	Column Comparisons	-		A						A	D E	a C D E	D E		
TNT Post UK	% within column	26%	24%	28%	25%	27%	27%	24%	31%	22%	19%	26%	32%	22%	23%
	Weighted counts	1,551	610	940	362	413	405	371	891	659	162	496	606	148	139
	Column Comparisons	-		a					B			a	A b D e		
Citipost	% within column	17%	17%	18%	17%	19%	17%	17%	20%	15%	10%	17%	22%	17%	13%
	Weighted counts	1,036	432	604	244	288	250	254	595	441	84	330	425	116	80
	Column Comparisons	-							B			A	A b E	a	
DX	% within column	11%	12%	10%	11%	11%	11%	11%	13%	9%	9%	14%	12%	9%	6%
	Weighted counts	658	311	347	159	163	164	171	372	286	73	264	227	59	34
	Column Comparisons	-							b			a d E	e		
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	3%
	Weighted counts	52	19	33	13	14	15	10	17	35	2	12	16	5	16
	Column Comparisons	-													a b c
None of the above	% within column	0%	0%	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%
	Weighted counts	27	6	22	5	6	9	7	11	17	9	11	5	0	3
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310
Unweighted base	% within column														
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505
Weighted base	% within column														
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Age	SEG						Working status		UK nation				Rurality
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
<b>Interlink</b>	% within column	40%	43%	43%	42%	44%	47%	41%	47%	40%	44%	42%	41%	35%	42%
	Weighted counts	511	1,358	1,219	575	783	607	612	1,436	1,137	2,191	200	123	62	1,850
	Column Comparisons	-	-	-					B						
<b>Amazon Logistics</b>	% within column	38%	45%	43%	45%	46%	44%	42%	46%	43%	45%	49%	44%	25%	45%
	Weighted counts	482	1,437	1,215	612	826	577	637	1,408	1,236	2,241	236	131	44	1,986
	Column Comparisons	-	-	-							D	D	D		
<b>UK Mail</b>	% within column	28%	30%	30%	28%	31%	33%	26%	31%	29%	30%	32%	29%	14%	29%
	Weighted counts	355	942	829	378	564	433	396	939	830	1,508	151	86	25	1,312
	Column Comparisons	-	-	-		f	c f				D	D	D		
<b>Collect +</b>	% within column	14%	28%	26%	26%	29%	25%	26%	31%	22%	27%	30%	26%	27%	27%
	Weighted counts	175	885	715	360	525	323	392	957	635	1,332	144	77	48	1,190
	Column Comparisons	-	-	-					B						
<b>TNT Post UK</b>	% within column	22%	26%	26%	26%	25%	30%	23%	28%	24%	26%	31%	28%	18%	26%
	Weighted counts	287	815	735	359	456	392	343	865	683	1,285	150	84	32	1,153
	Column Comparisons	-	-	-			f		b			D	d		
<b>Citipost</b>	% within column	15%	18%	16%	18%	18%	18%	15%	20%	15%	18%	17%	14%	18%	17%
	Weighted counts	196	576	460	253	324	228	232	609	424	879	81	43	33	761
	Column Comparisons	-	-	-					B						
<b>DX</b>	% within column	7%	13%	9%	12%	13%	9%	9%	13%	9%	11%	17%	12%	6%	11%
	Weighted counts	93	405	253	169	236	111	142	405	252	529	81	36	11	511
	Column Comparisons	-	-	-	e	e f			B			a c D	d		
<b>Other</b>	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	22	32	20	13	19	12	8	17	35	43	6	2	1	34
	Column Comparisons	-	-	-						a					
<b>None of the above</b>	% within column	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%
	Weighted counts	3	12	15	6	6	6	10	15	12	22	2	3	0	21
	Column Comparisons	-	-	-											
<b>Effective Column n</b>	% within column														
	Weighted counts	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475
<b>Unweighted base</b>	% within column														
	Weighted counts	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027
<b>Weighted base</b>	% within column														
	Weighted counts	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452
<b>Columns</b>		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 9

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?														
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
Interlink	% within column	48%	**	38%	43%	37%	42%	44%	48%	50%	41%	45%	18%	43%
	Weighted counts	722		113	2,463	289	341	522	488	267	670	2,515	61	2,577
	Column Comparisons	a							a	a		B		-
Amazon Logistics	% within column	44%	**	36%	45%	37%	41%	46%	46%	50%	46%	46%	20%	44%
	Weighted counts	662		106	2,546	292	329	551	469	268	743	2,583	68	2,652
	Column Comparisons				a			a	a	A b	a	B		-
UK Mail	% within column	31%	**	25%	30%	24%	30%	35%	33%	34%	25%	31%	7%	30%
	Weighted counts	458		73	1,698	189	241	415	337	183	407	1,749	22	1,771
	Column Comparisons							A F	a f	a f		B		-
Collect +	% within column	27%	**	25%	27%	22%	26%	28%	29%	35%	25%	28%	7%	27%
	Weighted counts	410		75	1,525	173	210	335	295	186	400	1,575	24	1,600
	Column Comparisons							a	a	A b c f		B		-
TNT Post UK	% within column	26%	**	18%	26%	19%	26%	28%	27%	35%	24%	27%	8%	26%
	Weighted counts	395		53	1,497	148	212	340	281	185	384	1,522	28	1,551
	Column Comparisons				a		a	A	a	A b c d F		B		-
Citipost	% within column	18%	**	17%	17%	14%	18%	17%	20%	21%	17%	18%	4%	17%
	Weighted counts	275		51	985	109	143	202	201	111	269	1,023	13	1,036
	Column Comparisons											B		-
DX	% within column	10%	**	6%	11%	7%	9%	12%	12%	16%	10%	11%	5%	11%
	Weighted counts	146		17	641	57	76	147	126	88	165	642	15	658
	Column Comparisons				a			a	a	A b f		b		-
Other	% within column	1%	**	1%	1%	1%	1%	1%	0%	0%	1%	1%	2%	1%
	Weighted counts	18		2	49	8	8	17	2	2	14	46	6	52
	Column Comparisons													-
None of the above	% within column	0%	**	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%
	Weighted counts	6		2	26	6	6	3	2	3	7	23	3	27
	Column Comparisons													-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Effective Column n</b> <i>% within column</i> <i>Weighted counts</i> <i>Column Comparisons</i>	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310
<b>Unweighted base</b>	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505
<b>Weighted base</b>	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 9



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	Demographics													
	Age	SEG						Working status		UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban
	% within column													
<b>Effective Column n</b>	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475
<b>Unweighted base</b>	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027
<b>Weighted base</b>	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 9

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? <i>% within column</i>	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
	Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
<b>Effective Column n</b> <i>Weighted counts</i> <i>Column Comparisons</i>	1,105	7	197	3,390	487	499	815	699	382	706	3,462	118	<b>3,587</b>
<b>Unweighted base</b>	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	<b>5,836</b>
<b>Weighted base</b>	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	<b>5,962</b>
<b>Columns</b>	B	C	A	B	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 9

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Royal Mail	% within column	86%	90%	83%	85%	86%	86%	87%	84%	88%	80%	86%	87%	90%
	Weighted counts	5,122	2,302	2,821	1,209	1,320	1,269	1,325	2,460	2,662	669	1,664	1,668	607
	Column Comparisons	-	B							a		a	A	A
Hermes	% within column	14%	10%	17%	16%	15%	13%	12%	14%	14%	11%	16%	15%	11%
	Weighted counts	847	268	579	234	238	187	188	408	439	95	318	292	73
	Column Comparisons	-		A								a d e		
Parcelforce	% within column	12%	13%	12%	14%	13%	9%	12%	14%	10%	6%	15%	14%	9%
	Weighted counts	715	322	392	197	202	130	185	397	318	50	289	275	63
	Column Comparisons	-			c	c			b			A d E	A d E	
DHL	% within column	8%	8%	8%	10%	8%	7%	6%	9%	6%	8%	11%	7%	4%
	Weighted counts	455	197	258	139	127	100	88	258	196	68	216	131	28
	Column Comparisons	-			d				b		d E	C D E	E	
DPD	% within column	6%	6%	6%	8%	7%	6%	5%	7%	6%	8%	9%	7%	2%
	Weighted counts	386	166	220	115	113	85	72	215	170	67	177	126	12
	Column Comparisons	-			d	d			b		D E	c D E	D E	
Yodel	% within column	6%	5%	7%	8%	7%	4%	6%	6%	6%	5%	8%	7%	4%
	Weighted counts	372	140	233	110	110	63	90	180	192	44	156	133	25
	Column Comparisons	-			c	c						d E	e	
Collect +	% within column	7%	5%	8%	7%	6%	7%	8%	6%	8%	8%	9%	7%	4%
	Weighted counts	412	140	272	94	97	102	120	178	234	66	179	131	25
	Column Comparisons	-		a							d E	c D E	d E	
Amazon Logistics	% within column	4%	5%	4%	5%	4%	4%	4%	4%	4%	4%	5%	6%	3%
	Weighted counts	257	121	137	75	62	56	63	125	132	32	90	106	17
	Column Comparisons	-												
FedEx	% within column	5%	3%	6%	6%	5%	4%	3%	5%	4%	6%	6%	4%	2%
	Weighted counts	270	80	190	79	83	55	53	153	118	50	121	78	16
	Column Comparisons	-		A							d E	c d E	e	
UPS	% within column	4%	3%	4%	5%	4%	3%	2%	4%	4%	4%	5%	3%	2%
	Weighted counts	223	87	136	71	69	49	35	114	109	29	104	65	12
	Column Comparisons	-			d	d						d e		
UK Mail	% within column	3%	1%	3%	3%	3%	2%	2%	3%	2%	3%	4%	2%	1%
	Weighted counts	150	32	119	47	44	34	25	80	71	28	69	40	8
	Column Comparisons	-		A										

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics												
		Age			SEG					Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Royal Mail</b>	% within column	84%	87%	87%	85%	87%	87%	85%	84%	87%	85%	86%	85%	89%
	Weighted counts	514	1,120	2,752	2,370	1,190	1,562	1,100	1,270	2,656	2,445	4,295	405	264
	Column Comparisons		-	-	-									
<b>Hermes</b>	% within column	11%	11%	15%	13%	16%	15%	14%	12%	15%	13%	14%	15%	19%
	Weighted counts	68	141	486	361	218	268	177	184	467	375	704	69	57
	Column Comparisons		-	-	-									D
<b>Parcelforce</b>	% within column	6%	8%	12%	12%	14%	11%	13%	10%	15%	9%	12%	13%	10%
	Weighted counts	37	100	392	322	193	200	165	157	465	249	598	62	31
	Column Comparisons		-	-	-					B				
<b>DHL</b>	% within column	2%	3%	9%	6%	10%	8%	7%	6%	10%	5%	8%	5%	6%
	Weighted counts	12	40	273	182	132	141	94	88	307	145	404	25	18
	Column Comparisons		-	-	-	f				B				
<b>DPD</b>	% within column	1%	1%	6%	7%	7%	5%	8%	6%	9%	4%	7%	6%	6%
	Weighted counts	4	16	189	197	93	95	107	89	264	120	334	28	17
	Column Comparisons		-	-	-					B				
<b>Yodel</b>	% within column	2%	3%	6%	6%	6%	6%	7%	6%	8%	5%	6%	5%	7%
	Weighted counts	14	39	191	182	84	106	93	89	236	135	319	23	21
	Column Comparisons		-	-	-					B				
<b>Collect +</b>	% within column	2%	3%	8%	5%	9%	8%	6%	5%	8%	5%	7%	7%	8%
	Weighted counts	11	36	260	152	118	143	78	74	258	151	342	33	23
	Column Comparisons		-	-	-	f	f			B				
<b>Amazon Logistics</b>	% within column	2%	2%	5%	4%	6%	4%	4%	3%	5%	4%	4%	3%	5%
	Weighted counts	12	29	158	99	85	73	51	48	150	108	224	15	14
	Column Comparisons		-	-	-	f								
<b>FedEx</b>	% within column	1%	2%	5%	4%	7%	4%	5%	3%	6%	3%	5%	4%	3%
	Weighted counts	6	22	161	109	96	66	63	46	183	87	238	18	10
	Column Comparisons		-	-	-	d F				B				
<b>UPS</b>	% within column	2%	2%	4%	3%	5%	4%	4%	3%	4%	3%	4%	3%	4%
	Weighted counts	13	26	136	87	72	64	47	40	138	84	191	16	12
	Column Comparisons		-	-	-	f				b				
<b>UK Mail</b>	% within column	1%	1%	2%	3%	3%	2%	3%	2%	3%	2%	2%	3%	3%
	Weighted counts	5	13	73	77	36	38	42	35	94	57	125	15	9
	Column Comparisons		-	-	-					b				

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 12

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		N. Ireland	Urban	Rural	Unknown									
Royal Mail	% within column	88%	86%	85%	**	74%	87%	83%	83%	86%	87%	87%	88%	86%
	Weighted counts	157	3,837	1,278		220	4,902	646	669	1,027	890	465	1,424	4,830
	Column Comparisons						A							
Hermes	% within column	9%	13%	17%	**	11%	14%	9%	16%	15%	20%	18%	11%	15%
	Weighted counts	16	597	248		33	814	68	125	177	202	97	178	834
	Column Comparisons							a f	a f	A c F	A f			B
Parcelforce	% within column	13%	12%	11%	**	7%	12%	9%	10%	11%	15%	21%	10%	12%
	Weighted counts	24	548	166		22	693	69	81	138	151	115	160	690
	Column Comparisons										a b f	A B C d F		b
DHL	% within column	4%	8%	7%	**	8%	8%	4%	8%	8%	11%	10%	5%	8%
	Weighted counts	8	356	99		23	432	34	63	97	115	56	89	441
	Column Comparisons									a	A F	a f		b
DPD	% within column	4%	7%	6%	**	8%	6%	3%	7%	6%	8%	10%	6%	7%
	Weighted counts	6	302	84		22	363	20	53	78	83	55	97	380
	Column Comparisons							a	a	A	A c f	a		b
Yodel	% within column	6%	6%	6%	**	6%	6%	3%	7%	7%	8%	7%	5%	6%
	Weighted counts	10	287	85		17	356	27	60	81	86	35	84	364
	Column Comparisons							a	a		a			b
Collect +	% within column	8%	7%	6%	**	9%	7%	5%	5%	7%	8%	13%	6%	7%
	Weighted counts	14	318	94		26	386	36	42	83	86	67	97	403
	Column Comparisons										a	A B c f		b
Amazon Logistics	% within column	2%	4%	4%	**	2%	4%	2%	4%	4%	4%	5%	6%	4%
	Weighted counts	4	199	58		7	250	15	33	44	37	26	103	252
	Column Comparisons												a	b
FedEx	% within column	2%	5%	4%	**	7%	4%	3%	4%	4%	6%	10%	3%	5%
	Weighted counts	3	211	58		20	250	20	33	47	64	52	55	258
	Column Comparisons										a f	A b C F		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 12

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		NET: Internet non-user	Total
	% within column	85%	86%
<b>Royal Mail</b>	Weighted counts	283	5,122
	Column Comparisons		-
	% within column	3%	14%
<b>Hermes</b>	Weighted counts	10	847
	Column Comparisons		-
	% within column	7%	12%
<b>Parcelforce</b>	Weighted counts	24	715
	Column Comparisons		-
	% within column	4%	8%
<b>DHL</b>	Weighted counts	14	455
	Column Comparisons		-
	% within column	1%	6%
<b>DPD</b>	Weighted counts	4	386
	Column Comparisons		-
	% within column	2%	6%
<b>Yodel</b>	Weighted counts	8	372
	Column Comparisons		-
	% within column	2%	7%
<b>Collect +</b>	Weighted counts	8	412
	Column Comparisons		-
	% within column	1%	4%
<b>Amazon Logistics</b>	Weighted counts	5	257
	Column Comparisons		-
	% within column	4%	5%
<b>FedEx</b>	Weighted counts	12	270
	Column Comparisons		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
UPS	% within column	4%	3%	4%	5%	4%	3%	2%	4%	4%	4%	5%	3%	2%
	Weighted counts	223	87	136	71	69	49	35	114	109	29	104	65	12
	Column Comparisons	-			d	d						d e		
UK Mail	% within column	3%	1%	3%	3%	3%	2%	2%	3%	2%	3%	4%	2%	1%
	Weighted counts	150	32	119	47	44	34	25	80	71	28	69	40	8
	Column Comparisons	-		A										
Interlink	% within column	2%	2%	1%	2%	2%	1%	1%	2%	1%	1%	3%	1%	1%
	Weighted counts	90	47	42	26	32	16	16	53	36	12	55	16	5
	Column Comparisons	-										C d e		
TNT Express	% within column	1%	1%	2%	2%	2%	1%	1%	2%	1%	1%	2%	1%	1%
	Weighted counts	87	32	55	25	23	17	22	51	36	8	43	27	5
	Column Comparisons	-												
Citipost	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	43	9	34	11	10	11	11	19	24	7	18	15	2
	Column Comparisons	-		a										
DX	% within column	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%
	Weighted counts	36	15	21	14	10	6	5	16	20	4	21	8	2
	Column Comparisons	-												
TNT Post UK	% within column	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	41	14	27	15	7	7	12	23	18	10	18	9	0
	Column Comparisons	-												
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	5	5	1	2	4	2	7	3	0	5	3	2
	Column Comparisons	-												
None of the above	% within column	9%	7%	10%	9%	9%	10%	9%	10%	8%	14%	8%	8%	7%
	Weighted counts	536	184	353	127	138	142	130	291	245	115	147	156	50
	Column Comparisons	-		A					b		B c d			
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Unweighted base	% within column													
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base	% within column													
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics												
		Age				SEG				Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
		% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column	% within column
<b>UPS</b>	Weighted counts	13	26	136	87	72	64	47	40	138	84	191	16	12
	Column Comparisons		-	-	-	f				b				
	% within column	1%	1%	2%	3%	3%	2%	3%	2%	3%	2%	2%	3%	3%
<b>UK Mail</b>	Weighted counts	5	13	73	77	36	38	42	35	94	57	125	15	9
	Column Comparisons		-	-	-					b				
	% within column	0%	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%	1%
<b>Interlink</b>	Weighted counts	3	7	53	37	24	29	24	13	64	25	79	6	4
	Column Comparisons		-	-	-					b				
	% within column	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%
<b>TNT Express</b>	Weighted counts	4	9	51	36	28	23	14	22	55	31	75	7	3
	Column Comparisons		-	-	-									
	% within column	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%
<b>Citipost</b>	Weighted counts	0	2	23	20	12	11	14	5	34	9	37	4	2
	Column Comparisons		-	-	-					b				
	% within column	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%
<b>DX</b>	Weighted counts	1	3	20	16	7	12	10	7	25	11	33	2	1
	Column Comparisons		-	-	-									
	% within column	1%	0%	0%	1%	0%	0%	1%	1%	1%	1%	1%	1%	0%
<b>TNT Post UK</b>	Weighted counts	4	4	13	28	5	8	15	13	21	20	36	3	1
	Column Comparisons		-	-	-									
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Other</b>	Weighted counts	0	2	6	4	3	3	2	2	5	5	7	1	1
	Column Comparisons		-	-	-									
	% within column	11%	9%	8%	10%	7%	8%	10%	11%	8%	10%	9%	10%	7%
<b>None of the above</b>	Weighted counts	68	118	244	293	92	151	129	164	233	297	452	49	21
	Column Comparisons		-	-	-				c		a			
	% within column													
<b>Effective Column n</b>	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
	Column Comparisons													
<b>Unweighted base</b>		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
<b>Weighted base</b>		609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 12



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?														
UPS	% within column	2%	4%	3%	**	3%	4%	2%	4%	4%	5%	7%	3%	4%
	Weighted counts	4	175	48		8	216	14	32	45	52	37	43	217
	Column Comparisons										a	A c f		
UK Mail	% within column	1%	3%	2%	**	3%	3%	2%	3%	3%	3%	5%	1%	3%
	Weighted counts	2	119	31		8	142	16	21	36	29	24	24	149
	Column Comparisons													
Interlink	% within column	0%	1%	2%	**	1%	2%	1%	1%	1%	3%	3%	1%	2%
	Weighted counts	1	60	29		4	86	4	7	15	30	18	15	87
	Column Comparisons										a b c f	a b c f		
TNT Express	% within column	0%	1%	2%	**	1%	1%	1%	1%	2%	2%	2%	1%	1%
	Weighted counts	1	60	27		4	83	7	5	20	18	12	24	80
	Column Comparisons													
Citipost	% within column	0%	1%	0%	**	3%	1%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	0	36	6		10	33	4	7	15	5	6	6	41
	Column Comparisons					B								
DX	% within column	0%	1%	1%	**	0%	1%	1%	0%	1%	0%	1%	1%	1%
	Weighted counts	0	26	10		1	35	5	1	14	1	6	10	35
	Column Comparisons													
TNT Post UK	% within column	1%	1%	1%	**	1%	1%	0%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	31	10		3	38	2	6	7	9	6	10	39
	Column Comparisons													
Other	% within column	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	8	2		0	10	1	0	4	1	0	4	10
	Column Comparisons													
None of the above	% within column	8%	9%	10%	**	11%	9%	12%	11%	9%	8%	6%	8%	9%
	Weighted counts	14	386	147		34	502	96	87	111	79	34	131	503
	Column Comparisons							d e						

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		NET: Internet non-user	Total
	% within column	2%	4%
<b>UPS</b>	Weighted counts	7	223
	Column Comparisons		-
	% within column	0%	3%
<b>UK Mail</b>	Weighted counts	2	150
	Column Comparisons		-
	% within column	1%	2%
<b>Interlink</b>	Weighted counts	2	90
	Column Comparisons		-
	% within column	2%	1%
<b>TNT Express</b>	Weighted counts	7	87
	Column Comparisons		-
	% within column	1%	1%
<b>Citipost</b>	Weighted counts	2	43
	Column Comparisons		-
	% within column	0%	1%
<b>DX</b>	Weighted counts	1	36
	Column Comparisons		-
	% within column	1%	1%
<b>TNT Post UK</b>	Weighted counts	2	41
	Column Comparisons		-
	% within column	0%	0%
<b>Other</b>	Weighted counts	0	10
	Column Comparisons		-
	% within column	9%	9%
<b>None of the above</b>	Weighted counts	30	536
	Column Comparisons		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Effective Column n</b>	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
<b>Unweighted base</b>	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
<b>Weighted base</b>	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 12

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Effective Column n</b>	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
<b>Unweighted base</b>	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
<b>Weighted base</b>	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
<b>Columns</b>	E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 10 of 12

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?	UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
<b>Effective Column n</b>	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
<b>Unweighted base</b>	704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633
<b>Weighted base</b>	179	4,452	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613
<b>Columns</b>	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 11 of 12

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		NET: Internet non-user	Total
	% within column		
<b>Effective Column n</b>	Weighted counts	118	<b>3,587</b>
	Column Comparisons		
<b>Unweighted base</b>		192	<b>5,836</b>
<b>Weighted base</b>		334	<b>5,962</b>
<b>Columns</b>		B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Royal Mail	% within column	84%	86%	81%	84%	84%	82%	84%	83%	84%	80%	81%	85%	88%
	Weighted counts	4,983	2,217	2,766	1,196	1,290	1,207	1,290	2,428	2,555	670	1,569	1,630	591
	Column Comparisons	-	B										a b	a b
Hermes	% within column	45%	35%	53%	42%	45%	47%	47%	42%	48%	42%	49%	47%	37%
	Weighted counts	2,689	904	1,785	595	687	689	718	1,223	1,467	354	949	890	250
	Column Comparisons	-		A						A		a D e	d	
Parcelforce	% within column	37%	37%	37%	37%	38%	37%	37%	39%	35%	27%	38%	44%	36%
	Weighted counts	2,222	951	1,271	529	589	545	559	1,149	1,072	227	730	845	243
	Column Comparisons	-							b			A e	A b d E	a
Yodel	% within column	35%	27%	41%	35%	35%	33%	37%	35%	35%	26%	37%	40%	33%
	Weighted counts	2,096	694	1,402	492	540	493	571	1,035	1,061	216	712	766	225
	Column Comparisons	-		A								A e	A d E	a
DHL	% within column	33%	30%	35%	32%	33%	32%	33%	35%	30%	28%	35%	36%	31%
	Weighted counts	1,942	762	1,180	459	511	473	499	1,028	914	237	684	684	206
	Column Comparisons	-		a					b		e	a E	a E	e
DPD	% within column	35%	32%	37%	36%	33%	35%	36%	38%	33%	36%	40%	38%	25%
	Weighted counts	2,096	823	1,273	508	509	523	555	1,100	996	299	771	732	167
	Column Comparisons	-		A					b		D E	D E	D E	
Amazon Logistics	% within column	26%	25%	27%	26%	28%	24%	25%	27%	25%	23%	27%	30%	21%
	Weighted counts	1,550	641	909	374	435	356	385	775	775	192	524	569	144
	Column Comparisons	-										d e	a d E	
FedEx	% within column	21%	18%	24%	21%	21%	20%	23%	23%	19%	24%	23%	23%	15%
	Weighted counts	1,262	464	799	296	325	297	344	682	580	204	438	436	102
	Column Comparisons	-		A					b		d E	d E	d E	
UPS	% within column	18%	15%	20%	16%	20%	17%	19%	20%	16%	17%	20%	20%	14%
	Weighted counts	1,073	383	690	235	299	249	290	597	476	138	387	381	93
	Column Comparisons	-		A					B			d e	d e	
UK Mail	% within column	10%	6%	14%	10%	11%	10%	12%	12%	9%	9%	11%	12%	9%
	Weighted counts	624	141	482	137	163	141	183	347	277	77	212	226	64
	Column Comparisons	-		A					b					
Collect +	% within column	8%	7%	10%	9%	8%	10%	8%	6%	10%	10%	12%	7%	3%
	Weighted counts	504	177	327	125	123	141	116	185	318	86	234	142	21
	Column Comparisons	-		a						A	D E	C D E	d e	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Age		SEG					Working status		UK nation			
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Royal Mail</b>	% within column	86%	87%	83%	85%	82%	83%	85%	84%	82%	85%	83%	87%	88%
	Weighted counts	523	1,113	2,614	2,369	1,120	1,494	1,098	1,271	2,516	2,447	4,154	416	262
	Column Comparisons	a b	-	-	-						a			
<b>Hermes</b>	% within column	40%	39%	47%	43%	48%	46%	44%	42%	46%	44%	45%	47%	50%
	Weighted counts	246	496	1,486	1,204	658	827	576	628	1,422	1,255	2,240	223	148
	Column Comparisons		-	-	-	f								
<b>Parcelforce</b>	% within column	29%	33%	39%	36%	43%	36%	39%	33%	39%	36%	36%	44%	40%
	Weighted counts	176	420	1,221	1,001	582	638	502	498	1,184	1,030	1,805	211	120
	Column Comparisons		-	-	-	d F		f					a	
<b>Yodel</b>	% within column	29%	31%	36%	35%	35%	36%	37%	32%	36%	34%	34%	43%	43%
	Weighted counts	178	403	1,126	970	472	654	482	488	1,108	980	1,692	203	127
	Column Comparisons		-	-	-								a	
<b>DHL</b>	% within column	22%	26%	36%	29%	38%	35%	33%	25%	36%	29%	32%	35%	37%
	Weighted counts	131	337	1,140	802	516	624	426	376	1,099	837	1,615	165	109
	Column Comparisons		-	-	-	F	F	F		B				
<b>DPD</b>	% within column	21%	23%	36%	34%	37%	35%	37%	31%	39%	31%	35%	40%	39%
	Weighted counts	126	293	1,144	952	509	635	481	470	1,208	880	1,728	191	116
	Column Comparisons		-	-	-	f		f		B				
<b>Amazon Logistics</b>	% within column	20%	21%	27%	24%	28%	27%	25%	24%	26%	26%	26%	30%	24%
	Weighted counts	121	265	867	683	385	482	325	358	795	753	1,311	142	72
	Column Comparisons		-	-	-							d	D	D
<b>FedEx</b>	% within column	13%	14%	23%	19%	26%	20%	23%	16%	23%	19%	21%	23%	21%
	Weighted counts	82	184	717	546	355	362	298	248	712	546	1,064	108	64
	Column Comparisons		-	-	-	d F		f		b			d	d
<b>UPS</b>	% within column	12%	13%	19%	17%	22%	17%	20%	15%	20%	16%	18%	17%	19%
	Weighted counts	74	166	598	475	298	300	256	219	603	468	906	83	56
	Column Comparisons		-	-	-	d F		f		b				
<b>UK Mail</b>	% within column	7%	8%	11%	10%	10%	11%	12%	8%	10%	10%	10%	12%	11%
	Weighted counts	44	108	338	286	137	201	159	127	322	300	524	59	33
	Column Comparisons		-	-	-								d	D
<b>Collect +</b>	% within column	3%	3%	10%	6%	10%	10%	8%	6%	11%	6%	8%	9%	10%
	Weighted counts	21	42	323	181	142	181	98	83	332	169	414	45	29
	Column Comparisons		-	-	-	F	F			B				

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 8



Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	
	84%	83%	85%	**	72%	84%	85%	81%	83%	83%	82%	86%	84%	
Royal Mail	151	3,705	1,271		213	4,770	658	651	999	848	439	1,387	4,701	
						A								
	44%	43%	51%	**	37%	46%	41%	45%	49%	51%	60%	36%	47%	
Hermes	78	1,927	758		109	2,581	318	361	590	523	321	576	2,655	
			A			a		f	a F	A F	A B C d F		B	
	48%	37%	37%	**	32%	38%	30%	30%	40%	39%	53%	35%	39%	
Parcelforce	86	1,660	560		95	2,127	237	242	484	401	283	574	2,163	
	a c								A B	a b	A B C D F		B	
	41%	34%	40%	**	31%	35%	33%	34%	39%	38%	47%	29%	37%	
Yodel	73	1,496	598		92	2,004	253	273	464	389	251	466	2,081	
			a						a F	F	A B c d F		B	
	29%	32%	34%	**	29%	33%	25%	29%	34%	36%	53%	28%	34%	
DHL	53	1,435	506		87	1,855	191	232	412	373	284	450	1,913	
									A f	A b f	A B C D F		B	
	34%	34%	38%	**	26%	36%	27%	32%	38%	40%	50%	30%	37%	
DPD	60	1,527	564		78	2,017	207	261	452	414	270	492	2,074	
						a			A f	A b F	A B C d F		B	
	13%	26%	25%	**	23%	26%	21%	24%	28%	25%	35%	26%	27%	
Amazon Logistics	24	1,176	372		68	1,482	162	191	340	254	185	417	1,524	
									a		A b d f		B	
	14%	22%	20%	**	19%	21%	16%	19%	21%	24%	41%	17%	22%	
FedEx	26	961	299		57	1,205	121	149	254	246	220	272	1,244	
									a f	A b f	A B C D F		B	
	15%	18%	18%	**	18%	18%	14%	16%	19%	21%	31%	14%	19%	
UPS	28	800	273		52	1,021	112	128	225	216	169	223	1,055	
									f	a b F	A B C D F		B	
	4%	11%	10%	**	10%	10%	9%	10%	13%	12%	15%	7%	11%	
UK Mail	8	480	144		29	595	70	77	158	121	80	117	620	
									F	f	a F		B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		NET: Internet non-user	Total
<b>Royal Mail</b>	% within column	82%	<b>84%</b>
	Weighted counts	273	<b>4,983</b>
	Column Comparisons		-
<b>Hermes</b>	% within column	9%	<b>45%</b>
	Weighted counts	31	<b>2,689</b>
	Column Comparisons		-
<b>Parcelforce</b>	% within column	17%	<b>37%</b>
	Weighted counts	57	<b>2,222</b>
	Column Comparisons		-
<b>Yodel</b>	% within column	4%	<b>35%</b>
	Weighted counts	15	<b>2,096</b>
	Column Comparisons		-
<b>DHL</b>	% within column	8%	<b>33%</b>
	Weighted counts	27	<b>1,942</b>
	Column Comparisons		-
<b>DPD</b>	% within column	6%	<b>35%</b>
	Weighted counts	21	<b>2,096</b>
	Column Comparisons		-
<b>Amazon Logistics</b>	% within column	8%	<b>26%</b>
	Weighted counts	26	<b>1,550</b>
	Column Comparisons		-
<b>FedEx</b>	% within column	5%	<b>21%</b>
	Weighted counts	18	<b>1,262</b>
	Column Comparisons		-
<b>UPS</b>	% within column	6%	<b>18%</b>
	Weighted counts	18	<b>1,073</b>
	Column Comparisons		-
<b>UK Mail</b>	% within column	1%	<b>10%</b>
	Weighted counts	4	<b>624</b>
	Column Comparisons		-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Collect +	% within column	8%	7%	10%	9%	8%	10%	8%	6%	10%	10%	12%	7%	3%
	Weighted counts	504	177	327	125	123	141	116	185	318	86	234	142	21
	Column Comparisons	-		a						A	D E	C D E	d e	
Interlink	% within column	8%	8%	7%	7%	8%	8%	8%	9%	6%	5%	10%	10%	5%
	Weighted counts	458	207	251	106	116	112	124	267	190	40	187	183	33
	Column Comparisons	-							b			A d E	a d E	
TNT Express	% within column	8%	8%	8%	8%	7%	10%	9%	10%	7%	4%	8%	13%	5%
	Weighted counts	490	216	273	107	107	140	135	286	203	35	164	241	32
	Column Comparisons	-							B			a d E	A b D E	
TNT Post UK	% within column	3%	2%	4%	4%	3%	4%	2%	4%	3%	3%	3%	5%	1%
	Weighted counts	198	62	136	51	46	63	37	108	90	29	58	94	8
	Column Comparisons	-		a									d e	
Citipost	% within column	3%	2%	3%	3%	2%	2%	2%	3%	2%	1%	3%	3%	1%
	Weighted counts	150	59	91	42	36	34	38	82	68	12	62	66	5
	Column Comparisons	-										a d e	a d e	
DX	% within column	2%	2%	3%	3%	2%	2%	2%	3%	2%	2%	4%	2%	2%
	Weighted counts	145	53	93	44	32	37	34	84	62	16	71	41	12
	Column Comparisons	-												
Other	% within column	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%
	Weighted counts	40	17	23	5	13	12	10	14	26	2	8	10	5
	Column Comparisons	-												
None of the above	% within column	4%	5%	4%	4%	3%	6%	4%	5%	4%	5%	4%	3%	4%
	Weighted counts	244	115	129	51	53	83	57	138	106	43	84	61	27
	Column Comparisons	-												
Effective Column n	% within column													
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382
Unweighted base	% within column													
	Weighted counts	5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base	% within column													
	Weighted counts	5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
<b>Collect +</b>	% within column	3%	3%	10%	6%	10%	10%	8%	6%	11%	6%	8%	9%	10%
	Weighted counts	21	42	323	181	142	181	98	83	332	169	414	45	29
	Column Comparisons		-	-	-	F	F			B				
<b>Interlink</b>	% within column	2%	4%	8%	7%	10%	7%	8%	6%	10%	6%	7%	8%	9%
	Weighted counts	14	47	266	192	140	126	107	85	299	158	375	36	27
	Column Comparisons		-	-	-	d f				B				
<b>TNT Express</b>	% within column	3%	4%	9%	7%	10%	8%	8%	6%	9%	7%	8%	8%	9%
	Weighted counts	18	50	291	199	141	150	104	95	288	200	415	37	27
	Column Comparisons		-	-	-	f				b				
<b>TNT Post UK</b>	% within column	1%	1%	3%	4%	3%	3%	4%	3%	4%	3%	3%	5%	3%
	Weighted counts	9	17	96	102	47	49	56	46	114	84	164	22	8
	Column Comparisons		-	-	-									
<b>Citipost</b>	% within column	1%	1%	3%	2%	4%	3%	2%	1%	3%	2%	2%	3%	2%
	Weighted counts	6	11	98	52	49	50	32	20	107	44	122	14	7
	Column Comparisons		-	-	-	f				B				
<b>DX</b>	% within column	1%	1%	3%	2%	3%	3%	2%	2%	3%	2%	2%	3%	3%
	Weighted counts	6	17	87	58	40	48	29	28	93	52	121	14	8
	Column Comparisons		-	-	-					b				
<b>Other</b>	% within column	2%	2%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	0%
	Weighted counts	15	19	27	13	10	17	8	5	12	28	33	5	1
	Column Comparisons	a b c	-	-	-						a			
<b>None of the above</b>	% within column	5%	4%	4%	4%	4%	4%	4%	5%	4%	4%	4%	3%	2%
	Weighted counts	30	56	119	125	55	64	49	76	131	111	220	13	5
	Column Comparisons		-	-	-									
<b>Effective Column n</b>	% within column													
	Weighted counts	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443
<b>Unweighted base</b>	% within column													
	Weighted counts	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
<b>Weighted base</b>	% within column													
	Weighted counts	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
						Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		N. Ireland	Urban	Rural	Unknown									
Collect +	% within column	9%	9%	8%	**	7%	9%	4%	7%	9%	9%	17%	7%	9%
	Weighted counts	16	381	123		22	482	35	54	112	95	89	120	498
	Column Comparisons									a	a	A B C D F		B
Interlink	% within column	11%	7%	8%	**	7%	8%	4%	7%	7%	10%	14%	7%	8%
	Weighted counts	19	334	124		21	437	33	57	87	100	73	107	455
	Column Comparisons										A	A b C f		B
TNT Express	% within column	6%	8%	8%	**	8%	8%	5%	8%	8%	9%	13%	7%	9%
	Weighted counts	10	364	126		25	465	40	63	102	97	69	120	486
	Column Comparisons									a	a	A b c f		B
TNT Post UK	% within column	2%	3%	3%	**	4%	3%	2%	4%	3%	3%	7%	2%	4%
	Weighted counts	4	152	44		12	186	17	36	38	32	40	35	197
	Column Comparisons											A c d F		b
Citipost	% within column	4%	3%	3%	**	4%	2%	2%	2%	3%	3%	4%	3%	3%
	Weighted counts	7	112	38		12	139	12	17	32	27	21	41	148
	Column Comparisons													
DX	% within column	1%	2%	2%	**	2%	2%	1%	2%	4%	3%	5%	1%	3%
	Weighted counts	2	111	34		5	140	10	16	42	29	24	24	144
	Column Comparisons									a f		a f		b
Other	% within column	0%	1%	1%	**	0%	1%	1%	0%	1%	0%	0%	1%	1%
	Weighted counts	1	23	17		1	39	7	3	15	1	1	12	34
	Column Comparisons													
None of the above	% within column	3%	4%	4%	**	9%	4%	5%	6%	4%	4%	3%	4%	4%
	Weighted counts	6	187	57		27	217	37	46	42	37	17	64	203
	Column Comparisons					B								
Effective Column n	Weighted counts	433	2,475	1,105	7	197	3,390	487	499	815	699	382	706	3,462
	Column Comparisons													
Unweighted base		704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633
Weighted base		179	4,452	1,498	12	297	5,665	779	803	1,199	1,027	536	1,618	5,613

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		NET: Internet non-user	Total
	% within column	2%	8%
<b>Collect +</b>	Weighted counts	5	504
	Column Comparisons		-
	% within column	1%	8%
<b>Interlink</b>	Weighted counts	2	458
	Column Comparisons		-
	% within column	1%	8%
<b>TNT Express</b>	Weighted counts	4	490
	Column Comparisons		-
	% within column	0%	3%
<b>TNT Post UK</b>	Weighted counts	1	198
	Column Comparisons		-
	% within column	1%	3%
<b>Citipost</b>	Weighted counts	2	150
	Column Comparisons		-
	% within column	0%	2%
<b>DX</b>	Weighted counts	1	145
	Column Comparisons		-
	% within column	2%	1%
<b>Other</b>	Weighted counts	6	40
	Column Comparisons	a	-
	% within column	11%	4%
<b>None of the above</b>	Weighted counts	38	244
	Column Comparisons	A	-
	% within column		
<b>Effective Column n</b>	Weighted counts	118	3,587
	Column Comparisons		
<b>Unweighted base</b>		192	5,836
<b>Weighted base</b>		334	5,962

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
	A	A	B	A	B	C	D	A	B	A	B	C	D
Columns													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 8

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	E	F	A	B	C	D	E	F	A	B	A	B	C
	Columns												

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 10 of 8



QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
					Yes – I am	No – I am						I don't	
					house-	house-	Under	£11,500 -	£17,500 -	£30,000 -		know/ I	NET:
	N. Ireland	Urban	Rural	Unknown	bound	bound	£11,500	£17,499	£29,999	£49,999	£50,000+	prefer not	Internet
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 11 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics		
QJ2: Internet usage		
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	NET: Internet non-user	Total
	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost			Demographics																
			Method-ology		Quarter				Gender		Age						SEG		
			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE
Lost mail	% within column	5%	**	7%	**	**	**	4%	6%	4%	**	8%	0%	**	**	**	5%	6%	4%
	Weighted counts	8		8				2	6	3		6	0				5	3	2
	Column Comparisons	-															-	-	
Damaged mail	% within column	8%	**	11%	**	**	**	8%	7%	10%	**	8%	7%	**	**	**	5%	14%	7%
	Weighted counts	13		12				3	6	7		6	5				5	8	3
	Column Comparisons	-															-	-	
Delayed mail	% within column	9%	**	14%	**	**	**	7%	4%	15%	**	10%	6%	**	**	**	8%	12%	13%
	Weighted counts	15		15				3	3	12		7	4				8	7	7
	Column Comparisons	-		a						a							-	-	
Mis-delivered mail	% within column	6%	**	9%	**	**	**	5%	1%	11%	**	6%	6%	**	**	**	2%	12%	2%
	Weighted counts	10		10				2	1	8		4	4				2	7	1
	Column Comparisons	-		a						a							-	-	
Mail that has been tampered with	% within column	7%	**	10%	**	**	**	5%	4%	10%	**	7%	6%	**	**	**	4%	11%	6%
	Weighted counts	11		10				2	3	7		5	4				4	7	3
	Column Comparisons	-															-	-	
Other problems	% within column	6%	**	9%	**	**	**	5%	3%	9%	**	5%	6%	**	**	**	2%	11%	2%
	Weighted counts	9		9				2	3	7		3	4				2	7	1
	Column Comparisons	-		a													-	-	
No, there have been no problems	% within column	83%	**	76%	**	**	**	85%	86%	80%	**	80%	93%	**	**	**	86%	79%	80%
	Weighted counts	139		80				38	78	61		56	65				90	49	42
	Column Comparisons	-										a	A				-	-	
NET: Yes	% within column	17%	**	24%	**	**	**	15%	14%	20%	**	20%	7%	**	**	**	14%	21%	20%
	Weighted counts	28		26				7	13	15		14	5				15	13	10
	Column Comparisons	-		a													-	-	
Effective Column n	% within column																		
	Weighted counts	117	31	85	28	31	25	33	65	51	12	51	44	4	5	8	78	38	38
	Column Comparisons																		
Unweighted base		179	48	131	43	48	38	50	100	79	19	79	68	6	7	13	120	59	59
Weighted base		167	61	107	43	42	38	44	91	76	16	71	70	5	6	11	106	62	52
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG		Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost	% within column	5%	**	**	6%	1%	5%	**	**	**	6%	3%	**	**	3%	**	**	**	**
	Weighted counts	3			8	1	7				7	1			4				
	Column Comparisons																		
Lost mail	% within column	3%	**	**	6%	13%	9%	**	**	**	10%	2%	**	**	7%	**	**	**	**
	Weighted counts	1			8	6	12				13	1			10				
	Column Comparisons																		
Damaged mail	% within column	2%	**	**	8%	13%	10%	**	**	**	10%	5%	**	**	8%	**	**	**	**
	Weighted counts	1			9	6	14				13	2			11				
	Column Comparisons																		
Delayed mail	% within column	2%	**	**	4%	9%	7%	**	**	**	6%	5%	**	**	5%	**	**	**	**
	Weighted counts	1			5	4	9				8	2			7				
	Column Comparisons																		
Mis-delivered mail	% within column	2%	**	**	5%	11%	7%	**	**	**	9%	0%	**	**	6%	**	**	**	**
	Weighted counts	1			6	5	9				11	0			9				
	Column Comparisons																		
Mail that has been tampered with	% within column	2%	**	**	4%	11%	6%	**	**	**	6%	3%	**	**	5%	**	**	**	**
	Weighted counts	1			4	5	8				8	1			8				
	Column Comparisons																		
Other problems	% within column	91%	**	**	83%	82%	83%	**	**	**	81%	90%	**	**	87%	**	**	**	**
	Weighted counts	49			102	37	114				103	36			130				
	Column Comparisons														A				
No, there have been no problems	% within column	9%	**	**	17%	18%	17%	**	**	**	19%	10%	**	**	13%	**	**	**	**
	Weighted counts	5			20	8	23				24	4			19				
	Column Comparisons																		
NET: Yes																			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet on-net user	Total
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost		**	**	4%	**
Lost mail		7		8	
Weighted counts		7		8	
Column Comparisons				-	
Damaged mail		**	**	7%	**
Weighted counts		12		13	
Column Comparisons				-	
Delayed mail		**	**	9%	**
Weighted counts		14		15	
Column Comparisons				-	
Mis-delivered mail		**	**	5%	**
Weighted counts		9		10	
Column Comparisons				-	
Mail that has been tampered with		**	**	6%	**
Weighted counts		10		11	
Column Comparisons				-	
Other problems		**	**	5%	**
Weighted counts		9		9	
Column Comparisons				-	
No, there have been no problems		**	**	84%	**
Weighted counts		138		139	
Column Comparisons				-	
NET: Yes		**	**	16%	**
Weighted counts		26		28	
Column Comparisons				-	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Effective Column n			117	31	85	28	31	25	33	65	51	12	51	44	4	5	8	78	38	38
Unweighted base			179	48	131	43	48	38	50	100	79	19	79	68	6	7	13	120	59	59
Weighted base			167	61	107	43	42	38	44	91	76	16	71	70	5	6	11	106	62	52
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Demographics																		
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost <div>% within column Weighted counts Column Comparisons</div>	SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year
Effective Column n	40	23	16	84	33	70	20	10	18	81	35	0	14	103	10	12	31	23
Unweighted base	61	35	24	129	50	107	30	15	27	125	54	0	21	158	16	19	47	36
Weighted base	54	38	24	122	45	137	16	8	7	128	40	0	18	149	15	18	40	28
Columns	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
		I don't know/£50,000+	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_1: Problems experienced with parcel delivery companies in the last 12 months...	Citipost					
	<i>% within column</i>					
<b>Effective Column n</b>	<i>Weighted counts</i>	18	21	114	3	<b>117</b>
	<i>Column Comparisons</i>					
<b>Unweighted base</b>		28	33	175	4	<b>179</b>
<b>Weighted base</b>		23	42	165	3	<b>167</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
Q13_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lost mail	% within column		2%	2%	2%	2%	2%	3%	1%	2%	2%	1%	2%	3%	**	**	0%	2%	3%	1%
	Weighted counts		14	5	9	3	3	6	2	6	8	2	6	6			0	7	7	2
	Column Comparisons		-														-	-	-	
Damaged mail	% within column		3%	0%	4%	4%	3%	2%	2%	3%	3%	4%	3%	2%	**	**	0%	2%	4%	2%
	Weighted counts		20	0	20	7	5	4	4	7	13	5	10	5			0	8	11	3
	Column Comparisons		-		a												-	-	-	
Delayed mail	% within column		3%	0%	4%	2%	3%	3%	2%	3%	3%	7%	3%	0%	**	**	0%	3%	3%	4%
	Weighted counts		18	0	18	4	5	6	4	7	11	9	9	0			0	11	7	8
	Column Comparisons		-		a							c					-	-	-	
Mis-delivered mail	% within column		2%	0%	3%	0%	2%	3%	2%	3%	1%	0%	4%	0%	**	**	0%	2%	2%	3%
	Weighted counts		13	0	13	0	4	5	4	7	6	0	12	1			0	8	5	6
	Column Comparisons		-		a												-	-	-	
Mail that has been tampered with	% within column		2%	0%	3%	3%	2%	1%	2%	2%	2%	2%	2%	3%	**	**	0%	1%	3%	2%
	Weighted counts		13	0	13	4	3	3	3	6	7	3	5	5			0	5	8	4
	Column Comparisons		-		a												-	-	-	
Other problems	% within column		1%	0%	2%	0%	1%	3%	2%	2%	1%	1%	2%	0%	**	**	1%	1%	2%	2%
	Weighted counts		9	0	9	0	2	5	3	7	3	1	7	1			1	5	4	4
	Column Comparisons		-														-	-	-	
No, there have been no problems	% within column		91%	98%	88%	91%	92%	88%	94%	91%	92%	86%	91%	93%	**	**	99%	92%	90%	90%
	Weighted counts		630	220	410	147	153	167	162	247	383	102	278	192			59	393	236	170
	Column Comparisons		-		B												-	-	-	
NET: Yes	% within column		9%	2%	12%	9%	8%	12%	6%	9%	8%	14%	9%	7%	**	**	1%	8%	10%	10%
	Weighted counts		59	5	54	14	13	22	10	25	34	16	29	14			1	34	26	18
	Column Comparisons		-		A												-	-	-	
Effective Column n	% within column																			
	Weighted counts		487	88	399	113	120	130	124	176	311	82	227	139	25	15	39	305	182	133
Unweighted base	% within column																			
	Weighted counts		770	139	631	179	189	206	196	278	492	130	358	220	39	23	62	482	288	210
Weighted base	% within column																			
	Weighted counts		689	225	464	161	166	189	173	272	417	118	306	205	32	27	59	427	262	188
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																			
		SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er £11,000 per year	£11,000 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QI3_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +	% within column	2%	2%	3%	3%	1%	2%	1%	2%	0%	2%	1%	**	**	2%	9%	2%	2%	0%
	Weighted counts	6	3	4	12	2	13	0	1	0	12	2			11	5	2	2	1
	Column Comparisons														d				
Lost mail	% within column	2%	6%	2%	2%	4%	3%	1%	2%	2%	3%	2%	**	**	2%	2%	3%	7%	2%
	Weighted counts	6	8	3	10	9	18	0	1	0	16	4			16	1	2	11	3
	Column Comparisons																		
Damaged mail	% within column	1%	3%	2%	3%	2%	3%	4%	1%	2%	3%	2%	**	**	2%	3%	3%	4%	3%
	Weighted counts	3	5	3	14	4	15	3	0	0	15	3			15	2	2	6	4
	Column Comparisons																		
Delayed mail	% within column	1%	2%	2%	3%	0%	2%	0%	1%	1%	2%	1%	**	**	1%	0%	5%	2%	2%
	Weighted counts	2	2	3	12	1	13	0	0	0	12	1			6	0	4	3	2
	Column Comparisons																		
Mis-delivered mail	% within column	0%	6%	1%	2%	2%	2%	2%	0%	1%	2%	1%	**	**	1%	0%	1%	4%	3%
	Weighted counts	1	8	1	9	4	11	1	0	0	11	2			9	0	1	6	5
	Column Comparisons		d																
Mail that has been tampered with	% within column	0%	2%	1%	1%	1%	2%	1%	0%	0%	1%	2%	**	**	1%	0%	1%	0%	2%
	Weighted counts	1	3	1	6	3	9	1	0	0	7	3			7	0	1	0	3
	Column Comparisons																		
Other problems	% within column	93%	89%	92%	91%	93%	91%	92%	95%	96%	91%	91%	**	**	93%	87%	87%	90%	91%
	Weighted counts	223	120	117	397	230	516	56	36	22	482	148			607	50	66	133	130
	Column Comparisons														A				
No, there have been no problems	% within column	7%	11%	8%	9%	7%	9%	8%	5%	4%	9%	9%	**	**	7%	13%	13%	10%	9%
	Weighted counts	16	15	10	41	18	52	5	2	1	45	15			45	8	9	15	14
	Column Comparisons																		

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QI3_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +					Total
<b>Lost mail</b>	% within column	2%	2%	2%	**
	Weighted counts	2	2	12	14
	Column Comparisons				-
<b>Damaged mail</b>	% within column	2%	0%	2%	**
	Weighted counts	2	0	15	20
	Column Comparisons				-
<b>Delayed mail</b>	% within column	2%	2%	2%	**
	Weighted counts	2	2	16	18
	Column Comparisons				-
<b>Mis-delivered mail</b>	% within column	4%	0%	1%	**
	Weighted counts	4	0	8	13
	Column Comparisons				-
<b>Mail that has been tampered with</b>	% within column	2%	0%	2%	**
	Weighted counts	2	0	12	13
	Column Comparisons				-
<b>Other problems</b>	% within column	4%	1%	1%	**
	Weighted counts	4	1	9	9
	Column Comparisons				-
<b>No, there have been no problems</b>	% within column	93%	96%	92%	**
	Weighted counts	103	148	626	630
	Column Comparisons			B	-
<b>NET: Yes</b>	% within column	7%	4%	8%	**
	Weighted counts	8	6	53	59
		Column Comparisons			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																		
			Method-ology		Quarter				Gender		Age						SEG				
Q13_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +			Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB			
% within column				Total	CAPI																
Effective Column n				487	88	399	113	120	130	124	176	311	82	227	139	25	15	39	305	182	133
Unweighted base				770	139	631	179	189	206	196	278	492	130	358	220	39	23	62	482	288	210
Weighted base				689	225	464	161	166	189	173	272	417	118	306	205	32	27	59	427	262	188
Columns				A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Demographics																		
Q13_2: Problems experienced with parcel delivery companies in the last 12 months... Collect + % within column Weighted counts Column Comparisons	SEG		Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
<b>Effective Column n</b>	172	89	94	305	182	290	61	65	71	343	145	0	25	462	43	63	115	111
<b>Unweighted base</b>	272	140	148	481	287	458	97	103	112	541	229	0	40	730	68	99	182	176
<b>Weighted base</b>	239	135	127	439	248	568	61	38	23	527	162	0	38	652	58	76	148	144
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_2: Problems experienced with parcel delivery companies in the last 12 months...	Collect +					
	% within column					
<b>Effective Column n</b>	Weighted counts	80	75	481	6	<b>487</b>
	Column Comparisons					
<b>Unweighted base</b>		126	119	760	9	<b>770</b>
<b>Weighted base</b>		111	154	679	10	<b>689</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_3: Problems experienced with parcel delivery companies in the last 12 months... DHL		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	2%	2%	0%	0%	0%
	Weighted counts	19	0	19	6	1	5	6	10	8	6	12	1	0	0
	Column Comparisons	-		a							c				
Damaged mail	% within column	2%	1%	2%	1%	1%	2%	2%	2%	1%	3%	2%	1%	0%	2%
	Weighted counts	32	4	27	7	8	8	8	20	12	7	16	5	1	3
	Column Comparisons	-		a											
Delayed mail	% within column	2%	2%	3%	2%	2%	2%	3%	3%	2%	5%	4%	1%	1%	0%
	Weighted counts	51	13	38	8	14	12	17	30	21	13	29	7	2	0
	Column Comparisons	-									c	c			
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	2%	2%	1%	1%	3%	2%	0%	1%	2%
	Weighted counts	26	2	24	4	4	8	11	15	11	7	14	1	1	2
	Column Comparisons	-		a							c	c			
Mail that has been tampered with	% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	2%	2%	0%	0%	0%
	Weighted counts	20	2	18	5	2	5	8	11	9	5	11	3	0	0
	Column Comparisons	-		a											
Other problems	% within column	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%	1%	0%	3%
	Weighted counts	29	5	25	8	4	7	11	19	10	4	13	9	0	4
	Column Comparisons	-		a											
No, there have been no problems	% within column	94%	97%	92%	94%	96%	94%	94%	94%	95%	90%	93%	97%	98%	93%
	Weighted counts	1,988	798	1,190	481	530	479	498	1,049	939	234	703	713	216	123
	Column Comparisons	-	B										A b	a	
NET: Yes	% within column	6%	3%	8%	6%	4%	6%	6%	6%	5%	10%	7%	3%	2%	7%
	Weighted counts	118	22	96	30	25	32	31	71	47	27	54	23	4	9
	Column Comparisons	-		A							C d	c			
Effective Column n	% within column														
	Weighted counts	1,356	294	1,062	311	335	349	361	696	660	155	492	477	150	81
Unweighted base	Column Comparisons														
	Weighted counts	2,181	473	1,708	500	539	561	581	1,119	1,062	249	792	768	241	131
Weighted base	Column Comparisons														
	Weighted counts	2,106	820	1,286	511	555	511	530	1,120	986	261	757	736	220	132
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Age	SEG					Working status		UK nation				Rurality		
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	
QI3_3: Problems experienced with parcel delivery companies in the last 12 months... DHL		% within column	0%	1%	1%	1%	0%	1%	1%	1%	1%	2%	0%	0%	1%	
Lost mail		Weighted counts	0	9	9	7	3	6	3	14	5	16	3	0	13	
		Column Comparisons	-	-	-											
		% within column	1%	1%	2%	2%	1%	2%	1%	2%	1%	3%	1%	0%	2%	
Damaged mail		Weighted counts	4	17	14	10	7	11	3	23	8	26	5	1	24	
		Column Comparisons	-	-	-											
		% within column	1%	3%	2%	4%	2%	2%	1%	3%	2%	4%	4%	2%	3%	
Delayed mail		Weighted counts	2	35	16	21	15	10	6	34	17	38	8	5	40	
		Column Comparisons	-	-	-											
		% within column	1%	1%	2%	1%	1%	2%	2%	1%	1%	0%	0%	1%	1%	
Mis-delivered mail		Weighted counts	3	10	16	5	5	9	7	15	11	25	1	0	19	
		Column Comparisons	-	-	-											
		% within column	0%	1%	1%	1%	1%	2%	0%	1%	0%	1%	0%	0%	1%	
Mail that has been tampered with		Weighted counts	0	9	10	4	5	8	2	16	3	19	0	0	13	
		Column Comparisons	-	-	-											
		% within column	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	0%	1%	1%	
Other problems		Weighted counts	4	19	10	8	11	4	6	22	8	26	2	0	19	
		Column Comparisons	-	-	-											
		% within column	96%	94%	95%	93%	95%	95%	96%	93%	96%	95%	92%	94%	95%	
No, there have been no problems		Weighted counts	339	1,158	831	516	642	437	394	1,132	851	1,669	159	107	1,482	
		Column Comparisons	-	-	-											
		% within column	4%	6%	5%	7%	5%	5%	4%	7%	4%	5%	8%	6%	5%	
NET: Yes		Weighted counts	13	76	42	42	35	25	17	80	38	96	14	6	84	
		Column Comparisons	-	-	-											
		% within column														
Effective Column n		Weighted counts	231	829	527	398	431	263	264	758	593	831	181	177	919	
		Column Comparisons														
Unweighted base			372	1,334	847	641	693	423	424	1,219	954	1,337	291	284	1,479	
Weighted base			352	1,234	872	557	677	462	411	1,211	889	1,765	173	114	1,567	
Columns			F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_3: Problems experienced with parcel delivery companies in the last 12 months...	DHL	Rural	Unkn-own											
	% within column	1%	**	5%	1%	0%	1%	1%	2%	1%	0%	1%	**	1%
Lost mail	Weighted counts	5		5	13	0	1	4	9	3	1	15		19
	Column Comparisons			B										-
	% within column	1%	**	7%	1%	2%	0%	1%	2%	3%	1%	1%	**	2%
Damaged mail	Weighted counts	8		7	25	4	1	5	9	10	3	29		32
	Column Comparisons			B										-
	% within column	2%	**	9%	2%	3%	1%	3%	4%	3%	1%	2%	**	2%
Delayed mail	Weighted counts	11		9	42	6	2	13	15	8	6	48		51
	Column Comparisons			B										-
	% within column	1%	**	9%	1%	1%	2%	1%	1%	3%	1%	1%	**	1%
Mis-delivered mail	Weighted counts	8		9	17	3	5	3	5	7	2	25		26
	Column Comparisons			B										-
	% within column	1%	**	10%	0%	1%	0%	1%	1%	2%	1%	1%	**	1%
Mail that has been tampered with	Weighted counts	7		10	10	1	0	4	6	6	3	20		20
	Column Comparisons			B										-
	% within column	2%	**	5%	1%	1%	0%	1%	2%	2%	1%	1%	**	1%
Other problems	Weighted counts	10		5	25	3	1	6	8	6	5	29		29
	Column Comparisons			b										-
	% within column	94%	**	80%	95%	94%	97%	94%	92%	92%	97%	95%	**	94%
No, there have been no problems	Weighted counts	505		81	1,908	193	245	424	388	271	468	1,957		1,988
	Column Comparisons			A							B			-
	% within column	6%	**	20%	5%	6%	3%	6%	8%	8%	3%	5%	**	6%
NET: Yes	Weighted counts	34		21	97	12	9	27	33	24	12	110		118
	Column Comparisons			B										-
	% within column													
Effective Column n	Weighted counts	436	1	68	1,288	145	172	313	289	218	220	1,338	16	1,356
	Column Comparisons													
Unweighted base		701	1	110	2,071	233	276	503	465	350	354	2,153	26	2,181

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_3: Problems experienced with parcel delivery companies in the last 12 months... DHL	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,106	820	1,286	511	555	511	530	1,120	986	261	757	736	220	132
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_3: Problems experienced with parcel delivery companies in the last 12 months... DHL	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	352	1,234	872	557	677	462	411	1,211	889	1,765	173	114	55	1,567
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_3: Problems experienced with parcel delivery companies in the last 12 months... DHL	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound		
	Rural	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	
Weighted base	539	1	102	2,005	205	253	451	422	295	480	2,067	38	2,106
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	2%	1%	1%	1%	2%	1%	1%	2%	2%	0%	0%	0%
	Weighted counts	16	0	16	3	3	2	8	10	6	4	12	0	0	0
	Column Comparisons	-		a								c			
Damaged mail	% within column	2%	1%	2%	1%	3%	2%	2%	2%	2%	2%	3%	0%	5%	0%
	Weighted counts	26	7	20	4	10	6	6	14	12	5	16	0	5	0
	Column Comparisons	-									c	c		c	
Delayed mail	% within column	3%	0%	4%	4%	3%	2%	2%	3%	2%	7%	4%	0%	0%	0%
	Weighted counts	39	0	39	13	10	7	9	26	14	17	21	1	0	0
	Column Comparisons	-		A							C	c			
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	1%	2%	1%	2%	3%	2%	1%	0%	0%
	Weighted counts	17	0	17	4	2	5	7	8	9	6	9	2	0	0
	Column Comparisons	-		a											
Mail that has been tampered with	% within column	1%	1%	1%	0%	2%	1%	1%	1%	2%	0%	2%	0%	5%	0%
	Weighted counts	16	5	11	1	8	2	5	6	10	1	10	0	5	0
	Column Comparisons	-												c	
Other problems	% within column	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	3%	1%	0%	1%
	Weighted counts	23	3	20	4	8	2	9	17	6	2	16	4	0	1
	Column Comparisons	-													
No, there have been no problems	% within column	94%	98%	92%	93%	94%	95%	95%	94%	95%	88%	93%	98%	95%	99%
	Weighted counts	1,294	476	818	303	333	306	352	699	595	200	449	457	104	83
	Column Comparisons	-	B										A b		
NET: Yes	% within column	6%	2%	8%	7%	6%	5%	5%	6%	5%	12%	7%	2%	5%	1%
	Weighted counts	76	10	67	21	22	15	17	46	30	26	36	7	5	1
	Column Comparisons	-		A							C	c			
Effective Column n	% within column														
	Weighted counts	907	177	730	209	212	226	260	468	439	148	335	294	83	47
Unweighted base	Column Comparisons														
	Weighted counts	1,414	276	1,138	326	330	352	406	730	684	231	522	458	129	74
Weighted base	Column Comparisons														
	Weighted counts	1,370	485	885	324	355	322	369	745	625	226	486	464	110	84
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QI3_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Lost mail	% within column	0%	1%	1%	1%	2%	2%	1%	2%	1%	1%	0%	0%	1%	1%
	Weighted counts	0	8	7	2	6	5	2	12	4	15	0	0	0	10
	Column Comparisons	-	-	-											
Damaged mail	% within column	3%	2%	2%	3%	1%	3%	1%	2%	2%	2%	1%	1%	2%	2%
	Weighted counts	5	14	12	11	3	9	3	16	10	24	1	0	0	18
	Column Comparisons	-	-	-											
Delayed mail	% within column	0%	3%	2%	3%	4%	3%	1%	4%	1%	3%	2%	1%	4%	3%
	Weighted counts	0	25	14	11	14	10	3	32	7	36	2	1	1	31
	Column Comparisons	-	-	-					b						
Mis-delivered mail	% within column	0%	1%	1%	1%	1%	2%	1%	2%	1%	1%	0%	0%	0%	1%
	Weighted counts	0	10	7	5	6	5	2	13	4	17	0	0	0	13
	Column Comparisons	-	-	-											
Mail that has been tampered with	% within column	3%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%
	Weighted counts	5	11	5	7	4	2	3	10	6	15	1	0	0	13
	Column Comparisons	-	-	-											
Other problems	% within column	1%	1%	2%	1%	2%	2%	2%	2%	1%	2%	1%	1%	0%	2%
	Weighted counts	1	11	12	2	9	5	6	18	5	21	2	0	0	16
	Column Comparisons	-	-	-											
No, there have been no problems	% within column	97%	94%	95%	93%	95%	94%	96%	93%	97%	94%	96%	97%	94%	94%
	Weighted counts	187	735	559	364	371	303	256	728	563	1,092	112	65	25	986
	Column Comparisons	-	-	-						a					
NET: Yes	% within column	3%	6%	5%	7%	5%	6%	4%	7%	3%	6%	4%	3%	6%	6%
	Weighted counts	6	46	30	26	20	20	10	55	20	68	5	2	2	58
	Column Comparisons	-	-	-					b						
Effective Column n	% within column														
	Weighted counts	130	545	362	281	264	186	176	505	398	578	126	113	90	630
	Column Comparisons														
Unweighted base		203	850	564	438	412	290	274	787	621	901	197	176	140	982
Weighted base		194	780	590	389	391	323	266	783	583	1,160	117	67	26	1,045
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
				Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QI3_4: Problems experienced with parcel delivery companies in the last 12 months...	FedEx	Rural	Unkn-own											
	% within column	2%	**	7%	1%	2%	1%	1%	1%	3%	0%	1%	**	1%
Lost mail	Weighted counts	6		5	11	3	1	2	3	6	1	13		16
	Column Comparisons			B										-
	% within column	3%	**	11%	1%	2%	1%	1%	2%	4%	1%	2%	**	2%
Damaged mail	Weighted counts	8		8	18	2	1	3	6	10	3	22		26
	Column Comparisons			B										-
	% within column	3%	**	12%	2%	4%	3%	3%	4%	3%	1%	3%	**	3%
Delayed mail	Weighted counts	8		9	31	5	4	9	11	6	3	34		39
	Column Comparisons			B										-
	% within column	1%	**	5%	1%	2%	1%	0%	2%	3%	1%	1%	**	1%
Mis-delivered mail	Weighted counts	5		3	14	2	2	1	4	6	2	17		17
	Column Comparisons			b										-
	% within column	1%	**	3%	1%	1%	0%	1%	1%	4%	0%	1%	**	1%
Mail that has been tampered with	Weighted counts	3		2	14	1	0	2	3	9	1	14		16
	Column Comparisons													-
	% within column	2%	**	6%	1%	2%	0%	1%	3%	3%	1%	2%	**	2%
Other problems	Weighted counts	7		4	19	3	0	2	8	8	2	22		23
	Column Comparisons			b										-
	% within column	95%	**	77%	95%	91%	97%	96%	92%	91%	98%	95%	**	94%
No, there have been no problems	Weighted counts	304		55	1,239	120	150	268	245	218	292	1,272		1,294
	Column Comparisons				A					a d e	B			-
	% within column	5%	**	23%	5%	9%	3%	4%	8%	9%	2%	5%	**	6%
NET: Yes	Weighted counts	18		16	60	12	5	12	21	20	5	70		76
	Column Comparisons			B		f			f	f				-
	% within column													
Effective Column n	Weighted counts	275	2	47	860	99	104	199	195	159	151	895	12	907
	Column Comparisons													
Unweighted base		429	3	73	1,341	154	162	311	304	248	235	1,396	18	1,414

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	1,370	485	885	324	355	322	369	745	625	226	486	464	110	84
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	194	780	590	389	391	323	266	783	583	1,160	117	67	26	1,045
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx Weighted base Columns	Demographics											
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Lost mail	% within column	4%	2%	5%	4%	4%	2%	5%	3%	4%	4%	5%	4%	3%
	Weighted counts	108	19	89	25	30	17	36	45	63	14	45	34	9
	Column Comparisons	-		a										
Damaged mail	% within column	4%	1%	6%	3%	6%	3%	4%	4%	4%	4%	5%	4%	3%
	Weighted counts	121	11	110	22	42	25	33	56	65	16	54	38	8
	Column Comparisons	-		A										
Delayed mail	% within column	6%	3%	7%	6%	7%	4%	6%	5%	6%	11%	7%	4%	4%
	Weighted counts	159	25	135	35	48	32	45	66	93	40	67	38	11
	Column Comparisons	-		A							C d E	e		
Mis-delivered mail	% within column	3%	1%	3%	2%	3%	3%	2%	2%	3%	3%	3%	2%	3%
	Weighted counts	72	8	64	12	24	19	17	30	42	11	30	20	8
	Column Comparisons	-		A										
Mail that has been tampered with	% within column	1%	0%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	0%
	Weighted counts	33	2	31	6	12	4	11	16	17	6	17	10	0
	Column Comparisons	-		a										
Other problems	% within column	3%	3%	4%	3%	3%	4%	4%	3%	4%	2%	4%	4%	2%
	Weighted counts	98	31	67	22	19	28	29	44	54	8	39	41	5
	Column Comparisons	-												
No, there have been no problems	% within column	86%	92%	83%	86%	84%	87%	87%	87%	85%	82%	83%	87%	91%
	Weighted counts	2,421	865	1,556	545	603	621	652	1,117	1,304	304	829	807	246
	Column Comparisons	-	B											a b
NET: Yes	% within column	14%	8%	17%	14%	16%	13%	13%	13%	15%	18%	17%	13%	9%
	Weighted counts	398	71	326	87	117	95	98	167	231	67	164	124	23
	Column Comparisons	-		A							d e	d e		
Effective Column n	% within column													
	Weighted counts	1,959	349	1,610	422	482	506	549	850	1,109	243	700	658	203
	Column Comparisons													
Unweighted base		3,066	546	2,520	660	754	792	860	1,330	1,736	380	1,095	1,030	317
Weighted base		2,819	937	1,883	632	721	716	751	1,285	1,535	371	993	931	269
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	NET: Wales
Lost mail	% within column	2%	3%	3%	4%	4%	3%	3%	5%	4%	4%	4%	2%	4%
	Weighted counts	6	14	52	56	28	24	20	35	55	53	95	6	6
	Column Comparisons		-	-	-									
Damaged mail	% within column	2%	2%	3%	6%	4%	3%	5%	6%	4%	4%	4%	4%	4%
	Weighted counts	5	13	51	70	27	24	31	39	64	57	101	11	6
	Column Comparisons		-	-	-				d					
Delayed mail	% within column	1%	3%	5%	6%	7%	5%	6%	6%	6%	5%	6%	8%	5%
	Weighted counts	3	14	85	74	45	41	37	38	88	72	131	18	7
	Column Comparisons		-	-	-									
Mis-delivered mail	% within column	1%	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%	3%	1%
	Weighted counts	3	11	39	33	18	21	19	15	39	33	61	7	2
	Column Comparisons		-	-	-									
Mail that has been tampered with	% within column	0%	0%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%
	Weighted counts	0	0	10	23	5	5	10	13	16	18	28	2	2
	Column Comparisons		-	-	-									
Other problems	% within column	2%	2%	3%	4%	3%	3%	4%	4%	4%	3%	4%	4%	2%
	Weighted counts	6	11	50	48	22	28	21	27	58	40	83	10	4
	Column Comparisons		-	-	-									
No, there have been no problems	% within column	93%	92%	87%	84%	87%	88%	85%	83%	85%	86%	86%	82%	89%
	Weighted counts	236	482	1,358	1,063	593	765	515	549	1,274	1,135	2,021	192	136
	Column Comparisons	a b	-	-	-									
NET: Yes	% within column	7%	8%	13%	16%	13%	12%	15%	17%	15%	14%	14%	18%	11%
	Weighted counts	19	43	199	199	91	108	88	111	217	181	329	43	17
	Column Comparisons		-	-	-									
Effective Column n	% within column													
	Weighted counts	156	358	1,121	838	501	619	381	457	994	955	1,197	259	264
	Column Comparisons													
Unweighted base		244	561	1,754	1,312	785	969	596	716	1,556	1,495	1,874	406	413
Weighted base		256	525	1,557	1,262	684	873	602	660	1,492	1,315	2,350	235	153
Columns		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unkn-own	Yes – I am house-ound	No – I am not house-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user
QI3_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes														
Lost mail	% within column	2%	4%	4%	**	9%	4%	6%	4%	4%	4%	7%	1%	4%
	Weighted counts	1	77	31		11	97	19	14	24	22	23	7	104
	Column Comparisons					b		f				f		
Damaged mail	% within column	4%	4%	6%	**	11%	4%	6%	4%	5%	5%	4%	2%	4%
	Weighted counts	3	74	47		12	109	20	16	32	26	13	12	119
	Column Comparisons					b								
Delayed mail	% within column	4%	5%	6%	**	9%	5%	5%	6%	6%	6%	8%	4%	6%
	Weighted counts	4	110	50		11	149	18	23	39	32	25	23	157
	Column Comparisons													
Mis-delivered mail	% within column	3%	3%	2%	**	6%	2%	3%	2%	4%	2%	5%	1%	2%
	Weighted counts	2	53	19		6	66	9	7	23	11	15	7	69
	Column Comparisons													
Mail that has been tampered with	% within column	0%	1%	1%	**	3%	1%	3%	1%	1%	1%	2%	1%	1%
	Weighted counts	0	21	12		4	29	9	3	7	3	6	5	31
	Column Comparisons													
Other problems	% within column	2%	4%	3%	**	6%	3%	3%	4%	3%	4%	5%	2%	4%
	Weighted counts	1	71	27		6	92	9	16	20	24	16	13	98
	Column Comparisons													
No, there have been no problems	% within column	89%	87%	84%	**	75%	86%	82%	86%	84%	84%	85%	92%	86%
	Weighted counts	73	1,747	669		85	2,336	272	329	521	468	278	553	2,391
	Column Comparisons						a						a b c d e	
NET: Yes	% within column	11%	13%	16%	**	25%	14%	18%	14%	16%	16%	15%	8%	14%
	Weighted counts	9	272	126		28	370	59	55	98	90	51	46	391
	Column Comparisons					b		f	f	f	f	f		
Effective Column n	% within column													
	Weighted counts	238	1,283	671	4	91	1,868	245	273	478	420	248	295	1,940
	Column Comparisons													
Unweighted base		373	2,009	1,051	6	142	2,924	384	428	748	657	388	461	3,037

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2:	
		Internet usage	
		NET:	
		Internet non-user	
			Total
QI3_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes			
	% within column	**	4%
<b>Lost mail</b>	Weighted counts		108
	Column Comparisons		-
	% within column	**	4%
<b>Damaged mail</b>	Weighted counts		121
	Column Comparisons		-
	% within column	**	6%
<b>Delayed mail</b>	Weighted counts		159
	Column Comparisons		-
	% within column	**	3%
<b>Mis-delivered mail</b>	Weighted counts		72
	Column Comparisons		-
	% within column	**	1%
<b>Mail that has been tampered with</b>	Weighted counts		33
	Column Comparisons		-
	% within column	**	3%
<b>Other problems</b>	Weighted counts		98
	Column Comparisons		-
	% within column	**	86%
<b>No, there have been no problems</b>	Weighted counts		2,421
	Column Comparisons		-
	% within column	**	14%
<b>NET: Yes</b>	Weighted counts		398
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	16	1,959
	Column Comparisons		
<b>Unweighted base</b>		25	3,066

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
<b>Weighted base</b>	2,819	937	1,883	632	721	716	751	1,285	1,535	371	993	931	269
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes	Demographics												
	Age		SEG						Working status		UK nation		
	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
	256	525	1,557	1,262	684	873	602	660	1,492	1,315	2,350	235	153
	E	F	A	B	C	D	E	F	A	B	A	B	C
Weighted base													
Columns													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes	Demographics												
	UK nation		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
	N. Ireland	Urban	Rural	Unkn-own	Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000 + per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted base	81	2,020	794	5	113	2,706	330	384	619	558	329	600	2,782
Columns	D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes	Demographics	
	QJ2:	
	Internet usage	
	NET:	
	Internet non-user	
Weighted base	33	2,819
Columns	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink		Demographics																	
		Method-ology			Quarter				Gender		Age						SEG		
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lost mail	% within column	1%	0%	2%	0%	2%	1%	1%	1%	1%	**	3%	0%	**	**	0%	1%	2%	1%
	Weighted counts	6	0	6	0	3	1	2	4	2		6	0			0	2	3	2
	Column Comparisons	-														-	-	-	
Damaged mail	% within column	3%	0%	4%	3%	3%	1%	3%	3%	2%	**	5%	1%	**	**	0%	1%	5%	1%
	Weighted counts	12	1	12	4	4	1	4	8	4		10	2			0	3	9	2
	Column Comparisons	-		a												-	-	-	
Delayed mail	% within column	1%	1%	2%	0%	2%	1%	2%	2%	1%	**	2%	0%	**	**	0%	1%	2%	2%
	Weighted counts	7	1	5	0	3	2	2	5	2		4	0			0	4	3	3
	Column Comparisons	-														-	-	-	
Mis-delivered mail	% within column	1%	0%	2%	2%	2%	0%	1%	2%	0%	**	3%	0%	**	**	0%	0%	2%	0%
	Weighted counts	6	0	6	2	2	0	1	5	1		6	0			0	1	4	0
	Column Comparisons	-														-	-	-	
Mail that has been tampered with	% within column	1%	0%	2%	1%	1%	1%	1%	1%	2%	**	3%	0%	**	**	0%	1%	1%	1%
	Weighted counts	5	0	5	2	2	1	1	2	3		5	0			0	3	3	2
	Column Comparisons	-														-	-	-	
Other problems	% within column	1%	0%	1%	0%	1%	1%	1%	1%	0%	**	2%	0%	**	**	1%	0%	1%	1%
	Weighted counts	4	0	4	0	1	1	1	4	0		3	0			0	1	2	1
	Column Comparisons	-														-	-	-	
No, there have been no problems	% within column	96%	99%	94%	96%	95%	97%	96%	96%	97%	**	93%	99%	**	**	99%	97%	95%	97%
	Weighted counts	468	214	255	111	116	116	125	272	196		193	185			49	279	190	147
	Column Comparisons	-	b													-	-	-	
NET: Yes	% within column	4%	1%	6%	4%	5%	3%	4%	4%	3%	**	7%	1%	**	**	1%	3%	5%	3%
	Weighted counts	19	2	17	4	6	3	5	12	7		14	2			0	8	11	5
	Column Comparisons	-		a												-	-	-	
Effective Column n	Weighted counts	311	85	225	79	73	70	88	172	138	23	132	119	25	10	36	189	122	99
	Column Comparisons																		
Unweighted base		507	139	368	129	120	115	143	281	226	38	216	195	41	17	58	308	199	162
Weighted base		487	216	272	115	122	120	130	285	203	43	208	187	34	16	50	287	200	152
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG			Working status		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income				
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 - £11,- per year	£11,- 500 - £17,- per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year
QI3_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink	% within column	1%	2%	1%	2%	0%	1%	0%	0%	0%	2%	0%	**	**	1%	**	5%	1%	1%
	Weighted counts	1	2	1	6	0	6	0	0	0	6	0			3		3	1	1
	Column Comparisons																		
Lost mail	% within column	1%	7%	1%	4%	0%	3%	0%	2%	1%	3%	1%	**	**	1%	**	6%	1%	3%
	Weighted counts	1	8	1	12	0	12	0	1	0	12	1			5		4	1	4
	Column Comparisons				b														
Damaged mail	% within column	0%	3%	0%	2%	1%	1%	2%	1%	2%	2%	1%	**	**	1%	**	2%	1%	2%
	Weighted counts	0	3	0	5	2	5	1	0	0	5	1			6		1	1	2
	Column Comparisons																		
Delayed mail	% within column	1%	3%	1%	2%	0%	1%	1%	0%	0%	2%	0%	**	**	1%	**	2%	1%	2%
	Weighted counts	1	3	1	5	1	5	0	0	0	6	0			3		1	1	2
	Column Comparisons																		
Mis-delivered mail	% within column	1%	2%	0%	2%	0%	1%	1%	0%	0%	2%	0%	**	**	0%	**	5%	1%	0%
	Weighted counts	1	3	0	5	0	5	0	0	0	5	0			1		3	1	0
	Column Comparisons																		
Mail that has been tampered with	% within column	0%	1%	1%	1%	0%	1%	0%	3%	0%	1%	1%	**	**	1%	**	4%	0%	0%
	Weighted counts	0	1	1	4	0	3	0	1	0	3	1			3		2	0	0
	Column Comparisons																		
Other problems	% within column	98%	92%	99%	95%	98%	96%	97%	94%	98%	95%	98%	**	**	98%	**	91%	98%	95%
	Weighted counts	131	101	88	300	168	384	39	26	19	339	130			454		54	91	104
	Column Comparisons														A				
No, there have been no problems	% within column	2%	8%	1%	5%	2%	4%	3%	6%	2%	5%	2%	**	**	2%	**	9%	2%	5%
	Weighted counts	3	9	1	16	3	16	1	2	0	16	3			10		5	2	6
	Column Comparisons																		

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QI3_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink					Total
<b>Lost mail</b>	% within column	1%	0%	1%	** 1%
	Weighted counts	1	0	5	6
	Column Comparisons				-
<b>Damaged mail</b>	% within column	3%	2%	2%	** 3%
	Weighted counts	2	2	11	12
	Column Comparisons				-
<b>Delayed mail</b>	% within column	1%	0%	1%	** 1%
	Weighted counts	1	0	6	7
	Column Comparisons				-
<b>Mis-delivered mail</b>	% within column	1%	0%	1%	** 1%
	Weighted counts	1	0	5	6
	Column Comparisons				-
<b>Mail that has been tampered with</b>	% within column	1%	0%	1%	** 1%
	Weighted counts	1	0	4	5
	Column Comparisons				-
<b>Other problems</b>	% within column	2%	0%	1%	** 1%
	Weighted counts	1	0	4	4
	Column Comparisons				-
<b>No, there have been no problems</b>	% within column	97%	98%	96%	** 96%
	Weighted counts	78	109	466	468
	Column Comparisons			b	-
<b>NET: Yes</b>	% within column	3%	2%	4%	** 4%
	Weighted counts	2	2	17	19
		Column Comparisons			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
Q13_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
% within column																				
Weighted counts			311	85	225	79	73	70	88	172	138	23	132	119	25	10	36	189	122	99
Column Comparisons																				
Effective Column n																				
Unweighted base			507	139	368	129	120	115	143	281	226	38	216	195	41	17	58	308	199	162
Weighted base			487	216	272	115	122	120	130	285	203	43	208	187	34	16	50	287	200	152
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Demographics																		
QI3_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink	SEG		Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - £49,- 999 per year
<b>Effective Column n</b>	89	63	59	193	118	179	39	43	49	208	102	0	17	294	25	36	68	72
<b>Unweighted base</b>	146	103	96	315	192	293	64	70	80	340	167	0	27	480	41	59	111	117
<b>Weighted base</b>	135	111	90	316	171	400	40	28	20	355	132	0	24	463	33	60	92	110
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_6: Problems experienced with parcel delivery companies in the last 12 months...	Interlink					
	<i>% within column</i>					
<b>Effective Column n</b>	<i>Weighted counts</i>	54	56	307	3	<b>311</b>
	<i>Column Comparisons</i>					
<b>Unweighted base</b>		88	91	502	5	<b>507</b>
<b>Weighted base</b>		81	111	483	4	<b>487</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_7: Problems experienced with parcel delivery companies in the last 12 months... DPD		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	2%	2%	0%	0%	0%
	Weighted counts	22	2	20	5	7	5	5	11	11	5	14	3	0	0
	Column Comparisons	-		a											
Damaged mail	% within column	2%	1%	2%	1%	2%	1%	2%	2%	2%	3%	2%	1%	0%	2%
	Weighted counts	35	12	23	7	12	5	11	18	17	9	17	6	0	3
	Column Comparisons	-													
Delayed mail	% within column	3%	2%	4%	2%	3%	5%	3%	4%	3%	7%	4%	2%	1%	3%
	Weighted counts	71	18	53	11	15	27	18	43	28	23	30	13	3	4
	Column Comparisons	-									c				
Mis-delivered mail	% within column	2%	1%	2%	2%	2%	2%	1%	2%	2%	4%	2%	1%	0%	0%
	Weighted counts	38	11	27	13	10	9	7	18	20	11	20	7	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	0%	0%
	Weighted counts	10	0	10	2	1	4	3	7	2	3	6	1	0	0
	Column Comparisons	-		a											
Other problems	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%
	Weighted counts	42	9	32	12	11	9	10	26	16	5	17	17	1	1
	Column Comparisons	-													
No, there have been no problems	% within column	93%	95%	91%	93%	91%	93%	94%	92%	94%	87%	92%	95%	98%	94%
	Weighted counts	2,013	804	1,209	489	481	510	533	1,050	962	274	741	712	166	119
	Column Comparisons	-	b										a	a	
NET: Yes	% within column	7%	5%	9%	7%	9%	7%	6%	8%	6%	13%	8%	5%	2%	6%
	Weighted counts	157	39	118	37	46	39	35	91	66	39	67	39	4	8
	Column Comparisons	-		a							c d				
Effective Column n	% within column														
	Weighted counts	1,393	301	1,092	317	332	360	384	664	729	186	536	478	120	73
Unweighted base	Column Comparisons														
	Weighted counts	2,265	490	1,775	515	540	586	624	1,080	1,185	302	871	778	195	119
Weighted base	Column Comparisons														
	Weighted counts	2,170	843	1,327	526	526	549	569	1,141	1,029	314	808	751	170	127
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Age		SEG				Working status		UK nation				Rurality		
		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	
QI3_7: Problems experienced with parcel delivery companies in the last 12 months... DPD		% within column	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	
Lost mail		Weighted counts	0	10	12	6	5	7	4	16	6	19	2	1	14	
		Column Comparisons	-	-	-											
		% within column	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	
Damaged mail		Weighted counts	3	18	17	11	7	8	9	20	15	29	4	1	26	
		Column Comparisons	-	-	-											
		% within column	2%	3%	3%	4%	3%	3%	3%	3%	3%	6%	3%	4%	3%	
Delayed mail		Weighted counts	6	40	31	22	18	17	14	43	29	54	12	4	48	
		Column Comparisons	-	-	-											
		% within column	0%	1%	3%	1%	1%	4%	1%	2%	2%	1%	0%	2%	2%	
Mis-delivered mail		Weighted counts	0	11	27	7	4	21	6	21	17	35	2	0	27	
		Column Comparisons	-	-	-			d								
		% within column	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	
Mail that has been tampered with		Weighted counts	0	5	5	4	2	4	1	8	2	9	0	0	7	
		Column Comparisons	-	-	-											
		% within column	1%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	2%	
Other problems		Weighted counts	2	23	18	13	11	16	3	25	17	34	5	2	30	
		Column Comparisons	-	-	-											
		% within column	96%	93%	93%	91%	94%	92%	94%	92%	93%	90%	94%	93%	93%	
No, there have been no problems		Weighted counts	285	1,085	927	473	612	464	463	1,161	843	1,668	176	111	1,482	
		Column Comparisons	-	-	-											
		% within column	4%	7%	7%	9%	6%	8%	6%	8%	7%	10%	6%	7%	7%	
NET: Yes		Weighted counts	11	87	70	47	40	39	31	97	60	126	20	7	105	
		Column Comparisons	-	-	-											
		% within column														
Effective Column n		Weighted counts	193	793	600	363	429	285	316	769	618	833	201	191	925	
		Column Comparisons														
Unweighted base			314	1,289	976	591	698	463	513	1,251	1,005	1,354	327	311	1,504	
Weighted base			297	1,173	997	521	652	503	494	1,258	903	1,794	196	118	1,587	
Columns			F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_7: Problems experienced with parcel delivery companies in the last 12 months...	DPD													
Lost mail	% within column	1%	**	6%	1%	0%	2%	2%	1%	1%	0%	1%	**	1%
	Weighted counts	8		5	17	0	5	8	5	4	1	20		22
	Column Comparisons			B										-
Damaged mail	% within column	2%	**	5%	2%	1%	3%	1%	2%	1%	1%	2%	**	2%
	Weighted counts	9		4	31	3	8	5	11	3	5	34		35
	Column Comparisons			B										-
Delayed mail	% within column	4%	**	5%	3%	3%	4%	4%	3%	3%	3%	3%	**	3%
	Weighted counts	24		4	67	6	10	17	15	9	14	68		71
	Column Comparisons			B										-
Mis-delivered mail	% within column	2%	**	10%	1%	1%	1%	3%	2%	2%	1%	2%	**	2%
	Weighted counts	11		8	30	2	4	13	7	6	7	34		38
	Column Comparisons			B										-
Mail that has been tampered with	% within column	1%	**	3%	0%	0%	0%	1%	0%	1%	0%	0%	**	0%
	Weighted counts	3		3	7	0	1	3	1	4	1	8		10
	Column Comparisons			B										-
Other problems	% within column	2%	**	7%	2%	0%	1%	3%	2%	4%	1%	2%	**	2%
	Weighted counts	12		6	35	0	2	16	9	10	5	39		42
	Column Comparisons			b										-
No, there have been no problems	% within column	91%	**	84%	93%	95%	92%	91%	92%	91%	95%	93%	**	93%
	Weighted counts	527		71	1,942	204	251	428	397	251	483	1,995		2,013
	Column Comparisons			a							b			-
NET: Yes	% within column	9%	**	16%	7%	5%	8%	9%	8%	9%	5%	7%	**	7%
	Weighted counts	52		14	143	10	21	41	35	26	24	151		157
	Column Comparisons			b										-
Effective Column n	% within column													
	Weighted counts	466	2	59	1,334	147	193	331	295	201	226	1,382	10	1,393
Unweighted base	% within column													
	Weighted counts	757	4	96	2,169	239	314	538	480	327	367	2,247	16	2,265

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_7: Problems experienced with parcel delivery companies in the last 12 months... DPD	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,170	843	1,327	526	526	549	569	1,141	1,029	314	808	751	170	127
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_7: Problems experienced with parcel delivery companies in the last 12 months... DPD	Demographics													
	Age		SEG				Working status			UK nation			Rurality	
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	297	1,173	997	521	652	503	494	1,258	903	1,794	196	118	62	1,587
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_7: Problems experienced with parcel delivery companies in the last 12 months... DPD	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - 499 per year	£17,- 500 - 999 per year	£30,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	Yes – I am house-bound	No – I am not house-bound											
	Rural	Unkn-own											
Weighted base	579	4	84	2,085	214	272	468	432	277	507	2,146	22	2,170
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	2%	1%	0%	1%	3%	2%	1%	2%	2%	1%	0%	0%
	Weighted counts	27	3	24	4	2	6	15	19	9	6	13	8	0	0
	Column Comparisons	-		a				b							
Damaged mail	% within column	1%	1%	2%	1%	2%	1%	2%	1%	1%	4%	2%	1%	0%	1%
	Weighted counts	31	6	24	4	10	5	11	16	15	10	12	7	0	2
	Column Comparisons	-		a							c				
Delayed mail	% within column	3%	1%	4%	2%	3%	2%	4%	3%	2%	5%	4%	2%	1%	0%
	Weighted counts	63	12	51	11	21	9	22	38	25	13	29	18	1	1
	Column Comparisons	-		a											
Mis-delivered mail	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%
	Weighted counts	20	7	13	0	8	6	6	11	9	2	9	9	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	0%	0%
	Weighted counts	16	3	12	2	6	1	7	11	4	2	8	5	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	2%	1%	2%	0%	2%	1%	1%	0%	2%	1%	0%	1%
	Weighted counts	31	10	21	5	13	3	11	15	16	1	17	11	1	1
	Column Comparisons	-													
No, there have been no problems	% within column	95%	97%	93%	96%	94%	96%	93%	94%	95%	90%	93%	96%	99%	98%
	Weighted counts	2,242	973	1,269	547	597	549	548	1,161	1,081	219	724	864	258	177
	Column Comparisons	-	B										a	A b	a
NET: Yes	% within column	5%	3%	7%	4%	6%	4%	7%	6%	5%	10%	7%	4%	1%	2%
	Weighted counts	127	30	96	23	41	23	39	68	59	25	57	38	3	4
	Column Comparisons	-		A							c D e	d			
Effective Column n	% within column														
	Weighted counts	1,518	381	1,138	354	394	377	394	751	767	155	516	571	168	107
Unweighted base	Column Comparisons														
	Weighted counts	2,461	617	1,844	574	638	611	638	1,218	1,243	252	836	926	273	174
Weighted base	Column Comparisons														
	Weighted counts	2,369	1,003	1,365	570	638	573	588	1,229	1,139	245	780	902	260	181
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Lost mail	% within column	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	0	13	14	4	9	7	8	18	9	24	1	1	1	18
	Column Comparisons	-	-	-											
Damaged mail	% within column	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	2	15	15	5	11	6	9	17	14	28	1	1	1	22
	Column Comparisons	-	-	-											
Delayed mail	% within column	1%	2%	3%	2%	2%	4%	3%	3%	2%	3%	3%	3%	1%	3%
	Weighted counts	2	25	37	12	14	21	16	42	21	53	6	3	1	45
	Column Comparisons	-	-	-											
Mis-delivered mail	% within column	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%
	Weighted counts	0	10	10	4	5	3	8	16	5	19	1	0	1	18
	Column Comparisons	-	-	-											
Mail that has been tampered with	% within column	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	1%
	Weighted counts	0	4	11	2	2	6	5	10	5	14	1	0	0	10
	Column Comparisons	-	-	-											
Other problems	% within column	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	1%
	Weighted counts	2	16	15	8	8	7	7	22	8	27	3	1	0	25
	Column Comparisons	-	-	-											
No, there have been no problems	% within column	99%	95%	94%	95%	95%	94%	94%	93%	96%	94%	95%	96%	97%	95%
	Weighted counts	435	1,233	1,009	584	649	501	507	1,191	1,043	1,830	208	118	86	1,684
	Column Comparisons	-	-	-						a					
NET: Yes	% within column	1%	5%	6%	5%	5%	6%	6%	7%	4%	6%	5%	4%	3%	5%
	Weighted counts	6	64	62	32	32	31	32	88	39	107	12	5	3	91
	Column Comparisons	-	-	-					b						
Effective Column n	% within column														
	Weighted counts	276	874	644	416	458	301	343	790	722	885	216	194	223	1,023
	Column Comparisons														
Unweighted base		447	1,417	1,044	675	742	488	556	1,281	1,171	1,435	350	315	361	1,658
Weighted base		441	1,297	1,071	616	682	532	539	1,279	1,082	1,937	220	123	89	1,775
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- 500 per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Lost mail</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Damaged mail</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Delayed mail</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Mis-delivered mail</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Mail that has been tampered with</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Other problems</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>No, there have been no problems</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>NET: Yes</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Effective Column n</b>													
		% within column											
		Weighted counts											
		Column Comparisons											
<b>Unweighted base</b>													
		% within column											
		Weighted counts											
		Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,369	1,003	1,365	570	638	573	588	1,229	1,139	245	780	902	260	181
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	441	1,297	1,071	616	682	532	539	1,279	1,082	1,937	220	123	89	1,775
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce	Demographics																
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total					
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user				
	Unkn-own	house-bound	No – I am not house-bound	Yes – I am house-bound	591	2	98	2,270	257	261	521	437	293	599	2,301	66	2,369
	Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per ye-ar	not to answer	Internet user	non-user					
Weighted base																	
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A				

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_9: Problems experienced with parcel delivery companies in the last 12 months...		Demographics																	
		Method-ology			Quarter				Gender		Age						SEG		
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lost mail	% within column	2%	1%	2%	0%	0%	1%	5%	3%	0%	**	5%	0%	**	**	0%	1%	3%	1%
	Weighted counts	9	3	6	0	0	1	8	8	1		9	0			0	3	6	2
	Column Comparisons	-										c				-	-	-	
Damaged mail	% within column	1%	0%	2%	1%	1%	0%	3%	1%	1%	**	2%	1%	**	**	0%	2%	1%	2%
	Weighted counts	7	0	6	2	1	0	4	4	2		3	3			0	5	2	4
	Column Comparisons	-														-	-	-	
Delayed mail	% within column	1%	0%	2%	1%	1%	1%	3%	1%	1%	**	3%	0%	**	**	0%	1%	2%	1%
	Weighted counts	7	1	6	1	1	1	4	4	3		5	1			0	3	4	2
	Column Comparisons	-														-	-	-	
Mis-delivered mail	% within column	2%	2%	2%	0%	1%	3%	2%	2%	2%	**	2%	2%	**	**	0%	2%	2%	0%
	Weighted counts	10	4	5	0	1	5	3	5	5		4	4			0	6	3	0
	Column Comparisons	-														-	-	-	
Mail that has been tampered with	% within column	1%	0%	1%	0%	0%	0%	3%	1%	0%	**	2%	0%	**	**	0%	1%	1%	1%
	Weighted counts	4	0	4	0	0	0	4	3	1		3	0			0	2	2	1
	Column Comparisons	-														-	-	-	
Other problems	% within column	2%	0%	3%	0%	1%	2%	2%	2%	1%	**	4%	0%	**	**	0%	1%	3%	0%
	Weighted counts	9	1	8	1	2	3	3	7	2		7	1			0	2	7	1
	Column Comparisons	-														-	-	-	
No, there have been no problems	% within column	95%	96%	93%	97%	96%	93%	93%	94%	96%	**	91%	96%	**	**	100%	95%	94%	95%
	Weighted counts	493	216	276	112	110	135	136	284	209		164	240			55	293	200	141
	Column Comparisons	-														-	-	-	
NET: Yes	% within column	5%	4%	7%	3%	4%	7%	7%	6%	4%	**	9%	4%	**	**	0%	5%	6%	5%
	Weighted counts	28	8	20	3	4	11	10	19	9		15	9			0	15	13	8
	Column Comparisons	-														-	-	-	
Effective Column n	% within column	315	74	241	67	70	87	91	185	130	22	113	139	28	13	42	195	121	102
	Weighted counts																		
	Column Comparisons																		
Unweighted base		520	122	398	111	115	144	150	305	215	36	186	229	47	22	69	321	199	169
Weighted base		521	225	296	115	114	146	146	303	218	37	180	249	35	20	55	307	214	149
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG			Working status		UK nation			Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QI3_9: Problems experienced with parcel delivery companies in the last 12 months...	TNT Express	1%	5%	1%	3%	0%	2%	0%	0%	0%	1%	4%	**	**	1%	**	0%	3%	3%
	% within column	1	5	1	8	1	9	0	0	0	4	5			7		0	3	3
	Weighted counts																		
Lost mail	Column Comparisons																		
	% within column	1%	1%	1%	2%	1%	1%	0%	1%	0%	1%	2%	**	**	1%	**	0%	1%	1%
	Weighted counts	1	1	1	6	1	6	0	0	0	5	2			7		0	1	1
Damaged mail	Column Comparisons																		
	% within column	1%	3%	1%	2%	0%	1%	2%	2%	0%	1%	2%	**	**	1%	**	1%	0%	2%
	Weighted counts	1	3	1	6	1	5	1	1	0	5	2			6		1	0	2
Delayed mail	Column Comparisons																		
	% within column	4%	1%	2%	2%	2%	2%	0%	1%	3%	2%	1%	**	**	2%	**	0%	1%	4%
	Weighted counts	6	1	2	6	4	9	0	0	0	9	1			8		0	1	5
Mis-delivered mail	Column Comparisons																		
	% within column	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	**	**	1%	**	0%	0%	1%
	Weighted counts	1	1	1	3	1	4	0	0	0	3	1			4		0	0	1
Mail that has been tampered with	Column Comparisons																		
	% within column	1%	3%	4%	2%	2%	2%	1%	3%	1%	1%	3%	**	**	1%	**	2%	1%	2%
	Weighted counts	1	3	4	5	4	7	0	1	0	4	4			5		1	1	2
Other problems	Column Comparisons																		
	% within column	96%	91%	96%	93%	97%	94%	97%	94%	97%	96%	91%	**	**	96%	**	97%	95%	91%
	Weighted counts	152	98	102	282	209	415	40	27	10	370	123			473		62	107	98
No, there have been no problems	Column Comparisons																		
	% within column	4%	9%	4%	7%	3%	6%	3%	6%	3%	4%	9%	**	**	4%	**	3%	5%	9%
	Weighted counts	7	9	4	23	6	25	1	2	0	16	12			21		2	6	9
NET: Yes	Column Comparisons																		

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QI3_9: Problems experienced with parcel delivery companies in the last 12 months...		year	er	user	Total
<b>Lost mail</b>	TNT Express				
	% within column	3%	1%	2%	** 2%
	Weighted counts	2	1	9	9
<b>Damaged mail</b>	Column Comparisons				-
	% within column	4%	1%	1%	** 1%
	Weighted counts	3	1	7	7
<b>Delayed mail</b>	Column Comparisons				-
	% within column	3%	2%	1%	** 1%
	Weighted counts	2	2	7	7
<b>Mis-delivered mail</b>	Column Comparisons				-
	% within column	1%	1%	2%	** 2%
	Weighted counts	1	1	10	10
<b>Mail that has been tampered with</b>	Column Comparisons				-
	% within column	3%	1%	1%	** 1%
	Weighted counts	2	1	4	4
<b>Other problems</b>	Column Comparisons				-
	% within column	3%	1%	2%	** 2%
	Weighted counts	2	2	9	9
<b>No, there have been no problems</b>	Column Comparisons				-
	% within column	91%	98%	94%	** 95%
	Weighted counts	66	121	483	493
<b>NET: Yes</b>	Column Comparisons				-
	% within column	9%	2%	6%	** 5%
	Weighted counts	7	3	28	28
		Column Comparisons			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_9: Problems experienced with parcel delivery companies in the last 12 months... TNT Express % within column Weighted counts Column Comparisons			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Effective Column n			315	74	241	67	70	87	91	185	130	22	113	139	28	13	42	195	121	102
Unweighted base			520	122	398	111	115	144	150	305	215	36	186	229	47	22	69	321	199	169
Weighted base			521	225	296	115	114	146	146	303	218	37	180	249	35	20	55	307	214	149
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6



Demographics																		
Q13_9: Problems experienced with parcel delivery companies in the last 12 months... TNT Express % within column Weighted counts Column Comparisons	SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income			
	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,- 500 - per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
<b>Effective Column n</b>	92	58	63	180	134	194	41	45	35	213	102	0	16	299	25	35	75	77
<b>Unweighted base</b>	152	95	104	297	221	320	68	75	57	351	169	0	27	493	42	58	123	127
<b>Weighted base</b>	159	108	106	305	214	439	42	29	11	386	135	0	27	494	41	64	113	107
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_9: Problems experienced with parcel delivery companies in the last 12 months...	TNT Express					
	<i>% within column</i>					
<b>Effective Column n</b>	<i>Weighted counts</i>	51	52	311	4	<b>315</b>
	<i>Column Comparisons</i>					
<b>Unweighted base</b>		84	86	513	7	<b>520</b>
<b>Weighted base</b>		73	123	512	9	<b>521</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics														SEG			
			Method-ology		Quarter				Gender		Age									
			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years				65+ (Net)
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK			1%	**	2%	0%	0%	0%	7%	2%	1%	**	3%	1%	**	**	**	0%	3%	0%
Lost mail	% within column																			
	Weighted counts	3		3	0	0	0	3	2	1		2	1				0	3	0	
	Column Comparisons	-															-	-		
Damaged mail	% within column	1%	**	2%	0%	0%	1%	4%	2%	1%	**	4%	0%	**	**	**	0%	3%	0%	
	Weighted counts	3		3	0	0	1	2	2	1		3	0				0	3	0	
	Column Comparisons	-															-	-		
Delayed mail	% within column	3%	**	3%	0%	5%	1%	6%	4%	1%	**	4%	1%	**	**	**	3%	3%	4%	
	Weighted counts	6		5	0	3	1	3	5	1		3	1				3	3	2	
	Column Comparisons	-															-	-		
Mis-delivered mail	% within column	1%	**	1%	0%	0%	0%	4%	2%	0%	**	3%	0%	**	**	**	0%	2%	0%	
	Weighted counts	2		2	0	0	0	2	2	0		2	0				0	2	0	
	Column Comparisons	-															-	-		
Mail that has been tampered with	% within column	1%	**	1%	0%	0%	0%	4%	2%	0%	**	3%	0%	**	**	**	0%	2%	0%	
	Weighted counts	2		2	0	0	0	2	2	0		2	0				0	2	0	
	Column Comparisons	-															-	-		
Other problems	% within column	1%	**	2%	0%	0%	0%	6%	2%	0%	**	4%	0%	**	**	**	1%	2%	2%	
	Weighted counts	3		3	0	0	0	3	3	0		3	0				1	2	1	
	Column Comparisons	-															-	-		
No, there have been no problems	% within column	96%	**	95%	100%	94%	99%	89%	95%	98%	**	95%	98%	**	**	**	96%	96%	94%	
	Weighted counts	205		140	52	47	66	40	110	96		63	93				99	106	47	
	Column Comparisons	-															-	-		
NET: Yes	% within column	4%	**	5%	0%	6%	1%	11%	5%	2%	**	5%	2%	**	**	**	4%	4%	6%	
	Weighted counts	8		7	0	3	1	5	6	2		4	2				4	4	3	
	Column Comparisons	-															-	-		
Effective Column n	% within column																			
	Weighted counts	136	24	112	31	33	37	36	76	60	19	43	59	10	6	16	72	64	37	
	Column Comparisons																			
Unweighted base		219	39	180	50	53	59	57	122	97	30	69	94	16	10	26	116	103	60	
Weighted base		214	67	147	52	50	67	45	116	98	31	67	95	8	13	21	103	110	51	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QI3_10: Problems experienced with parcel delivery companies in the last 12 months...	TNT Post UK	0%	3%	**	2%	1%	2%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	% within column	0%	3%	**	2%	1%	2%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	2		2	1	3				2	1			2			0	
Lost mail	Column Comparisons																		
	% within column	0%	3%	**	1%	1%	1%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	2		2	1	3				2	1			3			0	
Damaged mail	Column Comparisons																		
	% within column	2%	3%	**	2%	4%	3%	**	**	**	3%	4%	**	**	3%	**	**	0%	**
	Weighted counts	1	2		2	4	6				4	2			6			0	
Delayed mail	Column Comparisons																		
	% within column	0%	2%	**	1%	1%	1%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	1		1	1	2				1	1			2			0	
Mis-delivered mail	Column Comparisons																		
	% within column	0%	2%	**	1%	1%	1%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	1		1	1	2				1	1			2			0	
Mail that has been tampered with	Column Comparisons																		
	% within column	0%	2%	**	1%	1%	1%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	1		1	1	2				1	1			2			0	
Other problems	Column Comparisons																		
	% within column	0%	2%	**	2%	1%	2%	**	**	**	1%	2%	**	**	1%	**	**	0%	**
	Weighted counts	0	1		2	1	3				2	1			2			0	
No, there have been no problems	Column Comparisons																		
	% within column	98%	95%	**	97%	95%	96%	**	**	**	96%	96%	**	**	97%	**	**	100%	**
	Weighted counts	52	60		118	87	170				159	45			195			43	
NET: Yes	Column Comparisons																		
	% within column	2%	5%	**	3%	5%	4%	**	**	**	4%	4%	**	**	3%	**	**	0%	**
	Weighted counts	1	3		4	4	8				6	2			6			0	
		Column Comparisons																	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet on-net user	Total
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK	% within column	**	**	1%	** 1%
	Weighted counts			3	3
	Column Comparisons			-	-
Lost mail	% within column	**	**	1%	** 1%
	Weighted counts			3	3
	Column Comparisons			-	-
Damaged mail	% within column	**	**	3%	** 3%
	Weighted counts			6	6
	Column Comparisons			-	-
Delayed mail	% within column	**	**	1%	** 1%
	Weighted counts			2	2
	Column Comparisons			-	-
Mis-delivered mail	% within column	**	**	1%	** 1%
	Weighted counts			2	2
	Column Comparisons			-	-
Mail that has been tampered with	% within column	**	**	1%	** 1%
	Weighted counts			3	3
	Column Comparisons			-	-
Other problems	% within column	**	**	96%	** 96%
	Weighted counts			203	205
	Column Comparisons			-	-
No, there have been no problems	% within column	**	**	4%	** 4%
	Weighted counts			8	8
	Column Comparisons			-	-
NET: Yes					

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK																				
% within column																				
Effective Column n			136	24	112	31	33	37	36	76	60	19	43	59	10	6	16	72	64	37
Weighted counts																				
Column Comparisons																				
Unweighted base			219	39	180	50	53	59	57	122	97	30	69	94	16	10	26	116	103	60
Weighted base			214	67	147	52	50	67	45	116	98	31	67	95	8	13	21	103	110	51
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Demographics																				
SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							
			Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er	£11,- 500 -	£17,- 500 -	£30,- 000 -			
														£11,- 500 per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year			
QI3_10: Problems experienced with parcel delivery companies in the last 12 months...			C1	C2	DE															
TNT Post UK																				
% within column																				
Weighted counts																				
Column Comparisons																				
Effective Column n			35	36	28	76	60	85	24	15	13	93	42	1	9	128	12	21	31	29
Unweighted base			56	58	45	122	97	136	38	24	21	150	68	1	14	205	19	33	50	46
Weighted base			53	63	47	122	92	178	23	9	4	165	47	1	13	201	18	37	43	37
Columns			D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_10: Problems experienced with parcel delivery companies in the last 12 months...	TNT Post UK					
	% within column					
Effective Column n	Weighted counts	27	17	135	1	136
	Column Comparisons					
Unweighted base		44	27	217	2	219
Weighted base		42	37	212	2	214
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_11: Problems experienced with parcel delivery companies in the last 12 months... UPS		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%	2%	0%	0%	0%
	Weighted counts	9	1	8	1	1	4	3	6	3	2	7	0	0	0
	Column Comparisons	-													
Damaged mail	% within column	2%	1%	2%	2%	1%	1%	2%	1%	2%	4%	1%	0%	3%	3%
	Weighted counts	18	5	13	5	5	3	6	8	10	6	6	0	3	2
	Column Comparisons	-									c			c	c
Delayed mail	% within column	2%	1%	3%	1%	2%	3%	3%	2%	2%	8%	2%	1%	1%	0%
	Weighted counts	24	3	21	2	6	8	9	14	11	12	8	4	1	0
	Column Comparisons	-									b c				
Mis-delivered mail	% within column	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%
	Weighted counts	6	0	6	1	1	1	3	5	1	2	4	0	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%
	Weighted counts	8	0	8	0	0	3	4	7	1	2	5	0	0	1
	Column Comparisons	-													
Other problems	% within column	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%
	Weighted counts	20	7	13	3	5	6	5	13	7	2	8	7	1	1
	Column Comparisons	-													
No, there have been no problems	% within column	95%	97%	94%	96%	95%	94%	94%	94%	95%	90%	95%	97%	95%	95%
	Weighted counts	1,089	389	700	246	309	251	283	595	494	139	396	383	97	74
	Column Comparisons	-											a		
NET: Yes	% within column	5%	3%	6%	4%	5%	6%	6%	6%	5%	10%	5%	3%	5%	5%
	Weighted counts	60	12	47	10	15	15	19	36	24	16	23	12	5	4
	Column Comparisons	-									c				
Effective Column n	% within column														
	Weighted counts	767	159	607	164	202	187	213	410	357	98	286	264	74	45
Unweighted base	Weighted counts														
	Column Comparisons														
Weighted base	Weighted counts	1,179	245	934	252	311	288	328	630	549	150	440	406	114	69
	Column Comparisons														
Columns	Weighted counts	1,149	401	747	255	325	266	302	631	518	155	419	395	101	79
	Column Comparisons	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation			Rurality		
QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Lost mail	% within column	0%	0%	1%	1%	0%	1%	2%	1%	0%	1%	1%	0%	1%	1%
	Weighted counts	0	3	7	2	1	3	4	7	2	8	1	0	0	6
	Column Comparisons	-	-	-											
Damaged mail	% within column	3%	2%	2%	1%	2%	2%	1%	1%	2%	2%	1%	0%	0%	2%
	Weighted counts	6	10	8	3	6	6	2	8	10	17	1	0	0	14
	Column Comparisons	-	-	-											
Delayed mail	% within column	0%	2%	2%	2%	2%	3%	1%	3%	2%	2%	1%	2%	4%	2%
	Weighted counts	1	13	11	8	5	8	3	16	8	21	0	1	1	18
	Column Comparisons	-	-	-											
Mis-delivered mail	% within column	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%
	Weighted counts	0	2	3	2	1	1	2	4	2	5	0	0	0	3
	Column Comparisons	-	-	-											
Mail that has been tampered with	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	1%
	Weighted counts	1	4	4	2	2	2	2	5	3	8	0	0	0	6
	Column Comparisons	-	-	-											
Other problems	% within column	1%	2%	1%	2%	3%	1%	1%	2%	2%	2%	1%	3%	1%	1%
	Weighted counts	2	14	5	5	9	4	2	11	8	16	1	2	0	12
	Column Comparisons	-	-	-											
No, there have been no problems	% within column	95%	94%	95%	94%	94%	95%	96%	94%	95%	95%	97%	94%	93%	95%
	Weighted counts	171	610	479	295	315	251	228	611	476	922	85	55	27	809
	Column Comparisons	-	-	-											
NET: Yes	% within column	5%	6%	5%	6%	6%	5%	4%	6%	5%	5%	3%	6%	7%	5%
	Weighted counts	9	37	23	18	19	14	9	36	23	52	2	3	2	45
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	119	453	314	219	234	157	157	420	345	489	96	94	88	520
	Column Comparisons														
Unweighted base		183	696	483	336	360	241	242	646	531	752	148	144	135	799
Weighted base		180	647	502	313	334	265	237	647	500	974	87	58	29	854
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
			Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- 500 per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS													
		% within column	1%	**	1%	1%	1%	1%	1%	0%	1%	**	1%
Lost mail		Weighted counts	3		1	8	1	2	2	1	7		9
		Column Comparisons											-
		% within column	1%	**	4%	1%	3%	3%	1%	2%	1%	**	2%
Damaged mail		Weighted counts	4		2	16	4	4	3	2	4	16	18
		Column Comparisons											-
		% within column	2%	**	5%	2%	4%	3%	3%	1%	0%	2%	2%
Delayed mail		Weighted counts	6		3	22	5	5	6	6	1	24	24
		Column Comparisons											-
		% within column	1%	**	6%	0%	0%	1%	0%	0%	0%	0%	0%
Mis-delivered mail		Weighted counts	3		3	3	0	1	1	1	2	5	6
		Column Comparisons											-
		% within column	1%	**	3%	1%	1%	0%	1%	1%	1%	1%	1%
Mail that has been tampered with		Weighted counts	2		2	6	1	1	1	3	1	6	8
		Column Comparisons											-
		% within column	3%	**	2%	2%	2%	1%	1%	2%	2%	1%	2%
Other problems		Weighted counts	8		1	19	2	2	3	6	4	3	20
		Column Comparisons											-
		% within column	95%	**	90%	95%	92%	93%	94%	93%	97%	98%	95%
No, there have been no problems		Weighted counts	280		49	1,040	110	128	229	222	169	231	1,070
		Column Comparisons											-
		% within column	5%	**	10%	5%	8%	7%	6%	7%	3%	2%	5%
NET: Yes		Weighted counts	14		5	55	9	10	13	16	6	58	60
		Column Comparisons											-
		% within column											
Effective Column n		Weighted counts	247	0	40	727	87	90	186	162	120	122	758
		Column Comparisons											
Unweighted base		Weighted counts	380	0	62	1,117	134	138	286	249	185	187	1,165
		Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	1,149	401	747	255	325	266	302	631	518	155	419	395	101	79
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	180	647	502	313	334	265	237	647	500	974	87	58	29	854
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	Yes – I am house-bound	No – I am not house-bound											
	Rural	Unkn-own											
Weighted base	295	0	55	1,094	119	139	242	238	174	236	1,128	21	1,149
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method-ology		Quarter				Gender		Age						SEG			
Q13_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lost mail	% within column	3%	2%	3%	3%	2%	3%	2%	3%	2%	6%	4%	0%	3%	**	2%	1%	4%	1%
	Weighted counts	17	3	14	5	4	5	3	9	7	5	8	1	2		2	5	12	2
	Column Comparisons	-														-	-	-	
Damaged mail	% within column	2%	0%	2%	1%	2%	2%	2%	2%	2%	6%	2%	0%	0%	**	1%	1%	3%	1%
	Weighted counts	13	0	13	1	4	4	4	6	7	5	5	1	0		1	3	10	1
	Column Comparisons	-														-	-	-	
Delayed mail	% within column	3%	2%	4%	5%	3%	4%	2%	3%	3%	11%	3%	2%	3%	**	2%	3%	4%	1%
	Weighted counts	22	3	19	8	5	6	3	12	10	9	7	4	2		2	11	11	2
	Column Comparisons	-									c					-	-	-	
Mis-delivered mail	% within column	2%	0%	3%	6%	1%	2%	2%	2%	3%	3%	3%	3%	0%	**	1%	1%	4%	1%
	Weighted counts	17	1	16	8	3	3	3	8	8	2	7	7	0		1	4	13	2
	Column Comparisons	-														-	-	-	
Mail that has been tampered with	% within column	1%	0%	2%	0%	2%	2%	2%	2%	1%	3%	2%	1%	0%	**	0%	0%	3%	1%
	Weighted counts	10	1	9	0	3	4	3	6	4	2	5	3	0		0	1	9	1
	Column Comparisons	-														-	-	-	
Other problems	% within column	2%	2%	2%	5%	0%	1%	3%	3%	1%	0%	2%	4%	1%	**	1%	3%	1%	2%
	Weighted counts	14	3	11	8	0	1	5	10	4	0	5	8	1		1	10	4	3
	Column Comparisons	-			b											-	-	-	
No, there have been no problems	% within column	91%	95%	90%	86%	93%	91%	94%	92%	90%	84%	92%	92%	96%	**	96%	93%	90%	94%
	Weighted counts	608	137	470	126	163	141	178	336	272	70	213	217	63		108	336	272	142
	Column Comparisons	-														-	-	-	
NET: Yes	% within column	9%	5%	10%	14%	7%	9%	6%	8%	10%	16%	8%	8%	4%	**	4%	7%	10%	6%
	Weighted counts	58	7	51	20	13	13	12	29	29	14	20	20	3		5	26	32	9
	Column Comparisons	-														-	-	-	
Effective Column n	% within column																		
	Weighted counts	512	64	448	107	123	133	149	273	239	61	180	174	63	32	96	299	213	136
	Column Comparisons																		
Unweighted base		726	91	635	152	174	189	211	387	339	87	256	247	90	46	136	424	302	193
Weighted base		666	144	522	146	175	154	190	365	301	83	233	236	66	48	113	362	304	151
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics																			
		SEG			Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QI3_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail	% within column	2%	3%	5%	2%	2%	3%	1%	3%	**	2%	4%	**	**	2%	4%	3%	2%	1%
	Weighted counts	3	6	6	8	8	14	0	1		11	5			15	3	3	4	1
	Column Comparisons																		
Lost mail	% within column	1%	3%	4%	1%	2%	2%	1%	2%	**	1%	4%	**	**	2%	3%	3%	2%	1%
	Weighted counts	2	4	5	5	8	12	0	1		7	6			12	3	3	4	1
	Column Comparisons																		
Damaged mail	% within column	4%	4%	3%	3%	4%	3%	3%	3%	**	3%	5%	**	**	3%	3%	7%	2%	1%
	Weighted counts	9	6	4	9	12	18	2	1		15	7			21	2	6	3	1
	Column Comparisons																		
Delayed mail	% within column	1%	6%	3%	1%	4%	3%	2%	2%	**	2%	3%	**	**	2%	6%	2%	3%	1%
	Weighted counts	2	9	4	5	12	14	1	1		12	5			16	4	1	5	1
	Column Comparisons																		
Mis-delivered mail	% within column	0%	4%	2%	1%	1%	1%	1%	2%	**	1%	3%	**	**	1%	4%	1%	1%	1%
	Weighted counts	0	6	3	5	4	8	1	1		5	5			8	3	1	2	1
	Column Comparisons																		
Mail that has been tampered with	% within column	3%	2%	1%	3%	2%	2%	2%	1%	**	2%	3%	**	**	2%	1%	0%	2%	1%
	Weighted counts	7	3	1	9	5	13	1	0		10	4			14	1	0	3	1
	Column Comparisons																		
Other problems	% within column	92%	89%	91%	92%	91%	91%	93%	92%	**	92%	89%	**	**	91%	87%	89%	91%	97%
	Weighted counts	194	147	125	321	287	512	58	32		471	137			581	63	76	153	125
	Column Comparisons																		
No, there have been no problems	% within column	8%	11%	9%	8%	9%	9%	7%	8%	**	8%	11%	**	**	9%	13%	11%	9%	3%
	Weighted counts	17	19	13	28	29	48	5	3		42	16			55	9	9	16	4
	Column Comparisons																		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail	% within column	1%	4%	3%	**	3%
	Weighted counts	1	5	17		17
	Column Comparisons					-
Lost mail	% within column	1%	1%	2%	**	2%
	Weighted counts	1	2	13		13
	Column Comparisons					-
Damaged mail	% within column	1%	7%	3%	**	3%
	Weighted counts	1	9	22		22
	Column Comparisons					-
Delayed mail	% within column	2%	3%	3%	**	2%
	Weighted counts	2	3	17		17
	Column Comparisons					-
Mis-delivered mail	% within column	2%	1%	1%	**	1%
	Weighted counts	2	1	10		10
	Column Comparisons					-
Mail that has been tampered with	% within column	2%	6%	2%	**	2%
	Weighted counts	2	7	14		14
	Column Comparisons					-
Other problems	% within column	95%	88%	91%	**	91%
	Weighted counts	83	108	604		608
	Column Comparisons					-
No, there have been no problems	% within column	5%	12%	9%	**	9%
	Weighted counts	4	15	58		58
	Column Comparisons					-
NET: Yes						

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
QI3_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail																				
% within column																				
Effective Column n			512	64	448	107	123	133	149	273	239	61	180	174	63	32	96	299	213	136
Weighted counts																				
Column Comparisons																				
Unweighted base			726	91	635	152	174	189	211	387	339	87	256	247	90	46	136	424	302	193
Weighted base			666	144	522	146	175	154	190	365	301	83	233	236	66	48	113	362	304	151
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Demographics																		
QI3_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail	SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
<b>Effective Column n</b>	163	112	101	264	247	339	75	67	30	365	147	0	23	489	61	67	125	111
<b>Unweighted base</b>	231	159	143	374	351	481	107	95	43	518	208	0	32	694	86	95	178	158
<b>Weighted base</b>	211	166	137	349	315	560	62	35	8	512	153	0	31	635	73	85	169	129
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_12: Problems experienced with parcel delivery companies in the last 12 months...	UK Mail					
	% within column					
Effective Column n	Weighted counts	71	76	509	3	512
	Column Comparisons					
Unweighted base		101	108	722	4	726
Weighted base		88	123	662	4	666
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Lost mail	% within column		4%	**	2%	**	**	**	**	1%	8%	**	4%	**	**	**	**	5%	4%	**
	Weighted counts		7		2					1	6		3					4	2	
	Column Comparisons		-															-	-	
Damaged mail	% within column		3%	**	3%	**	**	**	**	2%	4%	**	4%	**	**	**	**	1%	5%	**
	Weighted counts		4		3					2	3		3					1	3	
	Column Comparisons		-															-	-	
Delayed mail	% within column		3%	**	4%	**	**	**	**	1%	6%	**	6%	**	**	**	**	2%	4%	**
	Weighted counts		5		4					1	4		5					2	3	
	Column Comparisons		-															-	-	
Mis-delivered mail	% within column		3%	**	2%	**	**	**	**	2%	4%	**	4%	**	**	**	**	3%	3%	**
	Weighted counts		5		2					2	3		3					3	2	
	Column Comparisons		-															-	-	
Mail that has been tampered with	% within column		1%	**	2%	**	**	**	**	2%	0%	**	2%	**	**	**	**	0%	3%	**
	Weighted counts		2		2					2	0		2					0	2	
	Column Comparisons		-															-	-	
Other problems	% within column		4%	**	6%	**	**	**	**	5%	2%	**	6%	**	**	**	**	4%	4%	**
	Weighted counts		6		6					4	2		5					3	3	
	Column Comparisons		-															-	-	
No, there have been no problems	% within column		90%	**	89%	**	**	**	**	93%	85%	**	86%	**	**	**	**	91%	89%	**
	Weighted counts		141		90					83	58		70					88	54	
	Column Comparisons		-															-	-	
NET: Yes	% within column		10%	**	11%	**	**	**	**	7%	15%	**	14%	**	**	**	**	9%	11%	**
	Weighted counts		16		11					6	10		11					9	7	
	Column Comparisons		-															-	-	
Effective Column n	% within column																			
	Weighted counts		109	24	85	26	26	28	30	60	49	10	57	28	9	6	15	72	37	32
	Column Comparisons																			
Unweighted base			158	35	123	38	37	40	43	87	71	15	82	40	13	8	21	104	54	46
Weighted base			157	56	101	45	37	39	36	89	68	16	81	42	12	7	18	97	61	42
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG		Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					
		C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	Und- er 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX																			
<b>Lost mail</b>	% within column	6%	**	**	6%	0%	4%	**	**	**	2%	**	**	**	4%	**	**	5%	**
	Weighted counts	3			7	0	6				2				7			3	
	Column Comparisons																		
<b>Damaged mail</b>	% within column	1%	**	**	4%	1%	2%	**	**	**	3%	**	**	**	3%	**	**	2%	**
	Weighted counts	0			4	0	3				3				4			1	
	Column Comparisons																		
<b>Delayed mail</b>	% within column	1%	**	**	4%	2%	3%	**	**	**	3%	**	**	**	3%	**	**	2%	**
	Weighted counts	0			4	1	3				4				4			1	
	Column Comparisons																		
<b>Mis-delivered mail</b>	% within column	4%	**	**	5%	0%	3%	**	**	**	2%	**	**	**	3%	**	**	0%	**
	Weighted counts	2			5	0	4				3				5			0	
	Column Comparisons																		
<b>Mail that has been tampered with</b>	% within column	0%	**	**	2%	0%	1%	**	**	**	1%	**	**	**	1%	**	**	0%	**
	Weighted counts	0			2	0	1				2				2			0	
	Column Comparisons																		
<b>Other problems</b>	% within column	6%	**	**	5%	1%	3%	**	**	**	4%	**	**	**	4%	**	**	4%	**
	Weighted counts	3			6	0	4				5				6			2	
	Column Comparisons																		
<b>No, there have been no problems</b>	% within column	87%	**	**	86%	97%	91%	**	**	**	92%	**	**	**	90%	**	**	89%	**
	Weighted counts	48			89	52	119				111				136			44	
	Column Comparisons																		
<b>NET: Yes</b>	% within column	13%	**	**	14%	3%	9%	**	**	**	8%	**	**	**	10%	**	**	11%	**
	Weighted counts	7			14	2	12				9				16			5	
	Column Comparisons																		

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet on-net user	Total
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX		**	**	4%	** 4%
Lost mail	% within column			7	7
	Weighted counts				
	Column Comparisons			-	-
Damaged mail	% within column	**	**	3%	** 3%
	Weighted counts			4	4
	Column Comparisons			-	-
Delayed mail	% within column	**	**	3%	** 3%
	Weighted counts			5	5
	Column Comparisons			-	-
Mis-delivered mail	% within column	**	**	3%	** 3%
	Weighted counts			5	5
	Column Comparisons			-	-
Mail that has been tampered with	% within column	**	**	1%	** 1%
	Weighted counts			2	2
	Column Comparisons			-	-
Other problems	% within column	**	**	4%	** 4%
	Weighted counts			6	6
	Column Comparisons			-	-
No, there have been no problems	% within column	**	**	90%	** 90%
	Weighted counts			140	141
	Column Comparisons			-	-
NET: Yes	% within column	**	**	10%	** 10%
	Weighted counts			16	16
				-	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
% within column																				
Effective Column n			109	24	85	26	26	28	30	60	49	10	57	28	9	6	15	72	37	32
Weighted counts																				
Column Comparisons																				
Unweighted base			158	35	123	38	37	40	43	87	71	15	82	40	13	8	21	104	54	46
Weighted base			157	56	101	45	37	39	36	89	68	16	81	42	12	7	18	97	61	42
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6



Demographics																				
SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							
			Work- ing	work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Under £11,000 per year	£11,000 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year			
C1	C2	DE																		
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX																				
Effective Column n			40	16	21	73	36	73	17	12	8	77	32	0	5	104	8	11	36	24
Unweighted base			58	23	31	106	52	105	24	18	11	112	46	0	7	151	11	16	52	35
Weighted base			55	30	31	103	54	132	16	8	2	120	37	0	6	152	11	16	49	29
Columns			D	E	F	A	B	A	B	C	D	A	B	C	A	B	C	D		

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income	QJ2: Internet usage			
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX	% within column					
<b>Effective Column n</b>	Weighted counts	19	12	108	1	<b>109</b>
	Column Comparisons					
<b>Unweighted base</b>		27	17	156	2	<b>158</b>
<b>Weighted base</b>		26	25	156	2	<b>157</b>
<b>Columns</b>		E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
Methodology			Quarter				Gender		Age					
Q13_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Lost mail</b>	3%	1%	3%	2%	3%	3%	3%	3%	3%	3%	3%	2%	4%	0%
<i>% within column</i>	60	10	50	13	16	14	18	29	30	6	26	18	9	1
<i>Weighted counts</i>	-		a											
<i>Column Comparisons</i>	4%	2%	5%	4%	4%	3%	4%	4%	4%	6%	5%	3%	3%	2%
<b>Damaged mail</b>	86	16	70	22	24	15	25	46	40	15	38	24	7	4
<i>% within column</i>	-		a											
<i>Weighted counts</i>	6%	4%	8%	8%	6%	6%	6%	7%	5%	9%	10%	5%	2%	3%
<i>Column Comparisons</i>	139	26	114	41	34	30	34	80	59	20	72	38	5	5
<b>Delayed mail</b>	-		a							d e	c d e			
<i>% within column</i>	2%	1%	3%	3%	3%	2%	2%	2%	3%	3%	3%	2%	2%	0%
<i>Weighted counts</i>	54	5	49	15	15	9	14	26	28	6	22	20	5	1
<i>Column Comparisons</i>	-		a											
<b>Mis-delivered mail</b>	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	2%	1%	0%	0%
<i>% within column</i>	19	2	17	4	6	1	8	9	10	1	13	4	0	1
<i>Weighted counts</i>	-		a											
<i>Column Comparisons</i>	4%	2%	5%	5%	4%	3%	3%	3%	4%	3%	4%	4%	2%	2%
<b>Mail that has been tampered with</b>	80	11	69	26	22	16	16	34	46	8	29	35	5	4
<i>% within column</i>	-		a											
<i>Weighted counts</i>	86%	92%	83%	84%	86%	87%	86%	85%	87%	81%	83%	88%	90%	93%
<i>Column Comparisons</i>	1,879	660	1,219	432	486	452	509	921	959	187	612	699	211	170
<b>No, there have been no problems</b>	-	B										b	a b	a b
<i>% within column</i>	14%	8%	17%	16%	14%	13%	14%	15%	13%	19%	17%	12%	10%	7%
<i>Weighted counts</i>	307	56	251	82	79	66	81	160	147	43	129	99	23	13
<i>Column Comparisons</i>	-		A							d e	c d e			
<b>NET: Yes</b>	1,535	276	1,259	345	374	384	433	733	802	154	538	550	175	118
<i>% within column</i>	2,441	439	2,002	548	595	610	688	1,166	1,275	245	856	875	278	187
<i>Weighted counts</i>	2,187	716	1,471	514	565	518	590	1,081	1,106	230	741	798	234	183
<i>Column Comparisons</i>	A	A	B	A	B	C	D	A	B	A	B	C	D	E
<b>Effective Column n</b>														
<b>Unweighted base</b>														
<b>Weighted base</b>														
<b>Columns</b>														

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation				Rurality	
QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Lost mail	% within column	2%	2%	3%	3%	2%	3%	3%	3%	3%	3%	2%	2%	2%	3%
	Weighted counts	10	28	32	14	14	15	17	29	30	51	5	3	1	47
	Column Comparisons	-	-	-											
Damaged mail	% within column	2%	4%	4%	4%	3%	5%	3%	4%	4%	4%	4%	3%	3%	4%
	Weighted counts	10	43	43	20	23	26	17	42	44	72	8	4	2	61
	Column Comparisons	-	-	-											
Delayed mail	% within column	2%	6%	7%	8%	5%	6%	7%	7%	6%	7%	6%	5%	5%	6%
	Weighted counts	10	72	67	39	33	31	36	78	60	116	12	7	4	91
	Column Comparisons	-	-	-											
Mis-delivered mail	% within column	1%	2%	3%	2%	2%	2%	4%	2%	3%	3%	1%	2%	2%	3%
	Weighted counts	5	26	28	12	14	9	19	25	28	46	3	3	2	41
	Column Comparisons	-	-	-											
Mail that has been tampered with	% within column	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	8	12	4	3	7	5	9	10	16	1	1	1	16
	Column Comparisons	-	-	-											
Other problems	% within column	2%	3%	4%	3%	3%	4%	5%	4%	3%	4%	2%	3%	3%	4%
	Weighted counts	9	39	41	16	23	19	23	46	35	71	3	4	2	58
	Column Comparisons	-	-	-											
No, there have been no problems	% within column	91%	87%	84%	86%	88%	85%	84%	85%	87%	85%	88%	89%	91%	86%
	Weighted counts	381	1,030	849	429	601	425	425	991	881	1,511	183	116	69	1,348
	Column Comparisons	-	-	-											
NET: Yes	% within column	9%	13%	16%	14%	12%	15%	16%	15%	13%	15%	12%	11%	9%	14%
	Weighted counts	36	151	156	68	83	78	79	169	137	263	25	14	7	218
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	292	870	665	378	492	311	355	782	745	889	223	213	210	995
	Column Comparisons														
Unweighted base		465	1,383	1,058	601	782	494	564	1,244	1,185	1,414	354	339	334	1,582
Weighted base		417	1,181	1,006	496	685	502	503	1,160	1,019	1,774	208	130	76	1,565
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Rurality	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage					
			Yes – I am	No – I am not	Under £11,-	£11,- 500 - £17,-	£17,- 500 - £29,-	£30,- 000 - £49,-	£50,- 000+	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total		
QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel		Rural	Unkn-own	house-bound	house-bound	500 per year	499 per year	999 per year	999 per year	per year					
% within column		2%	**	6%	3%	4%	3%	2%	3%	3%	2%	3%	**	3%	
Lost mail		Weighted counts	13	6	54	12	9	11	11	8	9	60		60	
Column Comparisons														-	
% within column		4%	**	11%	4%	4%	4%	5%	4%	4%	3%	4%	**	4%	
Damaged mail		Weighted counts	25	11	76	12	11	26	15	9	13	86		86	
Column Comparisons				b										-	
% within column		8%	**	9%	6%	6%	8%	6%	7%	6%	6%	6%	**	6%	
Delayed mail		Weighted counts	48	9	130	16	24	28	29	15	27	139		139	
Column Comparisons														-	
% within column		2%	**	12%	2%	2%	4%	3%	3%	3%	1%	2%	**	2%	
Mis-delivered mail		Weighted counts	13	12	42	4	12	12	11	8	6	54		54	
Column Comparisons				B										-	
% within column		1%	**	3%	1%	1%	1%	1%	1%	1%	1%	1%	**	1%	
Mail that has been tampered with		Weighted counts	4	3	17	3	3	3	3	4	3	19		19	
Column Comparisons														-	
% within column		4%	**	3%	4%	5%	4%	4%	4%	4%	3%	4%	**	4%	
Other problems		Weighted counts	22	3	77	13	12	18	15	10	12	80		80	
Column Comparisons														-	
% within column		85%	**	74%	86%	84%	86%	85%	84%	86%	89%	86%	**	86%	
No, there have been no problems		Weighted counts	529	72	1,807	216	246	414	348	222	432	1,858		1,879	
Column Comparisons				a										-	
% within column		15%	**	26%	14%	16%	14%	15%	16%	14%	11%	14%	**	14%	
NET: Yes		Weighted counts	90	25	282	41	42	72	65	36	52	307		307	
Column Comparisons				b										-	
% within column															
Effective Column n		Weighted counts	538	2	70	1,465	199	213	377	319	194	233	1,525	9	1,535
Column Comparisons															
Unweighted base			856	3	111	2,330	316	338	600	507	309	371	2,425	15	2,441

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	2,187	716	1,471	514	565	518	590	1,081	1,106	230	741	798	234	183
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	417	1,181	1,006	496	685	502	503	1,160	1,019	1,774	208	130	76	1,565
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound		
	Rural	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	
Weighted base	619	3	97	2,090	258	288	486	413	258	485	2,166	20	2,187
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_15: Problems experienced with parcel delivery companies in the last 12 months...	Amazon Logistics	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	2%	1%	2%	3%	1%	2%	2%	1%	2%	5%	3%	1%	1%	1%
	Weighted counts	30	6	24	10	5	8	7	11	18	9	14	5	2	1
	Column Comparisons	-													
Damaged mail	% within column	2%	1%	3%	2%	2%	2%	4%	3%	2%	4%	3%	2%	2%	1%
	Weighted counts	38	7	32	9	8	8	14	21	17	8	17	11	3	1
	Column Comparisons	-		a											
Delayed mail	% within column	4%	1%	7%	3%	4%	6%	4%	4%	4%	8%	7%	2%	3%	1%
	Weighted counts	69	4	65	13	19	22	15	34	34	15	35	13	4	2
	Column Comparisons	-		A							c	c			
Mis-delivered mail	% within column	1%	0%	2%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%
	Weighted counts	20	1	19	4	3	5	8	14	6	5	7	6	1	1
	Column Comparisons	-		a											
Mail that has been tampered with	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%
	Weighted counts	11	0	11	3	2	3	3	8	3	0	6	5	1	0
	Column Comparisons	-		a											
Other problems	% within column	1%	0%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	0%	0%
	Weighted counts	18	1	16	3	6	2	6	11	6	2	6	9	1	0
	Column Comparisons	-		a											
No, there have been no problems	% within column	91%	98%	87%	91%	93%	90%	92%	91%	92%	87%	88%	94%	95%	96%
	Weighted counts	1,456	633	823	346	418	329	364	725	731	173	472	553	140	118
	Column Comparisons	-	B										b		
NET: Yes	% within column	9%	2%	13%	9%	7%	10%	8%	9%	8%	13%	12%	6%	5%	4%
	Weighted counts	137	15	122	36	32	38	31	71	65	25	65	34	8	5
	Column Comparisons	-		A								c			
Effective Column n	% within column														
	Weighted counts	994	234	760	227	269	240	258	498	496	121	337	366	102	68
	Column Comparisons														
Unweighted base		1,538	362	1,176	351	416	372	399	771	767	187	521	567	158	105
Weighted base		1,593	648	945	382	450	366	395	796	797	198	537	587	148	123
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Age		SEG				Working status		UK nation			Rurality		
QI3_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics		65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
Lost mail	% within column	1%	2%	2%	1%	3%	1%	2%	2%	1%	2%	3%	3%	1%	2%
	Weighted counts	2	18	11	5	13	5	7	18	11	23	5	2	0	24
	Column Comparisons	-	-	-											
Damaged mail	% within column	1%	2%	3%	1%	2%	2%	4%	2%	3%	2%	4%	4%	3%	2%
	Weighted counts	4	15	24	5	10	8	16	17	21	29	6	3	1	28
	Column Comparisons	-	-	-											
Delayed mail	% within column	2%	5%	4%	4%	5%	2%	5%	4%	5%	4%	4%	4%	4%	5%
	Weighted counts	6	43	25	17	27	7	18	31	37	58	6	3	1	55
	Column Comparisons	-	-	-											
Mis-delivered mail	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%
	Weighted counts	2	13	7	6	7	5	2	11	10	17	1	1	1	16
	Column Comparisons	-	-	-											
Mail that has been tampered with	% within column	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	1	4	8	1	3	3	5	6	6	9	1	1	0	8
	Column Comparisons	-	-	-											
Other problems	% within column	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	Weighted counts	1	10	8	7	3	3	5	8	10	15	1	1	0	15
	Column Comparisons	-	-	-											
No, there have been no problems	% within column	96%	91%	92%	92%	90%	94%	89%	92%	91%	92%	89%	91%	88%	91%
	Weighted counts	258	808	648	361	447	319	329	752	704	1,238	129	67	22	1,102
	Column Comparisons	-	-	-											
NET: Yes	% within column	4%	9%	8%	8%	10%	6%	11%	8%	9%	8%	11%	9%	12%	9%
	Weighted counts	12	78	59	30	48	20	39	69	67	111	16	7	3	106
	Column Comparisons	-	-	-											
Effective Column n	% within column														
	Weighted counts	170	572	422	248	324	187	235	496	497	648	145	125	76	710
	Column Comparisons														
Unweighted base		263	885	653	384	501	290	363	767	769	1,003	225	193	117	1,099
Weighted base		271	886	707	391	495	339	368	821	771	1,349	145	74	25	1,209
Columns		F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Rural	Unkn-own	Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QI3_15: Problems experienced with parcel delivery companies in the last 12 months...	Amazon Logistics													
	% within column	2%	**	4%	2%	3%	3%	1%	3%	3%	0%	2%	**	2%
	Weighted counts	6		2	27	5	5	5	8	5	2	30		30
	Column Comparisons													-
Lost mail	% within column	3%	**	5%	2%	6%	5%	1%	2%	4%	0%	2%	**	2%
	Weighted counts	10		3	35	10	9	5	6	7	2	38		38
	Column Comparisons					f								-
	% within column	4%	**	10%	4%	5%	6%	4%	6%	5%	2%	4%	**	4%
Damaged mail	Weighted counts	14		7	62	9	12	16	15	9	8	68		69
	Column Comparisons													-
	% within column	1%	**	2%	1%	4%	0%	2%	1%	2%	0%	1%	**	1%
	Weighted counts	4		1	19	6	0	5	4	4	1	20		20
Delayed mail	Column Comparisons													-
	% within column	1%	**	0%	1%	1%	1%	1%	1%	2%	0%	1%	**	1%
	Weighted counts	3		0	11	2	2	2	1	3	1	11		11
	Column Comparisons													-
Mis-delivered mail	% within column	1%	**	2%	1%	1%	1%	1%	1%	2%	1%	1%	**	1%
	Weighted counts	3		1	16	2	3	2	2	4	4	18		18
	Column Comparisons													-
	% within column	92%	**	86%	92%	86%	89%	92%	90%	88%	97%	91%	**	91%
Mail that has been tampered with	Weighted counts	352		59	1,397	142	178	319	235	166	417	1,431		1,456
	Column Comparisons													-
	% within column	8%	**	14%	8%	14%	11%	8%	10%	12%	3%	9%	**	9%
	Weighted counts	31		10	127	23	21	29	27	22	14	136		137
Other problems	Column Comparisons					f	f		f	f				-
	% within column													
	Weighted counts	282	1	45	949	112	129	239	191	134	189	984	10	994
	Column Comparisons													
Unweighted base	Weighted counts	437	2	69	1,469	174	200	369	296	207	292	1,522	15	1,538
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

Q13_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
<b>Weighted base</b>	1,593	648	945	382	450	366	395	796	797	198	537	587	148	123
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics	Demographics													
	Age		SEG				Working status			UK nation				Rurality
	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
<b>Weighted base</b>	271	886	707	391	495	339	368	821	771	1,349	145	74	25	1,209
<b>Columns</b>	F	A	B	C	D	E	F	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QI3_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics	Demographics												
	Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
					Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: Internet non-user
	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound		
	Rural	Unkn-own	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	house-bound	
Weighted base	383	2	69	1,524	165	199	348	262	188	431	1,567	26	1,593
Columns	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items  
 Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics																	
			Method-ology		Quarter				Gender		Age						SEG			
Q13_16: Problems experienced with any other provider...			Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Lost mail																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Damaged mail																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Delayed mail																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mis-delivered mail																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mail that has been tampered with																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other problems																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No, there have been no problems																				
Weighted counts																				
Column Comparisons																				
% within column			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Yes																				
Weighted counts																				
Column Comparisons																				
% within column																				
Effective Column n			23	6	17	3	7	7	6	10	13	1	5	9	3	5	8	15	8	6
Unweighted base			34	9	25	5	10	10	9	15	19	2	7	13	5	7	12	22	12	9
Weighted base			42	17	25	6	13	12	10	15	27	2	9	11	5	15	19	27	15	10
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		SEG			Working status		UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
																Under 500	£11,000 - £17,499	£17,500 - £29,999	£30,000 - £49,999
																per year	per year	per year	per year



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income	QJ2: Internet usage		
		I don't know/£50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QI3_16: Problems experienced with any other provider...		**	**	**	**
Lost mail	% within column				
	Weighted counts				
	Column Comparisons				
Damaged mail	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
Delayed mail	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
Mis-delivered mail	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
Mail that has been tampered with	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
Other problems	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
No, there have been no problems	% within column	**	**	**	**
	Weighted counts				
	Column Comparisons				
NET: Yes	% within column	**	**	**	**
	Weighted counts				
		Column Comparisons			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																	
		Method-ology			Quarter				Gender		Age						SEG		
		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB
Q13_16: Problems experienced with any other provider...	% within column																		
Effective Column n	Weighted counts	23	6	17	3	7	7	6	10	13	1	5	9	3	5	8	15	8	6
Unweighted base	Column Comparisons	34	9	25	5	10	10	9	15	19	2	7	13	5	7	12	22	12	9
Weighted base		42	17	25	6	13	12	10	15	27	2	9	11	5	15	19	27	15	10
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 6

Demographics																		
QI3_16: Problems experienced with any other provider...	SEG			Working status		UK nation				Rurality		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
	C1	C2	DE	Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am hou...	No – I am not hou...	Und- er £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year
<b>Effective Column n</b>	9	5	3	8	15	15	4	1	3	14	9	0	1	22	4	1	7	3
<b>Unweighted base</b>	13	7	5	12	22	22	6	2	4	21	13	0	1	33	6	2	11	5
<b>Weighted base</b>	17	8	6	13	29	35	5	1	1	25	17	0	1	41	8	3	15	2
<b>Columns</b>	D	E	F	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics			
		QJ6: Annual household income		QJ2: Internet usage	
		I don't know/ £50,000+ per year	I prefer not to answer	NET: Internet user	NET: Internet non-user
QI3_16: Problems experienced with any other provider...					Total
	<i>% within column</i>				
Effective Column n	<i>Weighted counts</i>	2	5	21	2
	<i>Column Comparisons</i>				
Unweighted base		3	7	31	3
Weighted base		1	12	36	6
Columns		E	F	A	B
					A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_1: Did you make a complaint about the problems you experienced with the services from... Citipost		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>Yes</b>	% within column																					
	Weighted counts																					
	Column Comparisons																					
<b>No</b>	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
<b>I can't remember</b>	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
<b>Effective Column n</b>	% within column																					
	Weighted counts	20	1	18	4	6	4	6	9	10	7	11	2	0	0	0	14	6	9	4	4	2
<b>Unweighted base</b>	% within column																					
	Weighted counts	32	2	30	7	9	6	10	15	17	11	18	3	0	0	0	22	10	15	7	6	4
<b>Weighted base</b>	% within column																					
	Weighted counts	28	2	26	10	8	4	7	13	15	9	14	5	0	0	0	15	13	10	5	8	5
<b>Columns</b>		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Citipost in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics											
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage	

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect +		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	41%	**	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	25		23																		
	Column Comparisons	-		-																		
No	% within column	48%	**	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	28		24																		
	Column Comparisons	-		-																		
I can't remember	% within column	11%	**	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	7		7																		
	Column Comparisons	-		-																		
Effective Column n	% within column																					
	Weighted counts	43	1	42	9	11	14	9	18	25	12	23	7	0	1	1	26	18	14	11	9	9
	Column Comparisons																					
Unweighted base		66	2	64	14	17	21	14	28	38	19	35	11	0	1	1	39	27	22	17	14	13
Weighted base		59	5	54	14	13	22	10	25	34	16	29	14	0	1	1	34	26	18	16	15	10
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Collect+ in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics											
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage	



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	45%	**	45%	**	**	**	**	40%	51%	**	54%	**	**	**	**	42%	50%	**	**	**	**
	Weighted counts	53		43					29	24		29					32	21				
	Column Comparisons	-															-	-				
No	% within column	45%	**	43%	**	**	**	**	48%	41%	**	41%	**	**	**	**	47%	43%	**	**	**	**
	Weighted counts	54		41					34	19		23					36	18				
	Column Comparisons	-															-	-				
I can't remember	% within column	10%	**	12%	**	**	**	**	11%	8%	**	5%	**	**	**	**	12%	7%	**	**	**	**
	Weighted counts	12		12					8	4		3					9	3				
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	104	11	93	24	23	30	27	56	48	24	48	23	4	6	10	67	37	35	32	21	16
	Column Comparisons																					
Unweighted base		140	15	125	32	31	41	36	76	64	32	64	31	5	8	13	90	50	47	43	28	22
Weighted base		118	22	96	30	25	32	31	71	47	27	54	23	4	9	13	76	42	42	35	25	17
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with DHL in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics									
												QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
												Und-er £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total		
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL												Yes – I am not	No – I am not	£11,- per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year	£50,- 000+ per year	Inter-net user	Inter-net non-user	Total
Yes	% within column	49%	**	47%	**	**	**	44%	**	**	**	43%	**	**	**	**	**	**	44%	**	45%
	Weighted counts	39		45				37				42							48		53
	Column Comparisons																				-
No	% within column	43%	**	42%	**	**	**	45%	**	**	**	46%	**	**	**	**	**	**	46%	**	45%
	Weighted counts	34		40				38				45							50		54
	Column Comparisons																				-
I can't remember	% within column	9%	**	11%	**	**	**	10%	**	**	**	11%	**	**	**	**	**	**	10%	**	10%
	Weighted counts	7		11				9				10							11		12
	Column Comparisons																				-
Effective Column n	Weighted counts	71	33	67	17	10	10	72	32	0	19	85	12	7	24	30	20	11	98	6	104
	Column Comparisons																				
Unweighted base		95	45	90	23	14	13	97	43	0	25	115	16	10	32	40	27	15	132	8	140
Weighted base		80	38	96	14	6	2	84	34	0	21	97	12	9	27	33	24	12	110	8	118
Columns		A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with DHL in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_4: Did you make a complaint about the problems you experienced with the services from... FedEx		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	46%	**	42%	**	**	**	**	42%	**	**	**	**	**	**	**	42%	**	**	**	**	**
	Weighted counts	35		28					19								19					
	Column Comparisons	-															-					
No	% within column	43%	**	46%	**	**	**	**	43%	**	**	**	**	**	**	**	43%	**	**	**	**	**
	Weighted counts	32		30					20								20					
	Column Comparisons	-															-					
I can't remember	% within column	11%	**	13%	**	**	**	**	15%	**	**	**	**	**	**	**	15%	**	**	**	**	**
	Weighted counts	8		8					7								7					
	Column Comparisons	-															-					
Effective Column n	% within column																					
	Weighted counts	55	3	52	13	13	13	16	32	23	19	25	8	1	1	2	34	21	18	16	14	7
	Column Comparisons																					
Unweighted base		86	4	82	20	20	21	25	50	36	30	40	13	2	1	3	53	33	28	25	22	11
Weighted base		76	10	67	21	22	15	17	46	30	26	36	7	5	1	6	46	30	26	20	20	10
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with FedEx in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																			
												QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage												
												Und-er 500 - £11,- per year	£11,- 500 - £17,- per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total											
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx												Work-ing	Not work-ing	NET: Eng-land	NET: Scotl-and	Wal-es	N. Irel-and	Urb-an	Rural	Unkn-own	Yes – I am not hou...	No – I am not hou...	500 per year	499 per year	999 per year	999 per year	000+ per year	Inter-net user	Inter-net non-user	Total	
Yes	% within column											46%	**	48%	**	**	**	50%	**	**	**	41%	**	**	**	**	**	**	46%	**	46%
	Weighted counts											25		32				29				24						32		35	
	Column Comparisons																													-	
No	% within column											42%	**	42%	**	**	**	39%	**	**	**	45%	**	**	**	**	**	**	42%	**	43%
	Weighted counts											23		29				23				27						29		32	
	Column Comparisons																													-	
I can't remember	% within column											12%	**	10%	**	**	**	11%	**	**	**	14%	**	**	**	**	**	**	12%	**	11%
	Weighted counts											7		7				6				8						8		8	
	Column Comparisons																													-	
Effective Column n	Weighted counts											38	17	39	6	4	6	38	17	0	11	44	8	6	10	14	12	5	50	4	55
	Column Comparisons																														
Unweighted base												59	26	61	9	7	9	60	26	0	17	69	13	9	15	22	19	8	79	7	86
Weighted base												55	20	68	5	2	2	58	18	0	16	60	12	5	12	21	20	5	70	6	76
Columns												A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with FedEx in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology		Quarter				Gender		Age						SEG						
Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	54%	**	54%	51%	55%	46%	63%	55%	53%	36%	55%	61%	**	**	**	54%	54%	50%	56%	59%	50%
	Weighted counts	214		175	45	64	44	62	92	122	24	90	75				106	108	45	61	52	56
	Column Comparisons	-											a				-	-				
No	% within column	40%	**	40%	46%	42%	47%	27%	41%	40%	56%	39%	35%	**	**	**	41%	40%	42%	40%	38%	42%
	Weighted counts	161		131	40	49	45	27	68	93	37	63	44				81	80	38	43	33	47
	Column Comparisons	-			d		d										-	-				
I can't remember	% within column	6%	**	6%	3%	3%	7%	10%	4%	7%	9%	7%	4%	**	**	**	6%	5%	8%	4%	3%	7%
	Weighted counts	23		21	2	4	6	10	7	15	6	11	5				12	11	8	4	3	8
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	330	28	302	73	90	81	86	127	203	57	146	96	18	13	31	176	154	85	91	65	89
	Column Comparisons																					
Unweighted base		477	41	436	106	130	117	124	184	293	82	211	139	26	19	45	254	223	123	131	94	129
Weighted base		398	71	326	87	117	95	98	167	231	67	164	124	23	19	43	199	199	91	108	88	111
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Hermes in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
												Und-er 500 - £11,- per year					£11,- 500 - £17,- per year					£17,- 500 - £29,- per year					£30,- 000 - £49,- per year					£50,- 000+ per year					I don't know/ I prefer not to answer		NET: Internet user																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes												Working	Not working	NET: Eng-land	NET: Scotl-and	Wal-es	N. Irel-and	Urb-an	Rural	Unkn-own	Yes – I am not	am	hou...	hou...	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per year	per

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Hermes in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_6: Did you make a complaint about the problems you experienced with the services from... Interlink		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	18	1	16	3	5	4	6	12	6	2	11	4	1	0	1	10	8	5	4	7	1
Unweighted base	% within column																					
	Weighted counts	24	2	22	4	7	5	8	16	8	3	15	5	1	0	1	13	11	7	6	10	1
Weighted base	% within column																					
	Weighted counts	19	2	17	4	6	3	5	12	7	2	14	2	0	0	0	8	11	5	3	9	1
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Interlink in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																										
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage																
												Und-er 500 per year					£11,- 499 per year					£17,- 999 per year					£30,- 000 - £49,- 999 per year					I don't know/ I prefer not to answer					NET: Internet user	
QI4_6: Did you make a complaint about the problems you experienced with the services from... Interlink												Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	£11,- 500 per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year	£50,- 000+ per year	Inter- net user	Inter- net user	Total								
Yes		% within column										**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**						
		Weighted counts																																				
		Column Comparisons																																				
No		% within column										**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**						
		Weighted counts																																				
		Column Comparisons																																				
I can't remember		% within column										**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**						
		Weighted counts																																				
		Column Comparisons																																				
Effective Column n		Weighted counts										15	3	11	1	4	1	12	6	0	7	11	1	5	1	5	2	3	16	1	18							
		Column Comparisons																																				
Unweighted base												20	4	15	2	5	2	16	8	0	9	15	1	7	2	7	3	4	22	2	24							
Weighted base												16	3	16	1	2	0	16	3	0	9	10	1	5	2	6	2	2	17	2	19							
Columns												A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A							

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Interlink in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	47%	**	46%	**	**	**	**	41%	56%	**	39%	**	**	**	**	37%	59%	45%	**	**	**
	Weighted counts	74		54					37	37		26					32	41	21			
	Column Comparisons	-															-	-				
No	% within column	48%	**	48%	**	**	**	**	58%	35%	**	59%	**	**	**	**	58%	36%	49%	**	**	**
	Weighted counts	76		57					52	23		40					51	25	23			
	Column Comparisons	-							b								-	-				
I can't remember	% within column	5%	**	6%	**	**	**	**	2%	9%	**	2%	**	**	**	**	5%	5%	6%	**	**	**
	Weighted counts	8		7					2	6		1					4	4	3			
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	118	18	100	26	30	33	29	64	54	27	57	27	3	3	7	69	49	37	32	25	24
	Column Comparisons																					
Unweighted base		177	27	150	39	45	49	44	96	81	41	85	41	5	5	10	103	74	55	48	38	36
Weighted base		157	39	118	37	46	39	35	91	66	39	67	39	4	8	11	87	70	47	40	39	31
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with DPD in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																				
												QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage													
														Und-er £11,- 500 - 499 per year		£11,- 500 - 999 per year		£17,- 500 - 999 per year		£30,- 000 - 999 per year		I don't know/ I prefer not to answer		NET: Internet user								
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD												Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am not	No – I am not	£11,- 500 per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year	£50,- 000+ per year	Inter-net user	NET: Internet user	Total		
Yes	% within column											41%	56%	48%	**	**	**	52%	37%	**	**	47%	**	**	**	**	**	**	**	48%	**	47%
	Weighted counts											40	34	60				55	19			67							73		74	
	Column Comparisons																														-	
No	% within column											53%	40%	48%	**	**	**	44%	57%	**	**	48%	**	**	**	**	**	**	**	47%	**	48%
	Weighted counts											52	24	60				46	30			69							71		76	
	Column Comparisons																														-	
I can't remember	% within column											6%	4%	4%	**	**	**	4%	6%	**	**	5%	**	**	**	**	**	**	**	5%	**	5%
	Weighted counts											5	2	5				5	3			8							7		8	
	Column Comparisons																															-
Effective Column n	Weighted counts											77	41	69	24	11	14	74	44	0	10	108	7	17	31	25	23	15	114	3	118	
	Column Comparisons																															
Unweighted base												115	62	104	36	16	21	111	66	0	15	162	11	26	46	38	34	22	171	5	177	
Weighted base												97	60	126	20	7	4	105	52	0	14	143	10	21	41	35	26	24	151	6	157	
Columns												A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with DPD in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	34%	**	36%	**	**	**	**	41%	26%	**	36%	**	**	**	**	32%	36%	**	**	**	**
	Weighted counts	43		34					28	15		20					21	23				
	Column Comparisons	-															-	-				
No	% within column	60%	**	56%	**	**	**	**	56%	64%	**	57%	**	**	**	**	62%	57%	**	**	**	**
	Weighted counts	76		54					38	38		32					40	36				
	Column Comparisons	-															-	-				
I can't remember	% within column	6%	**	8%	**	**	**	**	3%	10%	**	8%	**	**	**	**	6%	6%	**	**	**	**
	Weighted counts	8		8					2	6		4					4	4				
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	98	12	86	18	27	21	33	50	48	22	40	31	3	2	5	49	50	23	26	22	27
	Column Comparisons																					
Unweighted base		141	17	124	26	38	30	47	72	69	31	58	45	4	3	7	70	71	33	37	32	39
Weighted base		127	30	96	23	41	23	39	68	59	25	57	38	3	4	6	64	62	32	32	31	32
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Parcelforce in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																			
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage									
												Working status	UK nation				Rurality														

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Parcelforce in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_9: Did you make a complaint about the problems you experienced with the services from... TNT Express		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	17	3	14	2	4	5	6	12	5	3	9	5	0	0	0	9	8	6	4	5	3
	Column Comparisons																					
Unweighted base		28	5	23	4	6	8	10	20	8	5	15	8	0	0	0	15	13	9	6	8	5
Weighted base		28	8	20	3	4	11	10	19	9	4	15	9	0	0	0	15	13	8	7	9	4
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Express in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics											
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage	

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
QI4_10: Did you make a complaint about the problems you experienced with the services from... TNT Post UK		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	9	1	8	0	3	1	4	6	3	3	3	3	0	0	0	3	5	3	1	3	2
Unweighted base	Column Comparisons																					
		10	1	9	0	4	1	5	7	3	3	4	3	0	0	0	4	6	3	1	4	2
Weighted base		8	1	7	0	3	1	5	6	2	3	4	2	0	0	0	4	4	3	1	3	1
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Post UK in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics											
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage	
																						</	



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	43%	**	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	25		21																		
	Column Comparisons	-																				
No	% within column	55%	**	52%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	33		25																		
	Column Comparisons	-																				
I can't remember	% within column	2%	**	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	1		1																		
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	54	6	48	7	14	15	18	34	20	13	23	10	4	3	7	34	20	18	16	13	6
	Column Comparisons																					
Unweighted base		69	8	61	9	18	19	23	43	26	17	30	13	5	4	9	44	25	23	21	17	8
Weighted base		60	12	47	10	15	15	19	36	24	16	23	12	5	4	9	37	23	18	19	14	9
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with UPS in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics								
												QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income				QJ2: Internet usage	

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	44%	**	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	26		22																		
	Column Comparisons	-																				
No	% within column	49%	**	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	28		28																		
	Column Comparisons	-																				
I can't remember	% within column	6%	**	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	4		2																		
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	40	4	37	10	10	12	9	20	21	11	17	10	1	1	2	20	21	9	10	12	9
	Column Comparisons																					
Unweighted base		66	6	60	16	16	20	14	32	34	18	28	16	2	2	4	32	34	15	17	20	14
Weighted base		58	7	51	20	13	13	12	29	29	14	20	20	3	2	5	26	32	9	17	19	13
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with UK Mail in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																			
												QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income				QJ2: Internet usage												
															Und-er 500 - £11,- 499 per year				I don't know/ I prefer not to answer		NET: Internet user										
												No – I am not			£11,- 500 per year				£17,- 500 - £29,- 999 per year		£30,- 000 - £49,- 999 per year		£50,- 000+ per year								
QI4_12: Did you make a complaint about the problems you experienced with the services from... UK Mail												Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not	hou... hou...	per year	per year	per year	per year	per year	answ- er	Inter- net user	NET: Inter- net n- on- user	Total
		% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**								
Yes		Weighted counts									42%										44%	**	44%								
		Column Comparisons									23										26		26								
		% within column	**	**	**	**	**	**	**	**	51%	**	**	**	**	**	**	**	**	**	-	**	-								
No		Weighted counts									28									49%	**	49%									
		Column Comparisons																		28		28									
		% within column	**	**	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**	-	**	-								
I can't remember		Weighted counts									4									6%	**	6%									
		Column Comparisons																		4		4									
		% within column																		-		-									
Effective Column n		Weighted counts	21	18	25	5	5	6	28	13	0	4	36	8	7	8	6	4	9	40	0	40									
		Column Comparisons																													
Unweighted base			35	30	40	8	8	10	45	21	0	7	59	13	11	13	9	6	14	66	0	66									
Weighted base			28	29	48	5	3	2	42	16	0	3	55	9	9	16	4	4	15	58	0	58									
Columns			A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A									

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_13: Did you make a complaint about the problems you experienced with the services from... DX		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	15	2	13	6	2	3	5	6	10	1	12	2	1	0	1	9	7	2	7	5	2
	Column Comparisons																					
Unweighted base		19	3	16	7	2	4	6	7	12	1	15	2	1	0	1	11	8	3	8	6	2
Weighted base		16	4	11	6	2	4	5	6	10	1	11	1	2	0	2	9	7	2	7	5	2
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with DX in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics											
												QB7: Inability to leave home without help, due to illness or disability					QJ6: Annual household income					QJ2: Internet usage	

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	56%	**	51%	54%	62%	44%	60%	60%	51%	**	55%	51%	**	**	**	59%	52%	62%	57%	52%	52%
	Weighted counts	171		128	44	49	29	48	97	74		71	50				89	82	42	47	41	41
	Column Comparisons	-															-	-				
No	% within column	39%	**	43%	41%	34%	48%	35%	36%	43%	**	40%	42%	**	**	**	35%	43%	32%	38%	42%	43%
	Weighted counts	120		107	34	26	31	28	57	63		52	42				53	67	21	31	33	34
	Column Comparisons	-		a													-	-				
I can't remember	% within column	5%	**	7%	5%	4%	8%	6%	4%	7%	**	4%	7%	**	**	**	6%	5%	7%	6%	5%	4%
	Weighted counts	17		17	4	3	5	5	7	10		5	7				9	7	5	5	4	3
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	231	19	212	57	56	55	63	108	122	30	105	72	15	9	24	122	108	58	64	48	60
	Column Comparisons																					
Unweighted base		351	29	322	86	85	84	96	165	186	45	159	110	23	14	37	186	165	88	98	73	92
Weighted base		307	56	251	82	79	66	81	160	147	43	129	99	23	13	36	151	156	68	83	78	79
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Yodel in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																				
												QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage													
														Und-er 500 - £11,- per year	£11,- 499 per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total											
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel												Work-ing	Not work-ing	NET: Eng-land	NET: Scot-land	Wal-es	N. Irel-and	Urb-an	Rural	Unkn-own	Yes – I am not hou...	No – I am not hou...	500 - £11,- per year	£11,- 499 per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	£50,- 000+ per year	Inter-net user	Inter-net non-user	Total		
Yes	% within column											52%	59%	58%	**	**	**	56%	54%	**	**	54%	**	**	51%	57%	**	**	56%	**	56%	
	Weighted counts											89	81	152				122	49			154			36	37			171		171	
	Column Comparisons																											-		-		
No	% within column											40%	37%	37%	**	**	**	38%	42%	**	**	40%	**	**	47%	38%	**	**	39%	**	39%	
	Weighted counts											68	51	98				82	37			112			34	24			120		120	
	Column Comparisons																											-		-		
I can't remember	% within column											7%	3%	5%	**	**	**	6%	4%	**	**	6%	**	**	2%	5%	**	**	5%	**	5%	
	Weighted counts											12	5	13				13	4			17			1	3			17		17	
	Column Comparisons																											-		-		
Effective Column n	% within column																															
	Weighted counts											131	99	147	32	28	25	153	78	0	18	213	30	32	60	54	30	25	231	0	231	
Column Comparisons																																
Unweighted base												199	150	223	48	42	38	232	119	0	27	324	46	48	92	82	45	38	351	0	351	
Weighted base												169	137	263	25	14	7	218	90	0	25	282	41	42	72	65	36	52	307	0	307	
Columns												A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Yodel in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology		Quarter				Gender		Age						SEG						
Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
Yes	% within column	61%	**	63%	**	**	56%	**	63%	58%	**	53%	**	**	**	**	56%	67%	**	48%	**	**
	Weighted counts	83		77			21		45	38		35					43	39		23		
	Column Comparisons	-															-	-				
No	% within column	33%	**	33%	**	**	38%	**	32%	35%	**	41%	**	**	**	**	39%	26%	**	46%	**	**
	Weighted counts	45		40			14		23	23		26					30	15		22		
	Column Comparisons	-										c					-	-				
I can't remember	% within column	6%	**	5%	**	**	6%	**	6%	7%	**	6%	**	**	**	**	6%	8%	**	6%	**	**
	Weighted counts	9		6			2		4	5		4					4	4		3		
	Column Comparisons	-															-	-				
Effective Column n	% within column																					
	Weighted counts	129	8	122	30	28	39	32	62	67	23	59	35	8	4	12	76	53	32	44	23	31
	Column Comparisons																					
Unweighted base		169	10	159	39	37	51	42	81	88	30	77	46	11	5	16	99	70	42	57	30	40
Weighted base		137	15	122	36	32	38	31	71	65	25	65	34	8	5	12	78	59	30	48	20	39
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Amazon Logistics in the previous year  
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

												Demographics																				
												QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage													
												Und-er 500 - £11,- per year		£11,- 499 per year	£17,- 500 - £29,- per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total											
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics												Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own	Yes – I am not hou...	No – I am not hou...	£11,- 500 per year	£17,- 499 per year	£29,- 999 per year	£49,- 999 per year	£50,- 000+ per year	Inter- net user	Inter- net non- user	Total		
Yes	% within column											69%	53%	61%	**	**	**	60%	**	**	**	62%	**	**	**	**	**	**	61%	**	61%	
	Weighted counts											48	35	68				64				78						83		83		
	Column Comparisons																											-		-		
No	% within column											23%	43%	34%	**	**	**	33%	**	**	**	31%	**	**	**	**	**	**	33%	**	33%	
	Weighted counts											16	29	38				35				40						45		45		
	Column Comparisons												a															-		-		
I can't remember	% within column											8%	4%	5%	**	**	**	7%	**	**	**	7%	**	**	**	**	**	**	6%	**	6%	
	Weighted counts											5	3	5				7				9						8		9		
	Column Comparisons																											-		-		
Effective Column n	% within column																															
	Weighted counts											66	62	80	19	17	13	93	36	0	8	121	19	20	29	28	22	11	128	1	129	
Column Comparisons																																
Unweighted base												87	81	105	25	22	17	122	47	0	11	158	25	26	38	36	29	15	168	1	169	
Weighted base												69	67	111	16	7	3	106	31	0	10	127	23	21	29	27	22	14	136	1	137	
Columns												A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with Amazon Logistics in the previous year  
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 2

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics																				
		Method-ology			Quarter				Gender		Age						SEG					
Q14_16: Did you make a complaint about the problems you experienced with the services from... Other		Total	CAPI	Onli- ne	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Yes	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I can't remember	Weighted counts																					
	Column Comparisons																					
	% within column																					
Effective Column n	Weighted counts	3	1	2	1	2	1	0	2	2	1	2	0	0	1	1	2	1	1	2	1	0
	Column Comparisons																					
Unweighted base		4	1	3	1	2	1	0	2	2	1	2	0	0	1	1	3	1	1	2	1	0
Weighted base		3	2	2	0	2	1	0	1	2	1	2	0	0	1	1	2	2	0	2	2	0
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with any postal services provider not mentioned in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (July 2017 - June 2018)

											Demographics										
											QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
													Und-er 500 - £11,- per year	£11,- 499 per year	£17,- 999 per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet user	Total
QI4_16: Did you make a complaint about the problems you experienced with the services from... Other	Work-ing	Not work-ing	NET: Engl-and	NET: Scotl-and	Wal-es	N. Irel-and	Urb-an	Rural	Unkn-own	Yes – I am not hou...	No – I am not hou...	500 per year	£11,- 499 per year	£17,- 999 per year	£30,- 000 - £49,- per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet user	Total	
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
% within column																					
Weighted counts																					
Column Comparisons																					
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
% within column																					
Weighted counts																					
Column Comparisons																					
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
% within column																					
Weighted counts																					
Column Comparisons																					
Effective Column n	1	2	2	1	0	1	2	1	0	0	3	2	0	0	0	1	1	3	0	3	
Weighted counts																					
Column Comparisons																					
Unweighted base	1	3	2	1	0	1	3	1	0	0	4	2	0	0	0	1	1	4	0	4	
Weighted base	0	3	2	1	0	0	3	0	0	0	3	2	0	0	0	0	2	3	0	3	
Columns	A	B	A	B	C	D	A	B	C	A	B	A	B	C	D	E	F	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who experienced problems with any postal services provider not mentioned in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

**Section J: Demographics**

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			Methodology			Quarter				Gender		Age
QJ1: Working status			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
Working full time (30hrs+ per week)	% within column		35%	42%	33%	36%	37%	36%	33%	46%	25%	26%
	Weighted counts		2,106	621	1,485	511	564	525	506	1,337	769	213
	Column Comparisons		-	B						B		D E
Working part time (8-29hrs per week)	% within column		15%	14%	16%	16%	14%	15%	16%	9%	20%	19%
	Weighted counts		897	202	695	223	210	220	245	277	620	161
	Column Comparisons		-								A	D E
Not working (less than 8hrs per week) – retired	% within column		23%	21%	23%	22%	23%	24%	23%	23%	23%	0%
	Weighted counts		1,367	317	1,049	310	348	351	358	682	685	3
	Column Comparisons		-									
Not working (less than 8hrs per week) – unemployed/ looking for work	% within column		4%	4%	4%	3%	4%	5%	5%	5%	3%	8%
	Weighted counts		257	59	198	47	61	69	80	158	99	63
	Column Comparisons		-							B		c D E
Not working (less than 8hrs per week) – student	% within column		6%	6%	6%	5%	6%	6%	6%	6%	5%	35%
	Weighted counts		342	86	255	65	94	84	99	178	164	294
	Column Comparisons		-									B C D E
Not working (less than 8hrs per week) – housewife/ househusband	% within column		8%	8%	8%	11%	8%	7%	7%	2%	14%	5%
	Weighted counts		489	114	375	150	127	109	103	51	438	44
	Column Comparisons		-			d					A	
Not working (less than 8hrs per week) – unable to work due to disability/other	% within column		8%	5%	9%	7%	8%	7%	9%	7%	8%	5%
	Weighted counts		468	76	392	107	123	108	131	214	255	40
	Column Comparisons		-		A							
I don't know	% within column		1%	0%	1%	1%	1%	1%	0%	1%	0%	2%
	Weighted counts		35	4	31	13	9	9	5	25	11	15
	Column Comparisons		-							b		C d
NET: Working	% within column		50%	56%	49%	51%	50%	51%	49%	55%	46%	45%
	Weighted counts		3,003	824	2,180	733	774	745	751	1,614	1,389	374
	Column Comparisons		-	B						B		D E
NET: Not working	% within column		49%	44%	51%	48%	49%	49%	51%	44%	54%	53%
	Weighted counts		2,923	653	2,270	679	752	721	771	1,282	1,641	445
	Column Comparisons		-		A						A	B C
Effective Column n	% within column											
	Weighted counts		4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578
	Column Comparisons											
Unweighted base			5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			Age					SEG				
			25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
QJ1: Working status	% within column		55%	42%	2%	2%	2%	40%	31%	42%	38%	42%
Working full time (30hrs+ per week)	Weighted counts		1,071	795	15	12	27	1,251	855	548	703	548
	Column Comparisons		A C D E	A D E			-	-	-	F	F	F
	% within column		17%	19%	5%	3%	4%	14%	16%	13%	15%	17%
Working part time (8-29hrs per week)	Weighted counts		328	354	33	21	54	446	451	165	281	222
	Column Comparisons		D E	D E			-	-	-			
	% within column		1%	14%	84%	86%	85%	29%	16%	31%	28%	19%
Not working (less than 8hrs per week) – retired	Weighted counts		12	266	520	566	1,085	924	443	410	514	244
	Column Comparisons			A B	A B C	A B C	-	-	-	E F	E F	f
	% within column		6%	4%	0%	0%	0%	2%	7%	3%	2%	2%
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts		108	84	2	0	2	67	190	33	34	31
	Column Comparisons		D E	D E			-	-	-			
	% within column		2%	0%	0%	0%	0%	7%	5%	4%	9%	5%
Not working (less than 8hrs per week) – student	Weighted counts		42	5	0	0	0	215	127	53	162	66
	Column Comparisons		C d e				-	-	-		C e F	
	% within column		11%	9%	4%	4%	4%	4%	12%	5%	4%	10%
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts		217	176	26	26	51	142	347	64	78	126
	Column Comparisons		A D E	a d E			-	-	-			C D
	% within column		8%	12%	4%	5%	5%	3%	13%	2%	4%	4%
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts		146	224	26	32	58	93	375	27	66	57
	Column Comparisons		a d	A B D E			-	-	-			c
	% within column		1%	0%	0%	1%	0%	1%	0%	1%	1%	1%
I don't know	Weighted counts		12	4	1	4	4	22	14	7	15	12
	Column Comparisons						-	-	-			
	% within column		72%	60%	8%	5%	6%	54%	47%	55%	53%	59%
NET: Working	Weighted counts		1,399	1,149	48	33	81	1,697	1,307	713	984	770
	Column Comparisons		A C D E	A D E			-	-	-	F	F	d F
	% within column		27%	40%	92%	94%	93%	46%	53%	45%	46%	40%
NET: Not working	Weighted counts		526	755	573	623	1,196	1,441	1,482	587	854	524
	Column Comparisons			B	A B C	A B C	-	-	-		e	
	% within column											
Effective Column n	Weighted counts		1,382	1,285	428	348	775	2,229	1,791	982	1,248	803
	Column Comparisons											
Unweighted base			2,006	1,865	621	505	1,125	3,236	2,600	1,425	1,811	1,165

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 10

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		SEG	Working status		UK nation				Rurality		
QJ1: Working status		DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
	% within column	21%	70%	0%	35%	37%	32%	39%	38%	28%	**
Working full time (30hrs+ per week)	Weighted counts	307	2,106	0	1,765	177	95	69	1,629	477	
	Column Comparisons		B						B		
	% within column	15%	30%	0%	15%	13%	16%	13%	14%	17%	**
Working part time (8-29hrs per week)	Weighted counts	230	897	0	765	60	49	24	615	281	
	Column Comparisons		B								
	% within column	13%	0%	47%	23%	27%	24%	17%	20%	29%	**
Not working (less than 8hrs per week) – retired	Weighted counts	199	0	1,367	1,134	129	72	31	872	493	
	Column Comparisons			A		d	d			A	
	% within column	11%	0%	9%	4%	4%	5%	3%	4%	4%	**
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	159	0	257	217	19	15	6	188	68	
	Column Comparisons	C D E		A							
	% within column	4%	0%	12%	6%	4%	4%	6%	6%	4%	**
Not working (less than 8hrs per week) – student	Weighted counts	60	0	342	298	19	13	11	269	70	
	Column Comparisons			A					b		
	% within column	15%	0%	17%	8%	9%	8%	12%	8%	9%	**
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	221	0	489	400	42	25	22	327	160	
	Column Comparisons	C D E		A							
	% within column	21%	0%	16%	8%	6%	9%	8%	8%	8%	**
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	319	0	468	398	28	27	14	328	136	
	Column Comparisons	C D E		A							
	% within column	0%	0%	0%	1%	0%	1%	1%	1%	0%	**
I don't know	Weighted counts	2	0	0	31	2	2	1	34	2	
	Column Comparisons		-	-					b		
	% within column	36%	100%	0%	51%	50%	48%	52%	53%	45%	**
NET: Working	Weighted counts	537	3,003	0	2,530	236	144	93	2,244	758	
	Column Comparisons		B						B c		
	% within column	64%	0%	100%	49%	50%	51%	47%	47%	55%	**
NET: Not working	Weighted counts	958	0	2,923	2,447	239	153	85	1,984	927	
	Column Comparisons	C D E		A						A	
	% within column										
Effective Column n	Weighted counts	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8
	Column Comparisons										
Unweighted base		1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 10



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
QJ1: Working status	% within column	35%	35%	7%	24%	41%	50%	65%	28%	36%	13%
Working full time (30hrs+ per week)	Weighted counts	118	1,988	60	208	547	578	380	334	2,076	27
	Column Comparisons				A	A B F	A B C F	A B C D F	A	B	
	% within column	8%	15%	18%	15%	15%	16%	10%	13%	15%	8%
Working part time (8-29hrs per week)	Weighted counts	28	869	152	131	207	186	61	160	877	18
	Column Comparisons		a	e f			e			b	
	% within column	11%	24%	24%	31%	24%	18%	12%	25%	22%	51%
Not working (less than 8hrs per week) – retired	Weighted counts	38	1,329	200	266	324	204	69	304	1,252	111
	Column Comparisons		A	d E	a c D E f	d E	e		D E		A
	% within column	2%	4%	11%	3%	3%	2%	2%	6%	4%	4%
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	8	249	88	30	34	22	13	71	249	8
	Column Comparisons			B C D E f					C D e		
	% within column	2%	6%	9%	5%	4%	3%	4%	10%	6%	1%
Not working (less than 8hrs per week) – student	Weighted counts	8	334	73	41	52	36	23	117	340	2
	Column Comparisons		a	b C D e					b C D E	b	
	% within column	4%	8%	9%	10%	8%	7%	4%	9%	8%	12%
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	14	475	73	83	112	85	25	111	464	25
	Column Comparisons		a	e	e	e			e		
	% within column	36%	6%	21%	12%	5%	3%	2%	7%	8%	12%
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	121	348	169	104	65	34	11	87	443	26
	Column Comparisons	B		B C D E F	C D E f	e			c D E		
	% within column	1%	1%	1%	0%	0%	0%	0%	2%	1%	0%
I don't know	Weighted counts	3	33	4	3	3	1	3	21	30	0
	Column Comparisons								c d		
	% within column	43%	51%	26%	39%	56%	67%	75%	41%	52%	21%
NET: Working	Weighted counts	147	2,857	212	339	754	764	441	494	2,953	45
	Column Comparisons		a		A	A B F	A B C F	A B C d F	A	B	
	% within column	56%	49%	74%	60%	44%	33%	24%	57%	48%	79%
NET: Not working	Weighted counts	189	2,735	603	522	588	380	140	689	2,748	172
	Column Comparisons	b		B C D E F	C D E	D E	E		C D E		A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 4 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demogr...
QJ1: Working status		<b>Total</b>
	% within column	<b>35%</b>
<b>Working full time (30hrs+ per week)</b>	Weighted counts	<b>2,106</b>
	Column Comparisons	-
	% within column	<b>15%</b>
<b>Working part time (8-29hrs per week)</b>	Weighted counts	<b>897</b>
	Column Comparisons	-
	% within column	<b>23%</b>
<b>Not working (less than 8hrs per week) – retired</b>	Weighted counts	<b>1,367</b>
	Column Comparisons	-
	% within column	<b>4%</b>
<b>Not working (less than 8hrs per week) – unemployed/ looking for work</b>	Weighted counts	<b>257</b>
	Column Comparisons	-
	% within column	<b>6%</b>
<b>Not working (less than 8hrs per week) – student</b>	Weighted counts	<b>342</b>
	Column Comparisons	-
	% within column	<b>8%</b>
<b>Not working (less than 8hrs per week) – housewife/ househusband</b>	Weighted counts	<b>489</b>
	Column Comparisons	-
	% within column	<b>8%</b>
<b>Not working (less than 8hrs per week) – unable to work due to disability/other</b>	Weighted counts	<b>468</b>
	Column Comparisons	-
	% within column	<b>1%</b>
<b>I don't know</b>	Weighted counts	<b>35</b>
	Column Comparisons	-
	% within column	<b>50%</b>
<b>NET: Working</b>	Weighted counts	<b>3,003</b>
	Column Comparisons	-
	% within column	<b>49%</b>
<b>NET: Not working</b>	Weighted counts	<b>2,923</b>
	Column Comparisons	-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Methodology			Quarter				Gender		Age
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
QJ1: Working status	% within column Weighted counts Column Comparisons										
Effective Column n		4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835
Columns		A	A	B	A	B	C	D	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Age					SEG				
		25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
QJ1: Working status	% within column										
<b>Effective Column n</b>	Weighted counts	1,382	1,285	428	348	775	2,229	1,791	982	1,248	803
	Column Comparisons										
<b>Unweighted base</b>		2,006	1,865	621	505	1,125	3,236	2,600	1,425	1,811	1,165
<b>Weighted base</b>		1,937	1,908	622	660	1,281	3,160	2,802	1,306	1,853	1,306
<b>Columns</b>		B	C	D	E	F	A	B	C	D	E

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		SEG	Working status		UK nation				Rurality		
				Not	NET:	NET:					
QJ1: Working status		DE	Working	working	England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Effective Column n	% within column Weighted counts Column Comparisons	989	2,053	1,946	2,525	514	497	485	2,774	1,239	8
Unweighted base		1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base		1,496	3,003	2,923	5,008	477	298	179	4,262	1,686	14
Columns		F	A	B	A	B	C	D	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
QJ1: Working status		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Effective Column n	% within column Weighted counts Column Comparisons	221	3,800	546	559	914	783	428	791	3,881	132
Unweighted base		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192
Weighted base		338	5,624	819	864	1,345	1,145	584	1,204	5,731	218
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 9 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demogr...
QJ1: Working status		
		Total
Effective Column n	% within column	
	Weighted counts	4,021
	Column Comparisons	
Unweighted base		5,836
Weighted base		5,962
Columns		A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics										
			Methodology			Quarter				Gender		Age	
			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
QJ2: Internet usage			95%	87%	98%	95%	95%	96%	96%	95%	96%	95%	97%
I have internet access at home, and I personally use it	% within column		5,681	1,294	4,387	1,351	1,456	1,414	1,460	2,776	2,906	797	1,887
	Weighted counts		-		A							D E	a D E
	Column Comparisons												
I have internet access at home, but I don't personally use it	% within column		2%	5%	1%	2%	3%	1%	2%	2%	2%	2%	2%
	Weighted counts		123	77	45	34	44	21	24	71	52	20	33
	Column Comparisons		-	B								c	
I don't have internet access at home, but I use it elsewhere	% within column		1%	1%	1%	1%	0%	1%	1%	1%	1%	2%	1%
	Weighted counts		49	14	35	19	6	10	14	29	21	13	11
	Column Comparisons		-										
I don't have access to the internet	% within column		2%	6%	0%	1%	2%	2%	2%	1%	2%	0%	0%
	Weighted counts		95	92	3	21	25	26	24	39	56	1	2
	Column Comparisons		-	B									
I don't know	% within column		0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Weighted counts		14	3	10	1	4	4	5	8	6	4	4
	Column Comparisons		-										
NET: Internet user	% within column		96%	88%	99%	96%	95%	97%	97%	96%	96%	97%	98%
	Weighted counts		5,731	1,308	4,422	1,370	1,463	1,424	1,474	2,804	2,927	809	1,898
	Column Comparisons		-		A							D E	D E
NET: Internet non-user	% within column		4%	11%	1%	4%	4%	3%	3%	4%	4%	3%	2%
	Weighted counts		218	169	48	54	68	47	48	109	108	21	35
	Column Comparisons		-	B									
Effective Column n	% within column												
	Weighted counts		4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382
	Column Comparisons												
Unweighted base			5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006
Weighted base			5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937
Columns			A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

				Demographics										
				Age				SEG				Working status		
				45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
QJ2: Internet usage														
I have internet access at home, and I personally use it	% within column													
	Weighted counts													
	Column Comparisons													
I have internet access at home, but I don't personally use it	% within column													
	Weighted counts													
	Column Comparisons													
I don't have internet access at home, but I use it elsewhere	% within column													
	Weighted counts													
	Column Comparisons													
I don't have access to the internet	% within column													
	Weighted counts													
	Column Comparisons													
I don't know	% within column													
	Weighted counts													
	Column Comparisons													
NET: Internet user	% within column													
	Weighted counts													
	Column Comparisons													
NET: Internet non-user	% within column													
	Weighted counts													
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts													
	Column Comparisons													
Unweighted base														
Weighted base														
Columns														

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income	
		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am household	No – I am not household	Under £11,500 per year
QJ2: Internet usage												
I have internet access at home, and I personally use it	% within column	93%	95%	94%	93%	96%	95%	97%	**	88%	96%	92%
	Weighted counts	2,723	4,782	450	279	171	4,038	1,630		296	5,385	757
	Column Comparisons							a			A	
I have internet access at home, but I don't personally use it	% within column	3%	2%	2%	1%	1%	2%	2%	**	6%	2%	1%
	Weighted counts	85	108	10	4	1	97	26		20	103	6
	Column Comparisons	A								B		
I don't have internet access at home, but I use it elsewhere	% within column	1%	1%	1%	2%	0%	1%	0%	**	2%	1%	2%
	Weighted counts	25	39	4	6	0	43	7		6	43	18
	Column Comparisons				d							d e
I don't have access to the internet	% within column	3%	1%	2%	3%	4%	2%	1%	**	4%	1%	4%
	Weighted counts	87	67	11	10	6	72	23		12	83	35
	Column Comparisons	A								b		b C D E
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	**	1%	0%	0%
	Weighted counts	3	13	1	0	0	13	1		4	10	2
	Column Comparisons									b		
NET: Internet user	% within column	94%	96%	95%	95%	96%	96%	97%	**	89%	97%	95%
	Weighted counts	2,748	4,820	454	285	171	4,081	1,636		302	5,428	776
	Column Comparisons										A	f
NET: Internet non-user	% within column	6%	3%	5%	5%	4%	4%	3%	**	9%	3%	5%
	Weighted counts	172	175	22	13	8	168	49		32	186	42
	Column Comparisons	A								B		C d E
Effective Column n												
Unweighted base		1,946	2,525	514	497	485	2,774	1,239	8	221	3,800	546
Weighted base		2,824	3,665	746	721	704	4,027	1,798	11	321	5,515	792
Weighted base		2,923	5,008	477	298	179	4,262	1,686	14	338	5,624	819

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							
		QJ6: Annual household income				QJ2: Internet usage			
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ2: Internet usage	% within column	95%	98%	98%	99%	90%	99%	0%	95%
I have internet access at home, and I personally use it	Weighted counts	822	1,314	1,121	579	1,088	5,681	0	5,681
	Column Comparisons	f	A b F	A b F	A B F		B		-
	% within column	2%	1%	2%	0%	4%	0%	56%	2%
I have internet access at home, but I don't personally use it	Weighted counts	21	19	22	1	53	0	123	123
	Column Comparisons	e		e		A C d E		A	-
	% within column	0%	1%	0%	0%	1%	1%	0%	1%
I don't have internet access at home, but I use it elsewhere	Weighted counts	4	10	2	1	13	49	0	49
	Column Comparisons								-
	% within column	2%	0%	0%	0%	4%	0%	44%	2%
I don't have access to the internet	Weighted counts	14	1	0	0	44	0	95	95
	Column Comparisons	C D e				b C D E		A	-
	% within column	0%	0%	0%	0%	1%	0%	0%	0%
I don't know	Weighted counts	2	0	0	2	6	0	0	14
	Column Comparisons						-	-	-
	% within column	96%	98%	98%	99%	91%	100%	0%	96%
NET: Internet user	Weighted counts	826	1,324	1,124	580	1,101	5,731	0	5,731
	Column Comparisons	f	A B F	A b F	A B F		B		-
	% within column	4%	2%	2%	0%	8%	0%	100%	4%
NET: Internet non-user	Weighted counts	36	20	22	1	97	0	218	218
	Column Comparisons	c d E	e	e		a b C D E		A	-
	% within column								
Effective Column n	Weighted counts	559	914	783	428	791	3,881	132	4,021
	Column Comparisons								
Unweighted base		812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		864	1,345	1,145	584	1,204	5,731	218	5,962

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

	Demographics										
	Methodology			Quarter				Gender		Age	
	Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
QJ2: Internet usage											
<b>Columns</b>	A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 4

Demographics											
QJ2: Internet usage	Age				SEG						Working status
	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 4

Demographics											
QJ2: Internet usage	Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year
Columns	B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

QJ2: Internet usage	Demographics							
	QJ6: Annual household income					QJ2: Internet usage		Total
					I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year				
Columns	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
QJ3: Number of adults and children in household												
Adults	Average	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.8	2.1
	Column Comparisons	-							b		B C D E	D E
Children	Average	.5	.7	.5	.6	.6	.5	.5	.5	.6	.6	1.1
	Column Comparisons	-	B		c D	c D				a	C D E	A C D E
SUM	Average	2.7	2.8	2.6	2.8	2.7	2.6	2.5	2.6	2.7	3.3	3.2
	Column Comparisons	-	b		c D	d					b C D E	C D E
Maximum Effective Column n		Average	1,001.3	3,019.2	963.4	1,037.8	990.8	1,031.8	1,930.2	2,090.8	578.1	1,384.1
		Column Comparisons										
Minimum Effective Column n		Average	1,001.1	3,018.3	962.9	1,037.6	990.3	1,031.6	1,929.9	2,090.5	578.0	1,383.7
		Column Comparisons										
Standard Deviation		1.4	1.4	1.4	1.5	1.4	1.4	1.3	1.4	1.4	1.5	1.4
Unweighted base		5,833	1,453	4,380	1,395	1,506	1,437	1,495	2,800	3,033	839	2,004
Weighted base		5,961	1,481	4,480	1,425	1,534	1,475	1,527	2,920	3,040	835	1,936
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Age				SEG					Working status	
		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
QJ3: Number of adults and children in household												
Adults	Average	2.1	1.8	1.7	1.8	2.1	2.1	2.1	2.1	2.2	2.0	2.2
	Column Comparisons	D E	e		-	-	-	f		c D F		B
Children	Average	.4	.0	.0	.0	.5	.6	.5	.4	.7	.6	.7
	Column Comparisons	D E			-	-	-	d		c D f	D	B
SUM	Average	2.4	1.9	1.7	1.8	2.6	2.8	2.7	2.5	2.9	2.6	2.9
	Column Comparisons	D E	e		-	-	-	d		C D F		B
Maximum Effective Column n	Average	1,285.8	427.9	350.7	779.4	2,230.2	1,791.5	982.2	1,247.6	803.7	988.2	2,054.2
	Column Comparisons											
Minimum Effective Column n	Average	1,285.5	427.8	350.1	778.8	2,229.2	1,791.2	981.7	1,247.2	803.6	988.1	2,053.9
	Column Comparisons											
Standard Deviation		1.2	.7	.8	.8	1.4	1.4	1.3	1.4	1.4	1.4	1.4
Unweighted base		1,865	621	504	1,124	3,234	2,599	1,424	1,810	1,165	1,434	2,979
Weighted base		1,908	622	660	1,281	3,159	2,801	1,306	1,853	1,306	1,496	3,003
Columns		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status	UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability	QJ6: Annual household income	
										Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year
QJ3: Number of adults and children in household		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Adults	Average	2.1	2.1	2.0	2.0	2.1	2.1	2.1	**	2.1	2.1	1.7
	Column Comparisons		B c			b						
Children	Average	.4	.6	.5	.5	.6	.6	.4	**	.7	.5	.3
	Column Comparisons		b			b	B			b		
SUM	Average	2.4	2.7	2.4	2.5	2.7	2.7	2.5	**	2.8	2.7	2.0
	Column Comparisons		B c			B c	B					
Maximum Effective Column n	Average	1,945.8	2,907.2	532.7	531.6	529.5	2,776.8	1,239.4	7.6	220.6	3,801.0	545.8
	Column Comparisons											
Minimum Effective Column n	Average	1,945.5	2,907.1	532.6	530.9	528.8	2,776.0	1,239.1	7.6	219.9	3,801.0	545.7
	Column Comparisons											
Standard Deviation		1.4	1.4	1.3	1.3	1.3	1.4	1.3	1.9	1.3	1.4	1.4
Unweighted base		2,822	3,664	746	720	703	4,025	1,797	11	319	5,514	792
Weighted base		2,922	5,007	477	298	179	4,262	1,685	14	337	5,624	819
Columns		B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 4

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							
		QJ6: Annual household income					QJ2: Internet usage		
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ3: Number of adults and children in household	<i>Average</i>	1.9	2.1	2.2	2.5	2.3	2.1	1.9	2.1
<b>Adults</b>	<i>Column Comparisons</i>		A B	A B C	A B C D F	A B C	b		-
	<i>Average</i>	.5	.6	.7	.7	.5	.6	.3	.5
<b>Children</b>	<i>Column Comparisons</i>	A	A b f	A b f	A B F	A	B		-
<b>SUM</b>	<i>Average</i>	2.3	2.7	2.9	3.2	2.8	2.7	2.2	2.7
	<i>Column Comparisons</i>	<b>A</b>	<b>A B</b>	<b>A B c</b>	<b>A B C D F</b>	<b>A B</b>	<b>B</b>		-
<b>Maximum Effective Column n</b>	<i>Average</i>	559.3	913.9	783.3	428.7	791.6	3,881.9	132.4	
	<i>Column Comparisons</i>								
<b>Minimum Effective Column n</b>	<i>Average</i>	558.7	913.8	782.8	428.6	791.4	3,881.3	132.3	
	<i>Column Comparisons</i>								
<b>Standard Deviation</b>		1.3	1.4	1.2	1.3	1.4	1.4	1.3	1.4
<b>Unweighted base</b>		810	1,326	1,136	621	1,148	5,630	192	5,833
<b>Weighted base</b>		863	1,345	1,145	584	1,204	5,729	218	5,961
<b>Columns</b>		B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Methodology			Quarter				Gender		Age
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
Difficulty in speaking or communicating	% within column	1%	0%	2%	2%	1%	1%	1%	2%	1%	3%
	Weighted counts	80	6	74	26	18	22	14	51	30	21
	Column Comparisons	-		A					b		d e
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	8%	5%	10%	8%	8%	8%	8%	7%	9%	2%
	Weighted counts	478	138	341	110	127	125	117	212	267	13
	Column Comparisons	-		A							
Mental health problems or difficulties	% within column	7%	2%	10%	7%	6%	6%	7%	6%	7%	13%
	Weighted counts	399	46	353	99	100	94	105	172	226	109
	Column Comparisons	-		A							b C D E
Breathlessness or chest pains	% within column	6%	3%	8%	7%	6%	5%	5%	5%	6%	4%
	Weighted counts	341	68	273	101	88	69	82	156	185	32
	Column Comparisons	-		A							
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	4%	2%	5%	4%	3%	3%	4%	3%	4%	3%
	Weighted counts	213	53	160	55	52	43	62	87	126	22
	Column Comparisons	-		A							
Poor hearing, partial hearing or deafness	% within column	4%	2%	5%	3%	4%	4%	3%	4%	3%	2%
	Weighted counts	211	51	160	49	66	54	43	115	96	14
	Column Comparisons	-		A							
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	4%	2%	4%	2%	3%	4%	5%	3%	4%	1%
	Weighted counts	214	61	152	35	43	62	73	89	124	10
	Column Comparisons	-		A							
Poor vision, partial sight or blindness	% within column	2%	1%	3%	3%	2%	3%	2%	3%	2%	2%
	Weighted counts	130	31	100	37	28	39	27	74	57	21
	Column Comparisons	-		A							
Dyslexia	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
	Weighted counts	63	18	44	12	17	16	17	31	32	22
	Column Comparisons	-									C d e
Cannot walk at all/ use a wheelchair	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	52	22	30	15	10	10	17	25	27	5
	Column Comparisons	-									
Prefer not to say	% within column	3%	3%	2%	3%	3%	2%	2%	2%	3%	2%
	Weighted counts	156	81	75	36	48	34	38	56	99	18
	Column Comparisons	-								a	

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 10

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			Age					SEG				
QJ4: Which of these, if any, limit your daily activities or the work you can do?			25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
Difficulty in speaking or communicating	% within column		2%	1%	0%	0%	0%	1%	2%	1%	1%	2%
	Weighted counts		36	22	0	1	1	24	56	10	14	20
	Column Comparisons	d e					-	-	-			
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column		3%	10%	12%	23%	17%	6%	11%	4%	7%	8%
	Weighted counts		58	187	79	141	221	180	298	56	124	100
	Column Comparisons			A B	A B	A B C D	-	-	-		c	c
Mental health problems or difficulties	% within column		8%	6%	1%	1%	1%	4%	10%	3%	4%	5%
	Weighted counts		164	116	4	5	9	118	281	40	78	62
	Column Comparisons	c D E		D E			-	-	-			
Breathlessness or chest pains	% within column		3%	6%	9%	13%	11%	4%	8%	4%	4%	7%
	Weighted counts		61	107	61	80	142	125	216	51	74	87
	Column Comparisons			b	a B c	A B C	-	-	-			c d
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column		3%	5%	3%	4%	3%	3%	5%	2%	3%	4%
	Weighted counts		59	89	19	25	44	85	128	29	55	56
	Column Comparisons						-	-	-			c
Poor hearing, partial hearing or deafness	% within column		2%	3%	5%	11%	8%	3%	4%	3%	3%	4%
	Weighted counts		35	58	35	69	104	87	124	38	49	50
	Column Comparisons				a B	A B C d	-	-	-			
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column		2%	5%	4%	7%	5%	2%	5%	2%	3%	3%
	Weighted counts		44	92	28	40	66	70	144	22	48	35
	Column Comparisons			A b	a	A B	-	-	-			
Poor vision, partial sight or blindness	% within column		2%	2%	3%	3%	3%	2%	3%	2%	1%	2%
	Weighted counts		30	46	19	16	35	51	80	30	21	28
	Column Comparisons						-	-	-			
Dyslexia	% within column		1%	1%	0%	0%	0%	1%	1%	1%	1%	1%
	Weighted counts		29	11	0	1	1	24	39	9	15	13
	Column Comparisons	d					-	-	-			
Cannot walk at all/ use a wheelchair	% within column		1%	1%	1%	2%	2%	1%	1%	1%	1%	0%
	Weighted counts		12	13	9	13	22	19	33	7	12	4
	Column Comparisons						-	-	-			
Prefer not to say	% within column		3%	3%	1%	4%	3%	3%	3%	4%	2%	2%
	Weighted counts		51	53	9	24	34	81	74	49	33	31
	Column Comparisons						-	-	-			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			SEG	Working status		UK nation				Rurality		
QJ4: Which of these, if any, limit your daily activities or the work you can do?			DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Difficulty in speaking or communicating	% within column		2%	1%	2%	1%	1%	2%	2%	1%	1%	**
	Weighted counts		36	35	45	67	4	5	3	61	19	
	Column Comparisons		c d									
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column		13%	2%	15%	8%	10%	11%	8%	8%	9%	**
	Weighted counts		198	63	416	385	47	31	15	351	128	
	Column Comparisons		C D E		A							
Mental health problems or difficulties	% within column		15%	4%	10%	6%	8%	9%	8%	6%	8%	**
	Weighted counts		219	114	279	319	40	25	15	285	114	
	Column Comparisons		C D E		A							
Breathlessness or chest pains	% within column		9%	3%	9%	6%	8%	6%	4%	5%	7%	**
	Weighted counts		128	79	261	277	38	19	7	233	108	
	Column Comparisons		C D		A							
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column		5%	2%	5%	3%	5%	5%	3%	3%	5%	**
	Weighted counts		72	61	152	171	22	14	6	136	76	
	Column Comparisons		c		A						a	
Poor hearing, partial hearing or deafness	% within column		5%	2%	6%	3%	4%	3%	3%	3%	4%	**
	Weighted counts		74	51	160	175	20	10	5	147	64	
	Column Comparisons				A							
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column		7%	1%	6%	3%	5%	6%	4%	3%	4%	**
	Weighted counts		108	45	169	163	25	18	7	152	62	
	Column Comparisons		C D E		A							
Poor vision, partial sight or blindness	% within column		3%	2%	3%	2%	4%	2%	3%	2%	2%	**
	Weighted counts		52	51	79	100	19	7	5	102	28	
	Column Comparisons		d		a							
Dyslexia	% within column		2%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts		26	32	31	54	3	5	2	41	22	
	Column Comparisons											
Cannot walk at all/ use a wheelchair	% within column		2%	0%	2%	1%	2%	1%	0%	1%	1%	**
	Weighted counts		29	6	46	41	9	2	1	39	13	
	Column Comparisons		c d e		A							
Prefer not to say	% within column		3%	2%	3%	3%	1%	4%	5%	3%	3%	**
	Weighted counts		43	53	96	130	7	11	8	114	39	
	Column Comparisons				a			b	b			

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 10

		Demographics									
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Difficulty in speaking or communicating	% within column	7%	1%	2%	2%	1%	1%	1%	1%	1%	2%
	Weighted counts	22	59	19	17	13	14	4	14	75	5
	Column Comparisons	B									
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	32%	7%	12%	14%	8%	5%	3%	7%	7%	17%
	Weighted counts	96	383	93	109	100	56	14	106	420	57
	Column Comparisons	B		c D E f	c D E F	d E	e		e		A
Mental health problems or difficulties	% within column	26%	6%	17%	10%	6%	4%	3%	3%	7%	2%
	Weighted counts	76	323	134	77	73	45	18	52	390	7
	Column Comparisons	B		B C D E F	c D E F	f				b	
Breathlessness or chest pains	% within column	21%	5%	9%	11%	5%	5%	3%	4%	5%	11%
	Weighted counts	63	278	74	87	54	46	15	65	305	36
	Column Comparisons	B		C d E F	C D E F						a
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	8%	3%	6%	6%	4%	3%	2%	2%	4%	4%
	Weighted counts	23	190	47	46	50	31	12	27	200	13
	Column Comparisons	b		d e F	d e F	f					
Poor hearing, partial hearing or deafness	% within column	12%	3%	6%	6%	4%	3%	2%	2%	3%	12%
	Weighted counts	36	175	48	51	43	29	10	30	172	39
	Column Comparisons	B		d e F	c d e F						A
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	17%	3%	6%	6%	3%	3%	1%	3%	3%	11%
	Weighted counts	52	162	50	50	38	26	4	46	179	35
	Column Comparisons	B		c d E f	c d E f	e	e				A
Poor vision, partial sight or blindness	% within column	12%	2%	3%	4%	2%	2%	1%	1%	2%	6%
	Weighted counts	35	96	27	29	28	18	6	21	111	19
	Column Comparisons	B									A
Dyslexia	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	6	57	11	11	17	7	5	11	61	2
	Column Comparisons										
Cannot walk at all/ use a wheelchair	% within column	13%	0%	2%	1%	1%	0%	0%	1%	1%	4%
	Weighted counts	38	14	13	12	7	3	0	16	37	15
	Column Comparisons	B									A

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demogr...
QJ4: Which of these, if any, limit your daily activities or the work you can do?		
	<b>Total</b>	
<b>Difficulty in speaking or communicating</b>	% within column	1%
	Weighted counts	80
	Column Comparisons	-
<b>Cannot walk very far or manage the stairs or can only do so with difficulty</b>	% within column	8%
	Weighted counts	478
	Column Comparisons	-
<b>Mental health problems or difficulties</b>	% within column	7%
	Weighted counts	399
	Column Comparisons	-
<b>Breathlessness or chest pains</b>	% within column	6%
	Weighted counts	341
	Column Comparisons	-
<b>Other illnesses/ health problems which limit your daily activities/ work you can do</b>	% within column	4%
	Weighted counts	213
	Column Comparisons	-
<b>Poor hearing, partial hearing or deafness</b>	% within column	4%
	Weighted counts	211
	Column Comparisons	-
<b>Limited ability to reach, e.g. restricted upper body mobility or ability to grip items</b>	% within column	4%
	Weighted counts	214
	Column Comparisons	-
<b>Poor vision, partial sight or blindness</b>	% within column	2%
	Weighted counts	130
	Column Comparisons	-
<b>Dyslexia</b>	% within column	1%
	Weighted counts	63
	Column Comparisons	-
<b>Cannot walk at all/ use a wheelchair</b>	% within column	1%
	Weighted counts	52
	Column Comparisons	-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			Methodology			Quarter		Gender		Age		
QJ4: Which of these, if any, limit your daily activities or the work you can do?			Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years
Prefer not to say	% within column		3%	3%	2%	3%	3%	2%	2%	2%	3%	2%
	Weighted counts		156	81	75	36	48	34	38	56	99	18
	Column Comparisons		-								a	
None	% within column		75%	84%	69%	76%	74%	76%	76%	77%	74%	77%
	Weighted counts		4,496	2,165	2,331	1,079	1,138	1,121	1,158	2,254	2,241	639
	Column Comparisons		-	B						b		E
NET: Any limiting difficulties	% within column		22%	12%	29%	22%	23%	22%	22%	21%	23%	21%
	Weighted counts		1,311	318	993	310	349	320	331	611	700	178
	Column Comparisons		-		A							b
Effective Column n	% within column											
	Weighted counts		3,587	893	2,694	858	926	884	919	1,722	1,865	516
	Column Comparisons											
Unweighted base			5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839
Weighted base			5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835
Columns			A	A	B	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics									
		Age					SEG				
QJ4: Which of these, if any, limit your daily activities or the work you can do?		25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2
<b>Prefer not to say</b>	% within column	3%	3%	1%	4%	3%	3%	3%	4%	2%	2%
	Weighted counts	51	53	9	24	34	81	74	49	33	31
	Column Comparisons										
<b>None</b>	% within column	81%	75%	75%	59%	68%	81%	69%	83%	80%	77%
	Weighted counts	1,568	1,423	508	358	866	2,574	1,922	1,140	1,434	1,002
	Column Comparisons	a C d E	E	E		-	-	-	e F	F	F
<b>NET: Any limiting difficulties</b>	% within column	16%	23%	23%	37%	30%	16%	29%	13%	18%	20%
	Weighted counts	319	431	157	226	381	505	806	180	325	264
	Column Comparisons		B	b	A B C D	-	-	-		c	C
<b>Effective Column n</b>	% within column										
	Weighted counts	1,233	1,146	382	310	691	1,989	1,598	876	1,113	716
	Column Comparisons										
<b>Unweighted base</b>		2,006	1,865	621	505	1,125	3,236	2,600	1,425	1,811	1,165
<b>Weighted base</b>		1,937	1,908	673	609	1,281	3,160	2,802	1,368	1,792	1,297
<b>Columns</b>		B	C	D	E	F	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 10

Ofcom Residential Postal Tracker (July 2017 - June 2018)

			Demographics									
			SEG	Working status		UK nation			Rurality			
QJ4: Which of these, if any, limit your daily activities or the work you can do?			DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Prefer not to say	% within column		3%	2%	3%	3%	1%	4%	5%	3%	3%	**
	Weighted counts		43	53	96	130	7	11	8	114	39	
	Column Comparisons				a			b	b			
None	% within column		61%	86%	64%	76%	74%	71%	74%	76%	73%	**
	Weighted counts		919	2,650	1,831	3,801	352	210	132	3,394	1,094	
	Column Comparisons			B								
NET: Any limiting difficulties	% within column		36%	12%	33%	22%	25%	26%	21%	21%	24%	**
	Weighted counts		542	366	938	1,077	118	77	38	944	366	
	Column Comparisons		C D E		A							
Effective Column n	% within column											
	Weighted counts		882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
	Column Comparisons											
Unweighted base			1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base			1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12
Columns			F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 8 of 10

		Demographics									
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Prefer not to say	% within column	5%	2%	2%	2%	1%	1%	1%	6%	2%	4%
	Weighted counts	16	139	16	15	15	13	3	94	133	15
	Column Comparisons	b							a b C D e		
None	% within column	25%	78%	58%	65%	77%	82%	88%	79%	77%	58%
	Weighted counts	74	4,421	449	525	919	847	471	1,284	4,298	193
	Column Comparisons		A		a	A B	A B c	A B C d f	A B	B	
NET: Any limiting difficulties	% within column	69%	19%	40%	33%	22%	16%	11%	15%	21%	38%
	Weighted counts	206	1,104	314	263	266	167	61	240	1,182	126
	Column Comparisons	B		b C D E F	C D E F	d E F	e				A
Effective Column n	% within column										
	Weighted counts	197	3,390	487	499	815	699	382	706	3,462	118
	Column Comparisons										
Unweighted base		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192
Weighted base		297	5,665	779	803	1,199	1,027	536	1,618	5,613	334
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 9 of 10

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demogr...
QJ4: Which of these, if any, limit your daily activities or the work you can do?		
		<b>Total</b>
	<i>% within column</i>	<b>3%</b>
<b>Prefer not to say</b>	<i>Weighted counts</i>	<b>156</b>
	<i>Column Comparisons</i>	-
	<i>% within column</i>	<b>75%</b>
<b>None</b>	<i>Weighted counts</i>	<b>4,496</b>
	<i>Column Comparisons</i>	-
	<i>% within column</i>	<b>22%</b>
<b>NET: Any limiting difficulties</b>	<i>Weighted counts</i>	<b>1,311</b>
	<i>Column Comparisons</i>	-
	<i>% within column</i>	
<b>Effective Column n</b>	<i>Weighted counts</i>	<b>3,587</b>
	<i>Column Comparisons</i>	
<b>Unweighted base</b>		<b>5,836</b>
<b>Weighted base</b>		<b>5,962</b>
<b>Columns</b>		<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QJ5: Ethnicity		% within column	68%	74%	66%	71%	68%	66%	66%	66%	70%	60%	62%	72%	78%
White – British / Scottish		Weighted counts	4,042	1,098	2,944	1,008	1,047	979	1,008	1,917	2,126	498	1,192	1,368	486
		Column Comparisons	-	B							a			A B	A B c
		% within column	13%	7%	15%	11%	13%	14%	14%	15%	11%	11%	10%	13%	16%
White – English		Weighted counts	781	105	676	158	197	211	215	434	347	94	203	241	98
		Column Comparisons	-		A					b					b
		% within column	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%
White – Welsh		Weighted counts	117	23	94	28	23	28	38	54	63	16	36	42	15
		Column Comparisons	-												
		% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
White – Irish		Weighted counts	71	19	52	15	16	21	19	31	40	8	26	29	3
		Column Comparisons	-												
		% within column	15%	15%	15%	13%	15%	15%	16%	15%	14%	25%	23%	10%	3%
Any other		Weighted counts	884	221	664	185	234	228	238	444	440	208	453	199	20
		Column Comparisons	-									C D E	C D E	D E	e
		% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%
I prefer not to answer		Weighted counts	66	15	51	31	18	9	9	42	24	10	27	29	0
		Column Comparisons	-			c d						d e	d e	d e	
		% within column	87%	87%	87%	87%	87%	87%	87%	85%	89%	79%	80%	90%	97%
NET: White		Weighted counts	5,187	1,288	3,898	1,240	1,335	1,283	1,328	2,496	2,691	658	1,555	1,710	606
		Column Comparisons	-								a			A B	A B C
		% within column	5%	5%	5%	5%	5%	4%	5%	6%	4%	9%	8%	2%	1%
NET: Asian		Weighted counts	284	76	208	72	76	65	71	166	118	72	159	45	6
		Column Comparisons	-							b		C D E	C D E	e	
		% within column	3%	4%	3%	3%	3%	4%	4%	4%	3%	6%	4%	3%	1%
NET: Black		Weighted counts	201	64	138	40	46	56	59	110	91	51	81	65	5
		Column Comparisons	-									c D E	d E	d E	
		% within column	2%	1%	3%	2%	2%	2%	3%	2%	2%	3%	3%	2%	0%
NET: Mixed		Weighted counts	134	20	114	25	33	37	40	59	75	26	65	41	2
		Column Comparisons	-		a							d E	D E	d e	
		% within column	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	3%	1%	0%
NET: Other		Weighted counts	90	18	71	17	26	26	20	49	41	17	51	19	3
		Column Comparisons	-									e	c d e		

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
QJ5: Ethnicity	% within column	75%	77%	66%	70%	66%	66%	68%	71%	66%	70%	66%	90%	59%
White – British / Scottish	Weighted counts	498	984	2,088	1,954	859	1,229	885	1,070	1,971	2,053	3,317	431	177
	Column Comparisons	A B	-	-	-				c d		a		A C D	
	% within column	22%	19%	12%	15%	9%	14%	16%	14%	11%	15%	15%	3%	4%
White – English	Weighted counts	146	243	367	414	116	251	212	202	335	442	751	13	13
	Column Comparisons	A B C	-	-	-		c	C	c		A	B C D		
	% within column	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	0%	30%
White – Welsh	Weighted counts	7	22	68	49	29	39	29	20	60	56	26	1	90
	Column Comparisons		-	-	-									A B D
	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%
White – Irish	Weighted counts	4	8	45	26	18	26	12	14	42	29	26	1	1
	Column Comparisons		-	-	-									
	% within column	1%	2%	18%	11%	21%	16%	11%	12%	19%	11%	16%	6%	6%
Any other	Weighted counts	5	25	563	321	276	288	147	174	557	317	826	31	17
	Column Comparisons		-	-	-	D E F	e f			B		B C d		
	% within column	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	0%	0%
I prefer not to answer	Weighted counts	0	0	29	37	8	21	21	16	38	26	61	1	1
	Column Comparisons		-	-	-									
	% within column	100%	99%	84%	91%	81%	86%	91%	91%	84%	90%	85%	97%	96%
NET: White	Weighted counts	658	1,264	2,647	2,540	1,058	1,589	1,182	1,358	2,523	2,640	4,268	461	285
	Column Comparisons	A B C d	-	-	-		c	C d	C D		A		A	A
	% within column	0%	1%	6%	4%	7%	5%	3%	4%	6%	4%	5%	1%	2%
NET: Asian	Weighted counts	2	7	185	99	88	97	40	59	171	105	270	7	6
	Column Comparisons		-	-	-	E f	e			b		b		
	% within column	0%	0%	5%	2%	6%	4%	2%	2%	5%	2%	4%	0%	1%
NET: Black	Weighted counts	0	5	150	51	77	73	22	29	139	60	197	2	2
	Column Comparisons		-	-	-	d E F	e f			B		b		
	% within column	0%	0%	3%	2%	3%	2%	2%	2%	3%	2%	2%	1%	1%
NET: Mixed	Weighted counts	0	2	87	47	42	46	23	24	84	49	123	6	3
	Column Comparisons		-	-	-					b				
	% within column	0%	0%	2%	1%	3%	2%	1%	1%	2%	1%	2%	0%	0%
NET: Other	Weighted counts	0	3	62	28	34	28	17	11	48	42	88	1	1
	Column Comparisons		-	-	-	f								

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics														
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QJ5: Ethnicity	% within column	66%	66%	72%	**	67%	68%	70%	68%	68%	64%	68%	69%	68%
White – British / Scottish	Weighted counts	118	2,815	1,220		227	3,815	572	589	916	738	395	832	3,874
	Column Comparisons	c		A										
White – English	% within column	2%	12%	16%	**	12%	13%	14%	17%	14%	13%	8%	11%	13%
	Weighted counts	4	509	268		41	740	115	145	194	150	48	129	754
	Column Comparisons			a				e	E f	e	e			
White – Welsh	% within column	0%	2%	3%	**	1%	2%	2%	2%	2%	2%	3%	2%	2%
	Weighted counts	0	70	47		2	115	18	18	25	20	17	20	110
	Column Comparisons													
White – Irish	% within column	24%	1%	1%	**	1%	1%	1%	1%	1%	1%	2%	1%	1%
	Weighted counts	43	47	24		2	69	6	9	18	14	9	15	69
	Column Comparisons	A B C												
Any other	% within column	6%	18%	7%	**	18%	15%	12%	11%	14%	19%	19%	14%	15%
	Weighted counts	11	773	111		62	823	100	96	184	222	112	170	858
	Column Comparisons		B								A B c f	a B c f		
I prefer not to answer	% within column	2%	1%	1%	**	1%	1%	1%	1%	1%	0%	0%	3%	1%
	Weighted counts	3	47	18		4	62	8	8	8	1	3	38	65
	Column Comparisons	b c						d					a b C D e	
NET: White	% within column	97%	84%	94%	**	84%	87%	90%	91%	89%	84%	84%	85%	87%
	Weighted counts	173	3,581	1,593		285	4,901	735	785	1,197	961	488	1,020	4,983
	Column Comparisons	a		A				d e f	D E f	d e f				
NET: Asian	% within column	0%	6%	2%	**	8%	5%	3%	3%	3%	6%	7%	6%	5%
	Weighted counts	1	258	26		26	258	29	26	44	73	40	72	270
	Column Comparisons		B			b					a b c	a b c	b c	
NET: Black	% within column	0%	4%	1%	**	2%	3%	3%	1%	3%	6%	3%	4%	3%
	Weighted counts	0	182	19		7	195	23	9	40	67	18	45	197
	Column Comparisons		B							b	a B c	b	b	

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 8



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
		NET: Internet non-user	Total
QJ5: Ethnicity			
	% within column	72%	68%
<b>White – British / Scottish</b>	Weighted counts	158	4,042
	Column Comparisons		-
	% within column	12%	13%
<b>White – English</b>	Weighted counts	27	781
	Column Comparisons		-
	% within column	3%	2%
<b>White – Welsh</b>	Weighted counts	7	117
	Column Comparisons		-
	% within column	1%	1%
<b>White – Irish</b>	Weighted counts	2	71
	Column Comparisons		-
	% within column	11%	15%
<b>Any other</b>	Weighted counts	24	884
	Column Comparisons		-
	% within column	0%	1%
<b>I prefer not to answer</b>	Weighted counts	0	66
	Column Comparisons		-
	% within column	89%	87%
<b>NET: White</b>	Weighted counts	193	5,187
	Column Comparisons		-
	% within column	6%	5%
<b>NET: Asian</b>	Weighted counts	13	284
	Column Comparisons		-
	% within column	2%	3%
<b>NET: Black</b>	Weighted counts	4	201
	Column Comparisons		-

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ5: Ethnicity	% within column	2%	1%	3%	2%	2%	2%	3%	2%	2%	3%	3%	2%	0%
NET: Mixed	Weighted counts	134	20	114	25	33	37	40	59	75	26	65	41	2
	Column Comparisons	-		a							d E	D E	d e	
	% within column	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	3%	1%	0%
NET: Other	Weighted counts	90	18	71	17	26	26	20	49	41	17	51	19	3
	Column Comparisons	-									e	c d e		
	% within column													
Effective Column n	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382	1,285	428
	Column Comparisons													
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	622
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		Age		SEG						Working status		UK nation		
		75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales
QJ5: Ethnicity	% within column	0%	0%	3%	2%	3%	2%	2%	2%	3%	2%	2%	1%	1%
<b>NET: Mixed</b>	Weighted counts	0	2	87	47	42	46	23	24	84	49	123	6	3
	Column Comparisons		-	-	-					b				
	% within column	0%	0%	2%	1%	3%	2%	1%	1%	2%	1%	2%	0%	0%
<b>NET: Other</b>	Weighted counts	0	3	62	28	34	28	17	11	48	42	88	1	1
	Column Comparisons		-	-	-	f								
	% within column													
<b>Effective Column n</b>	Weighted counts	348	775	2,229	1,791	982	1,248	803	989	2,053	1,946	2,525	514	497
	Column Comparisons													
<b>Unweighted base</b>		505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721
<b>Weighted base</b>		660	1,281	3,160	2,802	1,306	1,853	1,306	1,496	3,003	2,923	5,008	477	298
<b>Columns</b>		E	F	A	B	C	D	E	F	A	B	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics												
		UK nation	Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage	
		N. Ireland	Urban	Rural	Unknown	Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
QJ5: Ethnicity	% within column	1%	3%	1%	**	2%	2%	2%	3%	3%	3%	2%	1%	2%
NET: Mixed	Weighted counts	2	114	20		8	126	15	23	37	30	14	15	127
	Column Comparisons		b											
	% within column	0%	2%	1%	**	2%	1%	1%	2%	1%	1%	4%	1%	2%
NET: Other	Weighted counts	0	79	11		8	82	10	14	18	14	21	13	90
	Column Comparisons		b									a c d f		
	% within column													
Effective Column n	Weighted counts	485	2,774	1,239	8	221	3,800	546	559	914	783	428	791	3,881
	Column Comparisons													
Unweighted base		704	4,027	1,798	11	321	5,515	792	812	1,326	1,137	621	1,148	5,633
Weighted base		179	4,262	1,686	14	338	5,624	819	864	1,345	1,145	584	1,204	5,731
Columns		D	A	B	C	A	B	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 7 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics	
		QJ2: Internet usage	
		NET: Internet non-user	Total
QJ5: Ethnicity	% within column	3%	2%
<b>NET: Mixed</b>	Weighted counts	7	134
	Column Comparisons		-
	% within column	0%	2%
<b>NET: Other</b>	Weighted counts	0	90
	Column Comparisons		-
	% within column		
<b>Effective Column n</b>	Weighted counts	132	4,021
	Column Comparisons		
<b>Unweighted base</b>		192	5,836
<b>Weighted base</b>		218	5,962
<b>Columns</b>		B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Methodology			Quarter				Gender		Age	
QJ6: Annual household income		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years
Under £11,500 per year	% within column	14%	9%	15%	11%	14%	14%	15%	11%	16%	19%	11%
	Weighted counts	819	132	688	161	213	211	234	335	485	157	218
	Column Comparisons	-		A				a		A	B c D	
£11,500 - £17,499 per year	% within column	14%	11%	16%	15%	15%	15%	13%	12%	16%	14%	13%
	Weighted counts	864	167	698	220	234	214	196	365	499	116	253
	Column Comparisons	-		A						A		
£17,500 - £29,999 per year	% within column	23%	13%	26%	23%	22%	21%	24%	24%	21%	18%	24%
	Weighted counts	1,345	195	1,150	325	337	312	372	704	641	149	473
	Column Comparisons	-		A					b			a
£30,000 - £49,999 per year	% within column	19%	11%	22%	18%	19%	21%	19%	21%	17%	14%	24%
	Weighted counts	1,145	169	976	251	291	316	287	618	527	118	459
	Column Comparisons	-		A					b			A c d E
£50,000+ per year	% within column	10%	7%	11%	10%	9%	9%	11%	12%	8%	7%	12%
	Weighted counts	584	102	482	138	142	134	171	339	245	60	230
	Column Comparisons	-		A					B		e	a d E
I don't know/ I prefer not to answer	% within column	20%	48%	11%	23%	21%	20%	17%	19%	21%	28%	16%
	Weighted counts	1,204	717	487	331	318	288	267	561	643	234	305
	Column Comparisons	-	B		d						B C e	
Effective Column n	% within column											
	Weighted counts	4,021	1,001	3,020	962	1,038	991	1,030	1,930	2,090	578	1,382
	Column Comparisons											
Average		3.6	4.4	3.3	3.7	3.6	3.5	3.5	3.7	3.5	3.6	3.6
Standard Deviation		1.7	1.8	1.5	1.7	1.7	1.7	1.6	1.6	1.7	1.9	1.5
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006
Weighted base		5,962	1,481	4,481	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937
Columns		A	A	B	A	B	C	D	A	B	A	B

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 1 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics										
		Age				SEG					Working status	
		45-64 years	65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working
QJ6: Annual household income												
Under £11,500 per year	% within column	13%	11%	18%	15%	9%	20%	3%	12%	7%	31%	7%
	Weighted counts	256	67	120	187	270	549	40	230	89	461	212
	Column Comparisons			B c d	-	-	-		C E	C	C D E	
£11,500 - £17,499 per year	% within column	13%	16%	23%	20%	11%	19%	7%	14%	15%	22%	11%
	Weighted counts	245	101	149	250	343	521	93	250	192	329	339
	Column Comparisons			a B C	-	-	-		C	C	C D E	
£17,500 - £29,999 per year	% within column	23%	21%	22%	21%	21%	25%	14%	26%	31%	19%	25%
	Weighted counts	448	131	144	275	653	692	180	473	401	291	754
	Column Comparisons	a			-	-	-		C F	C d F	C	B
£30,000 - £49,999 per year	% within column	20%	17%	13%	15%	24%	14%	27%	22%	21%	8%	25%
	Weighted counts	374	107	86	193	759	386	358	401	273	113	764
	Column Comparisons	a e			-	-	-	d e F	F	F		B
£50,000+ per year	% within column	12%	7%	3%	5%	15%	4%	27%	7%	6%	2%	15%
	Weighted counts	231	45	19	63	476	108	352	124	78	30	441
	Column Comparisons	a d E	e		-	-	-	D E F	F	F		B
I don't know/ I prefer not to answer	% within column	19%	28%	21%	24%	21%	19%	22%	20%	21%	18%	16%
	Weighted counts	353	171	142	312	659	546	283	375	274	272	494
	Column Comparisons		B C	b	-	-	-					
Effective Column n	% within column											
	Weighted counts	1,285	428	348	775	2,229	1,791	982	1,248	803	989	2,053
	Column Comparisons											
Average		3.6	3.8	3.2	3.5	3.9	3.2	4.3	3.6	3.7	2.8	3.8
Standard Deviation		1.6	1.7	1.8	1.8	1.5	1.7	1.3	1.6	1.5	1.8	1.4
Unweighted base		1,865	621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980
Weighted base		1,908	622	660	1,281	3,160	2,802	1,306	1,853	1,306	1,496	3,003
Columns		C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 4

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		Working status		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income
										Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year
QJ6: Annual household income		Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
	% within column	21%	14%	13%	17%	12%	14%	14%	**	18%	13%	100%
Under £11,500 per year	Weighted counts	603	686	61	50	22	585	232		61	758	819
	Column Comparisons	A								b		B C D E F
	% within column	18%	15%	12%	18%	10%	14%	17%	**	18%	14%	0%
£11,500 - £17,499 per year	Weighted counts	522	733	60	53	18	585	279		62	802	0
	Column Comparisons	A			b d							
	% within column	20%	23%	23%	19%	24%	22%	23%	**	25%	22%	0%
£17,500 - £29,999 per year	Weighted counts	588	1,137	110	55	43	952	391		84	1,260	0
	Column Comparisons											
	% within column	13%	19%	22%	16%	19%	19%	20%	**	17%	19%	0%
£30,000 - £49,999 per year	Weighted counts	380	960	104	48	34	811	333		57	1,089	0
	Column Comparisons											
	% within column	5%	9%	16%	11%	10%	10%	9%	**	7%	10%	0%
£50,000+ per year	Weighted counts	140	455	77	34	18	427	157		23	561	0
	Column Comparisons			A c d								
	% within column	24%	21%	14%	20%	25%	21%	17%	**	15%	21%	0%
I don't know/ I prefer not to answer	Weighted counts	689	1,036	66	58	44	901	293		51	1,154	0
	Column Comparisons	A	b		b	B	b			a		
	% within column											
Effective Column n	Weighted counts	1,946	2,525	514	497	485	2,774	1,239	8	221	3,800	546
	Column Comparisons											
Average		3.3	3.6	3.6	3.5	3.8	3.6	3.5	5.1	3.2	3.6	1.0
Standard Deviation		1.8	1.7	1.6	1.7	1.7	1.7	1.6	1.8	1.6	1.7	.0
Unweighted base		2,824	3,665	746	721	704	4,027	1,798	11	321	5,515	792
Weighted base		2,923	5,008	477	298	179	4,262	1,686	14	338	5,624	819
Columns		B	A	B	C	D	A	B	C	A	B	A

Weight: Demographic &amp; Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 3 of 4



## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics							
		QJ6: Annual household income					QJ2: Internet usage		
		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ6: Annual household income	% within column	0%	0%	0%	0%	0%	14%	19%	14%
Under £11,500 per year	Weighted counts	0	0	0	0	0	776	42	819
	Column Comparisons								-
£11,500 - £17,499 per year	% within column	100%	0%	0%	0%	0%	14%	17%	14%
	Weighted counts	864	0	0	0	0	826	36	864
	Column Comparisons	A C D E F							-
£17,500 - £29,999 per year	% within column	0%	100%	0%	0%	0%	23%	9%	23%
	Weighted counts	0	1,345	0	0	0	1,324	20	1,345
	Column Comparisons		A B D E F				B		-
£30,000 - £49,999 per year	% within column	0%	0%	100%	0%	0%	20%	10%	19%
	Weighted counts	0	0	1,145	0	0	1,124	22	1,145
	Column Comparisons			A B C E F			b		-
£50,000+ per year	% within column	0%	0%	0%	100%	0%	10%	1%	10%
	Weighted counts	0	0	0	584	0	580	1	584
	Column Comparisons				A B C D F		B		-
I don't know/ I prefer not to answer	% within column	0%	0%	0%	0%	100%	19%	45%	20%
	Weighted counts	0	0	0	0	1,204	1,101	97	1,204
	Column Comparisons					A B C D E		A	-
Effective Column n	% within column								
	Weighted counts	559	914	783	428	791	3,881	132	4,021
	Column Comparisons								
Average		2.0	3.0	4.0	5.0	6.0	3.6	3.9	3.6
Standard Deviation		.0	.0	.0	.0	.0	1.6	2.1	1.7
Unweighted base		812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		864	1,345	1,145	584	1,204	5,731	218	5,962
Columns		B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 4 of 4

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QJ7: Annual household income above or below £11,500		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Under £11,500	% within column	5%	5%	4%	6%	5%	5%	3%	5%	4%	4%	6%	3%	5%	6%	6%
	Weighted counts	56	34	22	19	15	14	7	27	28	9	18	11	9	8	17
	Column Comparisons	-														-
Over £11,500	% within column	29%	37%	19%	24%	32%	32%	30%	31%	28%	32%	28%	32%	31%	19%	26%
	Weighted counts	354	263	91	79	102	92	81	172	182	76	87	112	54	26	80
	Column Comparisons	-	B													-
I don't know	% within column	13%	8%	20%	11%	8%	16%	15%	11%	14%	30%	10%	5%	7%	12%	10%
	Weighted counts	152	55	97	38	26	46	41	62	89	71	32	19	12	18	30
	Column Comparisons	-		A							B C D e					-
I prefer not to answer	% within column	53%	51%	57%	59%	55%	47%	52%	53%	53%	33%	55%	60%	56%	63%	59%
	Weighted counts	643	365	278	194	175	136	138	299	343	78	168	211	96	89	185
	Column Comparisons	-										A	A	a	A	-
Effective Column n	% within column															
	Weighted counts	771	474	297	214	211	177	169	354	417	169	215	217	99	72	170
Column Comparisons																
Unweighted base		1,148	706	442	319	314	263	252	527	621	251	320	323	147	107	253
Weighted base		1,204	717	487	331	318	288	267	561	643	234	305	353	171	142	312
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
QJ7: Annual household income above or below £11,500		ABC1	C2DE	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
<b>Under £11,500</b>	% within column	3%	7%	3%	3%	3%	10%	2%	6%	5%	4%	5%	3%	5%	3%	**
	Weighted counts	19	37	9	10	9	28	12	40	49	3	3	1	47	8	
	Column Comparisons	-	-				c d e		a							
<b>Over £11,500</b>	% within column	35%	23%	28%	40%	29%	17%	38%	24%	29%	45%	15%	24%	29%	30%	**
	Weighted counts	228	126	79	150	78	47	187	163	305	29	9	10	264	89	
	Column Comparisons	-	-	f	c e F	f		B			C d					
<b>I don't know</b>	% within column	10%	15%	7%	13%	12%	19%	8%	16%	12%	13%	14%	17%	12%	16%	**
	Weighted counts	67	84	20	47	32	52	39	111	128	8	8	8	105	47	
	Column Comparisons	-	-				c		A							
<b>I prefer not to answer</b>	% within column	52%	55%	62%	45%	56%	53%	52%	54%	54%	39%	65%	57%	54%	51%	**
	Weighted counts	344	299	175	169	154	145	257	375	554	25	38	25	485	150	
	Column Comparisons	-	-	d								b				
<b>Effective Column n</b>	% within column															
	Weighted counts	458	314	206	252	147	167	328	432	505	68	89	110	566	200	5
Column Comparisons																
<b>Unweighted base</b>		681	467	306	375	219	248	488	643	751	101	132	164	843	298	7
<b>Weighted base</b>		659	546	283	375	274	272	494	689	1,036	66	58	44	901	293	10
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 2 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ7: Annual household income above or below £11,500		**	4%	**	**	**	**	**	5%	4%	14%	5%
Under £11,500			51						56	42	14	56
Column Comparisons									-		A	-
% within column		**	30%	**	**	**	**	**	29%	30%	22%	29%
Over £11,500			344						354	333	22	354
Column Comparisons									-			-
% within column		**	12%	**	**	**	**	**	13%	13%	12%	13%
I don't know			142						152	139	11	152
Column Comparisons									-			-
% within column		**	53%	**	**	**	**	**	53%	53%	52%	53%
I prefer not to answer			616						643	587	50	643
Column Comparisons									-			-
% within column												
Effective Column n		26	746	0	0	0	0	0	771	714	54	771
Column Comparisons												
Unweighted base		38	1,110	0	0	0	0	0	1,148	1,063	80	1,148
Weighted base		51	1,154	0	0	0	0	0	1,204	1,101	97	1,204
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic & Geographic Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 3 of 3

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ7B_1: Positivity statements... I am satisfied with my life		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Strongly agree	% within column	20%	31%	12%	23%	20%	17%	21%	20%	20%	19%	25%	17%
	Weighted counts	1,212	799	413	331	312	255	314	594	617	156	478	325
	Column Comparisons	-	B		c							a C	
Agree	% within column	36%	43%	31%	36%	36%	36%	36%	36%	36%	35%	33%	36%
	Weighted counts	2,149	1,112	1,037	506	555	537	550	1,058	1,091	291	645	679
	Column Comparisons	-	B										
Strongly agree + Agree	% within column	56%	75%	43%	59%	56%	54%	57%	57%	56%	54%	58%	53%
	Weighted counts	3,360	1,911	1,450	837	867	792	864	1,652	1,708	448	1,124	1,004
	Column Comparisons	-	B									c	
Slightly agree	% within column	19%	12%	24%	17%	19%	22%	18%	18%	20%	18%	18%	19%
	Weighted counts	1,127	304	823	243	294	319	272	527	600	154	352	354
	Column Comparisons	-		A									
Neither agree nor disagree	% within column	12%	8%	14%	10%	12%	12%	11%	12%	11%	12%	11%	12%
	Weighted counts	687	195	491	143	189	184	171	344	342	103	217	223
	Column Comparisons	-		A									
Slightly disagree	% within column	8%	4%	10%	9%	7%	6%	8%	7%	8%	10%	7%	9%
	Weighted counts	454	109	346	131	104	92	127	218	236	81	132	179
	Column Comparisons	-		A							b D	d	b D
Disagree	% within column	4%	1%	5%	3%	4%	4%	3%	4%	3%	4%	3%	5%
	Weighted counts	213	30	183	46	55	59	53	114	99	32	62	99
	Column Comparisons	-		A							e	e	b d e
Strongly disagree	% within column	2%	1%	3%	2%	2%	2%	3%	2%	2%	2%	3%	3%
	Weighted counts	120	14	106	25	26	29	40	66	55	16	51	48
	Column Comparisons	-		A							d	d e	d e
NET: Agree	% within column	75%	86%	67%	76%	76%	75%	74%	75%	76%	72%	76%	71%
	Weighted counts	4,488	2,215	2,272	1,080	1,160	1,111	1,136	2,179	2,309	602	1,476	1,358
	Column Comparisons	-	B									c	
NET: Disagree	% within column	13%	6%	19%	14%	12%	12%	14%	14%	13%	16%	13%	17%
	Weighted counts	787	153	634	202	185	181	220	398	390	130	244	326
	Column Comparisons	-		A							D e	D e	b D E
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QJ7B_1: Positivity statements... I am satisfied with my life		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
<b>Strongly agree</b>	% within column	20%	19%	20%	25%	16%	29%	21%	21%	11%	23%	18%	21%
	Weighted counts	135	117	252	775	437	396	379	268	169	700	509	1,028
	Column Comparisons			-	-	-	D E F	F	F		B		
<b>Agree</b>	% within column	47%	36%	42%	39%	33%	41%	37%	38%	29%	38%	34%	35%
	Weighted counts	314	220	534	1,222	927	558	664	496	430	1,165	974	1,774
	Column Comparisons	a B C e		-	-	-	F	F	F		b		
<b>Strongly agree + Agree</b>	% within column	67%	55%	61%	63%	49%	70%	58%	59%	40%	61%	52%	56%
	Weighted counts	448	337	785	1,997	1,363	954	1,043	764	599	1,865	1,483	2,801
	Column Comparisons	A b C e		-	-	-	D E F	F	F		B		
<b>Slightly agree</b>	% within column	20%	22%	21%	18%	20%	15%	20%	19%	21%	18%	19%	19%
	Weighted counts	132	134	265	560	567	210	351	251	316	563	557	945
	Column Comparisons			-	-	-		c		c			
<b>Neither agree nor disagree</b>	% within column	9%	14%	11%	10%	13%	8%	11%	11%	16%	11%	12%	12%
	Weighted counts	57	85	143	309	378	109	200	139	239	324	356	592
	Column Comparisons			-	-	-		c		C d e			
<b>Slightly disagree</b>	% within column	3%	7%	5%	6%	10%	5%	7%	7%	12%	6%	9%	8%
	Weighted counts	20	42	62	181	273	64	117	91	182	199	255	386
	Column Comparisons		d	-	-	-				C D E		a	
<b>Disagree</b>	% within column	2%	1%	2%	3%	5%	2%	3%	2%	7%	2%	5%	4%
	Weighted counts	14	6	20	80	133	24	57	32	101	72	140	179
	Column Comparisons			-	-	-				C D E		A	
<b>Strongly disagree</b>	% within column	0%	1%	0%	1%	3%	1%	1%	2%	4%	1%	3%	2%
	Weighted counts	2	3	5	33	87	8	25	20	67	46	73	105
	Column Comparisons			-	-	-				C D e		a	
<b>NET: Agree</b>	% within column	86%	77%	82%	81%	69%	85%	78%	78%	61%	79%	71%	75%
	Weighted counts	581	471	1,050	2,557	1,930	1,164	1,394	1,015	915	2,428	2,040	3,746
	Column Comparisons	A B C e	c	-	-	-	D E F	F	F		B		
<b>NET: Disagree</b>	% within column	5%	9%	7%	9%	18%	7%	11%	11%	23%	10%	16%	13%
	Weighted counts	35	52	88	294	494	96	198	143	351	317	469	670
	Column Comparisons			-	-	-		c	c	C D E		A	
<b>Effective Column n</b>													
Weighted counts		382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Column Comparisons													
<b>Unweighted base</b>		621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665
<b>Weighted base</b>		673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		NET:						Yes – I am house-	No – I am not house-	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QJ7B_1: Positivity statements... I am satisfied with my life		Scotland	Wales	N. Ireland	Urban	Rural	Unknown	bound	bound				
<b>Strongly agree</b>	% within column	20%	17%	20%	21%	17%	**	14%	21%	9%	11%	16%	21%
	Weighted counts	97	52	35	951	259		41	1,171	69	88	194	212
	Column Comparisons				b				a			A b	A B c
<b>Agree</b>	% within column	40%	39%	36%	36%	37%	**	20%	37%	26%	34%	37%	39%
	Weighted counts	193	117	65	1,594	551		58	2,091	203	271	446	400
	Column Comparisons								A		a	A	A
<b>Strongly agree + Agree</b>	% within column	61%	57%	56%	57%	54%	**	33%	58%	35%	45%	53%	60%
	Weighted counts	290	169	101	2,545	810		99	3,261	272	359	640	612
	Column Comparisons								A		a	A b	A B c
<b>Slightly agree</b>	% within column	18%	19%	21%	19%	20%	**	18%	19%	20%	24%	22%	21%
	Weighted counts	87	58	37	829	296		53	1,074	155	195	264	213
	Column Comparisons									F	F	F	F
<b>Neither agree nor disagree</b>	% within column	9%	10%	11%	11%	12%	**	23%	11%	20%	14%	11%	10%
	Weighted counts	45	31	19	501	185		68	618	153	109	127	108
	Column Comparisons							B		b C D E F	e		
<b>Slightly disagree</b>	% within column	6%	8%	8%	7%	9%	**	12%	7%	13%	10%	8%	6%
	Weighted counts	29	25	14	323	129		36	419	103	83	91	61
	Column Comparisons							b		c D E F	d e f		
<b>Disagree</b>	% within column	4%	4%	3%	4%	3%	**	7%	3%	7%	5%	4%	3%
	Weighted counts	18	11	5	165	48		21	192	54	41	45	26
	Column Comparisons							b		c D E F	d e f	e	
<b>Strongly disagree</b>	% within column	2%	1%	2%	2%	2%	**	6%	2%	5%	2%	3%	1%
	Weighted counts	9	4	3	89	30		19	101	41	16	32	8
	Column Comparisons							B		b c D e F		d f	
<b>NET: Agree</b>	% within column	79%	76%	77%	76%	74%	**	51%	77%	55%	69%	75%	80%
	Weighted counts	376	227	138	3,375	1,106		152	4,335	428	554	904	825
	Column Comparisons								A		A	A b	A B c
<b>NET: Disagree</b>	% within column	12%	13%	12%	13%	14%	**	26%	13%	25%	17%	14%	9%
	Weighted counts	56	40	22	577	207		76	711	198	140	168	95
	Column Comparisons							B		b C D E F	D E F	d e f	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
QJ7B_1: Positivity statements... I am satisfied with my life		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
<b>Strongly agree</b>	% within column	23%	33%	21%	15%	<b>20%</b>
	Weighted counts	121	527	1,157	49	<b>1,212</b>
	Column Comparisons	A B c	A B C D e	b		-
<b>Agree</b>	% within column	42%	37%	36%	40%	<b>36%</b>
	Weighted counts	224	605	2,014	133	<b>2,149</b>
	Column Comparisons	A b	A			-
<b>Strongly agree + Agree</b>	% within column	64%	70%	57%	54%	<b>56%</b>
	Weighted counts	345	1,132	3,171	182	<b>3,360</b>
	Column Comparisons	A B C	A B C D			-
<b>Slightly agree</b>	% within column	20%	12%	19%	17%	<b>19%</b>
	Weighted counts	110	191	1,071	57	<b>1,127</b>
	Column Comparisons	f				-
<b>Neither agree nor disagree</b>	% within column	7%	10%	11%	16%	<b>12%</b>
	Weighted counts	36	154	625	54	<b>687</b>
	Column Comparisons				a	-
<b>Slightly disagree</b>	% within column	6%	5%	8%	8%	<b>8%</b>
	Weighted counts	31	85	427	27	<b>454</b>
	Column Comparisons					-
<b>Disagree</b>	% within column	1%	2%	4%	3%	<b>4%</b>
	Weighted counts	7	40	203	9	<b>213</b>
	Column Comparisons					-
<b>Strongly disagree</b>	% within column	1%	1%	2%	1%	<b>2%</b>
	Weighted counts	7	16	115	5	<b>120</b>
	Column Comparisons					-
<b>NET: Agree</b>	% within column	85%	82%	76%	71%	<b>75%</b>
	Weighted counts	455	1,322	4,242	239	<b>4,488</b>
	Column Comparisons	A B C	A B c			-
<b>NET: Disagree</b>	% within column	8%	9%	13%	12%	<b>13%</b>
	Weighted counts	45	141	746	41	<b>787</b>
	Column Comparisons					-

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ7B_1: Positivity statements... I am satisfied with my life		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Effective Column n	% within column	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Weighted counts												
	Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

						Demographics											
						Age				SEG				Working status		UK nation	
QJ7B_1: Positivity statements... I am satisfied with my life						65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
% within column																	
Effective Column n						382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
Weighted counts																	
Column Comparisons																	
Unweighted base						621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665
Weighted base						673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008
Columns						D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
								Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QJ7B_1: Positivity statements... I am satisfied with my life	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown							
	% within column												
Effective Column n	Weighted counts	459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
	Column Comparisons												
Unweighted base		746	721	704	4,027	1,798	11	321	5,515	792	812	1,326	1,137
Weighted base		477	298	179	4,452	1,498	12	297	5,665	779	803	1,199	1,027
Columns		B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
QJ7B_1: Positivity statements... I am satisfied with my life	% within column					
Effective Column n	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					
Unweighted base		621	1,148	5,633	192	5,836
Weighted base		536	1,618	5,613	334	5,962
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ); A, B, C, D, E, F... ( $p \leq 0.001$ ).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ7B_2: Positivity statements... I feel very positive about my future		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Strongly agree	% within column	19%	28%	12%	22%	19%	16%	19%	20%	18%	25%	24%	15%
	Weighted counts	1,119	728	391	310	288	233	287	582	538	207	464	296
	Column Comparisons	-	B		c						C D E	C D E	e
Agree	% within column	31%	38%	26%	31%	33%	32%	30%	31%	32%	35%	32%	31%
	Weighted counts	1,859	969	891	439	500	467	453	899	960	290	617	588
	Column Comparisons	-	B								e	e	
Strongly agree + Agree	% within column	50%	66%	38%	53%	51%	47%	48%	51%	49%	59%	56%	46%
	Weighted counts	2,978	1,697	1,282	749	789	700	740	1,481	1,498	497	1,082	883
	Column Comparisons	-	B								C D E	C D E	E
Slightly agree	% within column	20%	14%	24%	17%	21%	20%	21%	20%	20%	18%	19%	20%
	Weighted counts	1,182	359	823	236	325	302	319	576	606	152	360	382
	Column Comparisons	-		A									
Neither agree nor disagree	% within column	17%	13%	20%	17%	16%	19%	17%	16%	18%	11%	14%	17%
	Weighted counts	1,022	332	690	247	246	274	255	463	559	91	278	330
	Column Comparisons	-		A						a			a
Slightly disagree	% within column	7%	3%	10%	7%	6%	7%	7%	8%	7%	7%	6%	8%
	Weighted counts	421	84	337	103	99	109	110	221	200	55	111	161
	Column Comparisons	-		A									b
Disagree	% within column	4%	3%	5%	5%	3%	4%	4%	4%	4%	3%	3%	6%
	Weighted counts	244	77	166	65	51	63	65	126	118	27	57	110
	Column Comparisons	-		a									b
Strongly disagree	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%
	Weighted counts	116	15	101	26	26	26	38	54	61	14	50	41
	Column Comparisons	-		A									
NET: Agree	% within column	70%	80%	62%	69%	73%	68%	69%	70%	69%	78%	74%	66%
	Weighted counts	4,160	2,056	2,104	985	1,114	1,002	1,059	2,057	2,103	648	1,442	1,265
	Column Comparisons	-	B								C D E	C d E	e
NET: Disagree	% within column	13%	7%	18%	14%	11%	13%	14%	14%	12%	11%	11%	16%
	Weighted counts	780	176	604	193	175	199	212	401	379	95	218	312
	Column Comparisons	-		A									a B d
Effective Column n	% within column												
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
Column Comparisons													
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QJ7B_2: Positivity statements... I feel very positive about my future		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Strongly agree	% within column	14%	10%	12%	23%	14%	28%	19%	19%	10%	23%	15%	19%
	Weighted counts	92	61	152	725	395	380	344	251	143	699	419	971
	Column Comparisons			-	-	-	D E F	F	F		B		
Agree	% within column	32%	25%	28%	34%	28%	37%	32%	31%	25%	35%	27%	30%
	Weighted counts	215	150	365	1,082	777	505	577	405	372	1,070	777	1,526
	Column Comparisons			-	-	-	d e F	F	f		B		
Strongly agree + Agree	% within column	45%	35%	40%	57%	42%	65%	51%	51%	34%	58%	42%	50%
	Weighted counts	306	210	517	1,807	1,171	885	922	657	515	1,769	1,196	2,496
	Column Comparisons	e		-	-	-	D E F	F	F		B		
Slightly agree	% within column	22%	23%	22%	19%	20%	17%	21%	21%	19%	20%	20%	20%
	Weighted counts	148	140	288	615	567	235	380	274	292	613	564	996
	Column Comparisons			-	-	-							
Neither agree nor disagree	% within column	23%	27%	25%	14%	20%	11%	17%	18%	23%	13%	21%	17%
	Weighted counts	158	165	321	454	568	146	308	228	340	406	607	863
	Column Comparisons	A B c	A B C	-	-	-		C	C	C d e		A	
Slightly disagree	% within column	5%	10%	7%	5%	9%	4%	6%	6%	12%	5%	9%	7%
	Weighted counts	34	60	94	161	260	57	104	81	179	153	267	353
	Column Comparisons		b	-	-	-				C D E		A	
Disagree	% within column	3%	5%	4%	3%	5%	2%	4%	3%	7%	3%	6%	4%
	Weighted counts	21	28	49	93	151	29	63	40	112	82	161	200
	Column Comparisons			-	-	-				C D E		A	
Strongly disagree	% within column	1%	1%	1%	1%	3%	1%	1%	1%	4%	1%	2%	2%
	Weighted counts	5	6	11	30	85	15	16	18	67	45	69	100
	Column Comparisons			-	-	-				C D E		a	
NET: Agree	% within column	68%	58%	63%	77%	62%	82%	73%	72%	54%	78%	61%	70%
	Weighted counts	455	350	805	2,422	1,738	1,121	1,301	931	807	2,381	1,760	3,492
	Column Comparisons	e		-	-	-	D E F	F	F		B		
NET: Disagree	% within column	9%	15%	12%	9%	18%	7%	10%	11%	24%	9%	17%	13%
	Weighted counts	61	94	155	284	496	101	183	138	358	281	498	653
	Column Comparisons		d	-	-	-		c	c	C D E		A	
Effective Column n													
		Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	2,253
		Column Comparisons											
Unweighted base													
		Weighted counts	621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824
		Column Comparisons											
Weighted base													
		Weighted counts	673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865
		Column Comparisons											

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics													
UK nation				Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				
							Yes – I am house-bound	No – I am not house-bound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	
QJ7B_2: Positivity statements... I feel very positive about my future				NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
<b>Strongly agree</b>	% within column	17%	13%	15%	20%	15%	**	13%	19%	8%	11%	15%	19%
	Weighted counts	81	40	28	894	224		39	1,080	61	87	182	200
	Column Comparisons				b				a		A b	A B c	
<b>Agree</b>	% within column	36%	34%	33%	31%	31%	**	19%	32%	21%	26%	31%	36%
	Weighted counts	174	101	59	1,395	463		56	1,803	160	207	377	371
	Column Comparisons								A		A b	A B	
<b>Strongly agree + Agree</b>	% within column	53%	47%	48%	51%	46%	**	32%	51%	28%	37%	47%	56%
	Weighted counts	255	141	87	2,288	686		95	2,884	221	294	559	571
	Column Comparisons				b				A		a	A B	A B C
<b>Slightly agree</b>	% within column	19%	21%	18%	20%	20%	**	18%	20%	19%	23%	23%	22%
	Weighted counts	89	63	33	880	299		54	1,128	147	186	277	222
	Column Comparisons										f	F	f
<b>Neither agree nor disagree</b>	% within column	14%	19%	20%	16%	20%	**	23%	17%	27%	24%	15%	14%
	Weighted counts	67	56	36	726	293		69	953	208	195	178	144
	Column Comparisons							b		C D E F	C D E F		
<b>Slightly disagree</b>	% within column	6%	8%	8%	7%	8%	**	10%	7%	13%	9%	9%	5%
	Weighted counts	30	23	15	298	121		30	391	99	70	112	51
	Column Comparisons									D E F	d e f	d e F	
<b>Disagree</b>	% within column	6%	4%	3%	4%	5%	**	10%	4%	9%	5%	4%	3%
	Weighted counts	27	11	6	175	69		29	214	67	38	45	32
	Column Comparisons							B		b C D E F	e		
<b>Strongly disagree</b>	% within column	2%	2%	1%	2%	2%	**	7%	2%	5%	2%	2%	1%
	Weighted counts	8	5	3	85	30		20	96	36	19	28	7
	Column Comparisons							B		D F	d	d	
<b>NET: Agree</b>	% within column	72%	68%	67%	71%	66%	**	50%	71%	47%	60%	70%	77%
	Weighted counts	344	204	120	3,168	985		148	4,011	368	480	836	793
	Column Comparisons				b				A		A	A B	A B C
<b>NET: Disagree</b>	% within column	14%	13%	13%	13%	15%	**	27%	12%	26%	16%	15%	9%
	Weighted counts	66	38	23	558	219		80	701	203	127	185	90
	Column Comparisons							B		B C D E F	D E F	D E F	

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
QJ7B_2: Positivity statements... I feel very positive about my future		£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total
<b>Strongly agree</b>	% within column	21%	29%	19%	8%	<b>19%</b>
	Weighted counts	115	475	1,086	27	<b>1,119</b>
	Column Comparisons	A B c	A B C D e	B		-
<b>Agree</b>	% within column	38%	33%	31%	28%	<b>31%</b>
	Weighted counts	206	538	1,763	94	<b>1,859</b>
	Column Comparisons	A B c	A b			-
<b>Strongly agree + Agree</b>	% within column	60%	63%	51%	36%	<b>50%</b>
	Weighted counts	320	1,013	2,850	122	<b>2,978</b>
	Column Comparisons	A B C	A B C d	B		-
<b>Slightly agree</b>	% within column	20%	15%	20%	15%	<b>20%</b>
	Weighted counts	109	240	1,129	51	<b>1,182</b>
	Column Comparisons					-
<b>Neither agree nor disagree</b>	% within column	12%	14%	16%	30%	<b>17%</b>
	Weighted counts	66	230	916	100	<b>1,022</b>
	Column Comparisons				A	-
<b>Slightly disagree</b>	% within column	4%	4%	7%	10%	<b>7%</b>
	Weighted counts	22	67	387	34	<b>421</b>
	Column Comparisons					-
<b>Disagree</b>	% within column	2%	3%	4%	8%	<b>4%</b>
	Weighted counts	9	52	217	27	<b>244</b>
	Column Comparisons				a	-
<b>Strongly disagree</b>	% within column	2%	1%	2%	0%	<b>2%</b>
	Weighted counts	9	16	115	1	<b>116</b>
	Column Comparisons					-
<b>NET: Agree</b>	% within column	80%	77%	71%	52%	<b>70%</b>
	Weighted counts	429	1,253	3,979	173	<b>4,160</b>
	Column Comparisons	A B C	A B C	B		-
<b>NET: Disagree</b>	% within column	8%	8%	13%	18%	<b>13%</b>
	Weighted counts	40	135	719	61	<b>780</b>
	Column Comparisons				a	-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05); A, B, C, D, E, F... (p &lt;= 0.001).



# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Methodology			Quarter				Gender		Age		
QJ7B_2: Positivity statements... I feel very positive about my future		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years
Effective Column n	% within column	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146
	Weighted counts												
	Column Comparisons												
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 5 of 8

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		Age			SEG					Working status		UK nation	
QJ7B_2: Positivity statements... I feel very positive about my future		65-74 years	75+ years	65+ (Net)	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	NET: England
Effective Column n	% within column												
	Weighted counts	382	310	691	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253
	Column Comparisons												
Unweighted base		621	505	1,125	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665
Weighted base		673	609	1,281	3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008
Columns		D	E	F	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 8

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		UK nation			Rurality			QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income			
		NET:						Yes – I am houseb-ound	No – I am not houseb-ound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year
QJ7B_2: Positivity statements... I feel very positive about my future		Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
<i>% within column</i>													
<b>Effective Column n</b>		459	443	433	2,475	1,105	7	197	3,390	487	499	815	699
<i>Weighted counts</i>													
<i>Column Comparisons</i>													
<b>Unweighted base</b>		746	721	704	4,027	1,798	11	321	5,515	792	812	1,326	1,137
<b>Weighted base</b>		477	298	179	4,452	1,498	12	297	5,665	779	803	1,199	1,027
<b>Columns</b>		B	C	D	A	B	C	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 8

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics				
		QJ6: Annual household income		QJ2: Internet usage		
		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
QJ7B_2: Positivity statements... I feel very positive about my future		£50,000+ per year				
	% within column					
Effective Column n	Weighted counts	382	706	3,462	118	3,587
	Column Comparisons					
Unweighted base		621	1,148	5,633	192	5,836
Weighted base		536	1,618	5,613	334	5,962
Columns		E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ); A, B, C, D, E, F... ( $p \leq 0.001$ ).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QJ7B_3: Positivity statements... I don't like people to think badly of me		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
Strongly agree	% within column	21%	25%	18%	18%	22%	21%	20%	16%	25%	26%	22%	18%	19%	19%	19%
	Weighted counts	1,225	629	596	254	343	317	311	476	749	216	430	336	126	117	243
	Column Comparisons	-	B							A	C d	c				-
Agree	% within column	32%	35%	30%	35%	31%	30%	32%	32%	33%	32%	33%	31%	33%	33%	33%
	Weighted counts	1,923	904	1,019	501	478	447	496	933	989	265	642	589	224	202	427
	Column Comparisons	-	B													-
Strongly agree + Agree	% within column	53%	60%	48%	53%	54%	52%	53%	48%	57%	58%	55%	48%	52%	52%	52%
	Weighted counts	3,148	1,532	1,615	755	821	764	807	1,409	1,738	480	1,072	925	350	320	670
	Column Comparisons	-	B							A	c	c				-
Slightly agree	% within column	18%	13%	22%	17%	17%	19%	19%	18%	18%	17%	17%	20%	17%	17%	17%
	Weighted counts	1,075	321	754	241	262	286	286	517	557	146	330	380	114	104	217
	Column Comparisons	-		A												-
Neither agree nor disagree	% within column	22%	20%	23%	23%	22%	22%	21%	25%	19%	18%	20%	24%	26%	25%	25%
	Weighted counts	1,317	524	793	331	339	328	319	736	581	149	391	450	172	154	326
	Column Comparisons	-		a					B				a	a	a	-
Slightly disagree	% within column	3%	2%	4%	3%	3%	3%	4%	4%	3%	3%	3%	4%	2%	3%	3%
	Weighted counts	188	64	124	41	49	43	55	104	83	26	59	70	14	19	33
	Column Comparisons	-		a												-
Disagree	% within column	3%	3%	2%	2%	2%	3%	3%	3%	2%	2%	3%	3%	3%	1%	2%
	Weighted counts	152	88	64	31	31	41	49	90	62	21	48	55	22	6	28
	Column Comparisons	-	b						b							-
Strongly disagree	% within column	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	0%	1%	1%
	Weighted counts	83	35	48	27	32	14	11	64	19	13	36	27	2	6	8
	Column Comparisons	-							B							-
NET: Agree	% within column	71%	72%	70%	70%	71%	71%	72%	66%	75%	75%	72%	68%	69%	70%	69%
	Weighted counts	4,222	1,853	2,369	996	1,083	1,050	1,093	1,927	2,296	626	1,403	1,305	464	424	887
	Column Comparisons	-								A						-
NET: Disagree	% within column	7%	7%	7%	7%	7%	7%	8%	9%	5%	7%	7%	8%	6%	5%	5%
	Weighted counts	423	187	236	98	112	97	115	259	164	60	143	152	37	31	68
	Column Comparisons	-							B							-
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality		Unkn-own	
							Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural		
QJ7B_3: Positivity statements... I don't like people to think badly of me		ABC1	C2DE	AB	C1	C2	DE									
Strongly agree	% within column	21%	20%	20%	21%	22%	19%	21%	20%	21%	16%	24%	24%	21%	18%	**
	Weighted counts	658	567	277	380	279	288	638	586	1,032	77	72	43	952	272	
	Column Comparisons	-	-									b	b			
Agree	% within column	33%	31%	34%	33%	33%	30%	33%	31%	32%	33%	30%	33%	33%	30%	**
	Weighted counts	1,043	880	459	584	432	448	1,011	894	1,615	159	89	60	1,462	456	
	Column Comparisons	-	-													
Strongly agree + Agree	% within column	54%	52%	54%	54%	55%	49%	54%	52%	53%	50%	54%	58%	54%	49%	**
	Weighted counts	1,701	1,447	736	965	711	735	1,648	1,480	2,647	236	161	103	2,414	728	
	Column Comparisons	-	-											b		
Slightly agree	% within column	18%	17%	18%	19%	17%	18%	18%	18%	18%	19%	20%	17%	17%	20%	**
	Weighted counts	584	490	241	343	222	268	562	511	894	90	60	30	768	304	
	Column Comparisons	-	-													
Neither agree nor disagree	% within column	21%	23%	21%	21%	22%	25%	21%	23%	22%	21%	21%	18%	21%	24%	**
	Weighted counts	666	651	284	382	282	369	646	663	1,123	99	63	32	951	363	
	Column Comparisons	-	-													
Slightly disagree	% within column	3%	3%	4%	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	4%	**
	Weighted counts	98	89	51	48	33	57	96	91	159	15	8	5	133	54	
	Column Comparisons	-	-													
Disagree	% within column	2%	3%	3%	2%	2%	3%	2%	3%	2%	5%	2%	4%	3%	2%	**
	Weighted counts	72	80	36	36	32	49	72	81	115	25	5	7	116	36	
	Column Comparisons	-	-								a c		c			
Strongly disagree	% within column	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	0%	2%	1%	**
	Weighted counts	38	45	20	18	18	27	45	38	69	12	2	1	70	13	
	Column Comparisons	-	-													
NET: Agree	% within column	72%	69%	71%	73%	72%	67%	72%	70%	71%	68%	74%	75%	71%	69%	**
	Weighted counts	2,285	1,937	977	1,308	933	1,003	2,211	1,991	3,541	327	221	133	3,181	1,032	
	Column Comparisons	-	-		f											
NET: Disagree	% within column	7%	8%	8%	6%	6%	9%	7%	7%	7%	11%	5%	8%	7%	7%	**
	Weighted counts	209	214	107	102	82	132	212	211	344	52	14	13	320	103	
	Column Comparisons	-	-				d				a c					
Effective Column n	% within column															
	Weighted counts	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
Unweighted base	% within column															
	Column Comparisons	3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 2 of 6

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			Total
		Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 999 per year	£30,- £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
QJ7B_3: Positivity statements... I don't like people to think badly of me												
<b>Strongly agree</b>	% within column	21%	21%	20%	18%	17%	20%	19%	26%	20%	23%	<b>21%</b>
	Weighted counts	61	1,164	154	146	206	205	101	413	1,142	78	<b>1,225</b>
	Column Comparisons								b C			-
<b>Agree</b>	% within column	31%	32%	29%	30%	33%	34%	35%	33%	32%	37%	<b>32%</b>
	Weighted counts	92	1,831	226	240	394	346	186	531	1,797	125	<b>1,923</b>
	Column Comparisons											-
<b>Strongly agree + Agree</b>	% within column	52%	53%	49%	48%	50%	54%	54%	58%	52%	60%	<b>53%</b>
	Weighted counts	153	2,994	380	385	600	552	287	944	2,939	202	<b>3,148</b>
	Column Comparisons								a b c		a	-
<b>Slightly agree</b>	% within column	16%	18%	17%	23%	20%	20%	19%	13%	19%	10%	<b>18%</b>
	Weighted counts	48	1,027	133	188	236	207	104	206	1,043	32	<b>1,075</b>
	Column Comparisons				a F	F	F	f		b		-
<b>Neither agree nor disagree</b>	% within column	25%	22%	27%	20%	24%	20%	20%	22%	22%	25%	<b>22%</b>
	Weighted counts	73	1,244	210	159	284	204	110	351	1,225	84	<b>1,317</b>
	Column Comparisons			d								-
<b>Slightly disagree</b>	% within column	3%	3%	3%	5%	3%	2%	4%	3%	3%	2%	<b>3%</b>
	Weighted counts	9	178	22	36	34	24	21	51	180	7	<b>188</b>
	Column Comparisons											-
<b>Disagree</b>	% within column	2%	3%	3%	3%	3%	2%	1%	2%	3%	3%	<b>3%</b>
	Weighted counts	7	145	22	27	34	26	4	39	143	9	<b>152</b>
	Column Comparisons											-
<b>Strongly disagree</b>	% within column	2%	1%	1%	1%	1%	2%	2%	2%	1%	0%	<b>1%</b>
	Weighted counts	6	77	12	7	11	16	11	27	82	0	<b>83</b>
	Column Comparisons											-
<b>NET: Agree</b>	% within column	68%	71%	66%	71%	70%	74%	73%	71%	71%	70%	<b>71%</b>
	Weighted counts	201	4,021	512	574	836	759	391	1,150	3,982	234	<b>4,222</b>
	Column Comparisons						a					-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QJ7B_3: Positivity statements... I don't like people to think badly of me		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
NET: Disagree	% within column	7%	7%	7%	7%	7%	7%	8%	9%	5%	7%	7%	8%	6%	5%	5%
	Weighted counts	423	187	236	98	112	97	115	259	164	60	143	152	37	31	68
	Column Comparisons	-							B							
Effective Column n	% within column															
	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6



Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG						Working status		UK nation				Rurality		
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7B_3: Positivity statements... I don't like people to think badly of me		7%	8%	8%	6%	6%	9%	7%	7%	7%	11%	5%	8%	7%	7%	**
<b>NET: Disagree</b>		209	214	107	102	82	132	212	211	344	52	14	13	320	103	
		-	-				d				a c					
<b>Effective Column n</b>		1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
<b>Unweighted base</b>		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
<b>Weighted base</b>		3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12
<b>Columns</b>		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics												
QJ7B_3: Positivity statements... I don't like people to think badly of me		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		Total	
		Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 500 - 999 per year	£30,- £49,- 000 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user		NET: non-user
	% within column	8%	7%	7%	9%	7%	6%	7%	7%	7%	5%	7%
NET: Disagree	Weighted counts	23	400	56	70	80	65	35	117	406	16	423
	Column Comparisons											-
	% within column											
Effective Column n	Weighted counts	197	3,390	487	499	815	699	382	706	3,462	118	3,587
	Column Comparisons											
Unweighted base		321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	5,836
Weighted base		297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	5,962
Columns		A	B	A	B	C	D	E	F	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ ); Column comparison symbols: a, b, c, d, e, f... ( $p \leq 0.05$ ), A, B, C, D, E, F... ( $p \leq 0.001$ ).

Part 6 of 6

# Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics															
		Methodology			Quarter				Gender		Age						
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)	
Strongly agree	% within column	8%	11%	6%	8%	9%	9%	7%	8%	9%	9%	10%	7%	10%	5%	8%	
	Weighted counts	484	288	196	108	131	136	109	220	264	71	187	128	69	29	98	
	Column Comparisons	-	B									c e		e		-	
Agree	% within column	20%	22%	18%	20%	20%	21%	19%	21%	19%	20%	21%	19%	21%	20%	20%	
	Weighted counts	1,185	564	621	280	310	302	292	601	584	171	399	353	142	119	261	
	Column Comparisons	-	b													-	
Strongly agree + Agree	% within column	28%	33%	24%	27%	29%	30%	26%	28%	28%	29%	30%	25%	31%	24%	28%	
	Weighted counts	1,669	851	818	387	441	439	402	821	848	242	586	481	211	148	359	
	Column Comparisons	-	B													-	
Slightly agree	% within column	31%	23%	38%	31%	30%	28%	36%	31%	32%	30%	28%	34%	32%	36%	34%	
	Weighted counts	1,860	583	1,276	435	459	417	548	895	965	250	534	640	215	221	435	
	Column Comparisons	-		A				a b c					b		b	-	
Neither agree nor disagree	% within column	23%	23%	23%	22%	22%	25%	23%	24%	22%	22%	23%	24%	20%	23%	21%	
	Weighted counts	1,374	592	782	313	341	368	352	697	677	185	452	466	133	138	271	
	Column Comparisons	-														-	
Slightly disagree	% within column	7%	7%	8%	7%	8%	8%	6%	7%	8%	9%	7%	7%	7%	9%	8%	
	Weighted counts	443	183	260	103	120	122	98	206	237	79	136	127	49	52	101	
	Column Comparisons	-														-	
Disagree	% within column	7%	9%	5%	8%	8%	6%	5%	7%	6%	5%	7%	7%	6%	5%	6%	
	Weighted counts	402	237	164	109	117	94	82	209	193	43	140	143	43	33	76	
	Column Comparisons	-	B													-	
Strongly disagree	% within column	4%	5%	3%	5%	4%	2%	3%	3%	4%	4%	5%	3%	3%	3%	3%	
	Weighted counts	216	117	99	78	58	35	46	95	121	37	88	52	22	16	39	
	Column Comparisons	-	b		c d											-	
NET: Agree	% within column	59%	56%	62%	58%	59%	58%	62%	59%	60%	59%	58%	59%	63%	61%	62%	
	Weighted counts	3,528	1,435	2,094	822	900	856	950	1,716	1,813	491	1,121	1,121	426	369	794	
	Column Comparisons	-		A												-	
NET: Disagree	% within column	18%	21%	15%	20%	19%	17%	15%	17%	18%	19%	19%	17%	17%	17%	17%	
	Weighted counts	1,060	537	523	289	294	251	226	509	551	159	365	321	114	102	216	
	Column Comparisons	-	B		d	d										-	
Effective Column n																	
		Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691
		Column Comparisons															
Unweighted base			5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base			5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality		Unkn-own	
							Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural		
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		ABC1	C2DE	AB	C1	C2	DE									
Strongly agree	% within column	8%	8%	9%	8%	9%	7%	8%	8%	8%	7%	6%	12%	8%	8%	**
	Weighted counts	260	224	119	142	123	101	243	236	410	35	18	21	369	115	
	Column Comparisons	-	-										c			
Agree	% within column	20%	19%	21%	20%	20%	19%	21%	18%	20%	18%	18%	28%	20%	20%	**
	Weighted counts	642	542	283	359	254	288	655	524	992	88	54	51	879	305	
	Column Comparisons	-	-					b					b C			
Strongly agree + Agree	% within column	29%	27%	29%	28%	29%	26%	29%	27%	28%	26%	24%	40%	28%	28%	**
	Weighted counts	903	766	402	501	377	389	899	760	1,402	123	72	72	1,248	421	
	Column Comparisons	-	-										a B C			
Slightly agree	% within column	32%	30%	31%	33%	31%	29%	30%	32%	31%	35%	38%	28%	30%	34%	**
	Weighted counts	1,017	843	419	598	401	442	935	920	1,531	165	114	50	1,342	515	
	Column Comparisons	-	-										d			
Neither agree nor disagree	% within column	22%	24%	20%	23%	23%	25%	23%	23%	24%	18%	21%	20%	23%	23%	**
	Weighted counts	696	678	277	420	303	374	698	665	1,192	84	61	37	1,027	339	
	Column Comparisons	-	-													
Slightly disagree	% within column	7%	8%	7%	7%	6%	9%	7%	8%	7%	8%	7%	5%	8%	7%	**
	Weighted counts	229	214	99	129	78	136	217	225	374	38	22	8	342	101	
	Column Comparisons	-	-													
Disagree	% within column	6%	7%	7%	6%	7%	7%	7%	6%	6%	10%	7%	5%	7%	6%	**
	Weighted counts	198	203	90	108	97	106	219	181	324	49	20	9	313	89	
	Column Comparisons	-	-								a d					
Strongly disagree	% within column	4%	4%	6%	2%	3%	4%	3%	4%	4%	4%	3%	2%	4%	2%	**
	Weighted counts	117	98	80	37	40	58	101	114	185	18	9	3	179	34	
	Column Comparisons	-	-	D e			d							b		
NET: Agree	% within column	61%	57%	60%	61%	60%	55%	60%	59%	59%	60%	62%	68%	58%	62%	**
	Weighted counts	1,920	1,609	821	1,098	778	831	1,833	1,680	2,933	288	185	122	2,590	936	
	Column Comparisons	-	-		f									c	a c	
NET: Disagree	% within column	17%	18%	20%	15%	17%	20%	17%	18%	18%	22%	17%	11%	19%	15%	**
	Weighted counts	544	516	270	274	216	300	537	519	883	105	52	20	834	224	
	Column Comparisons	-	-	d			d				D	d		b		
Effective Column n	% within column															
	Weighted counts	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
Unweighted base		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

## Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics											
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
		Yes – I am house-bound	No – I am not house-bound	Under £11,- 500 per year	£11,- 500 - £17,- 499 per year	£17,- 500 - £29,- 999 per year	£30,- 000 - £49,- 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	Total	
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		% within column	11%	8%	7%	6%	7%	7%	9%	11%	8%	9%	8%
Strongly agree		Weighted counts	32	452	51	48	87	71	46	181	452	31	484
		Column Comparisons							a b c d				-
Agree		% within column	24%	20%	17%	15%	21%	23%	23%	20%	20%	17%	20%
		Weighted counts	71	1,114	130	121	248	239	124	322	1,129	55	1,185
		Column Comparisons					b	a b	b				-
Strongly agree + Agree		% within column	35%	28%	23%	21%	28%	30%	32%	31%	28%	26%	28%
		Weighted counts	103	1,566	182	170	335	310	170	503	1,581	86	1,669
		Column Comparisons	b				b	a B	a B	a B			-
Slightly agree		% within column	24%	32%	31%	35%	36%	33%	32%	24%	32%	18%	31%
		Weighted counts	72	1,788	244	284	428	341	170	393	1,800	60	1,860
		Column Comparisons		a	f	F	F	f		B			-
Neither agree nor disagree		% within column	23%	23%	28%	25%	21%	21%	20%	24%	23%	31%	23%
		Weighted counts	67	1,307	217	201	252	213	107	384	1,264	104	1,374
		Column Comparisons			c d e							a	-
Slightly disagree		% within column	9%	7%	7%	9%	7%	6%	8%	8%	7%	14%	7%
		Weighted counts	28	415	56	70	88	64	41	122	397	45	443
		Column Comparisons										A	-
Disagree		% within column	3%	7%	7%	6%	6%	6%	6%	8%	7%	9%	7%
		Weighted counts	10	392	57	49	72	62	31	131	369	30	402
		Column Comparisons											-
Strongly disagree		% within column	6%	3%	3%	4%	2%	4%	3%	5%	4%	3%	4%
		Weighted counts	18	198	23	29	25	37	17	85	201	9	216
		Column Comparisons							c				-
NET: Agree		% within column	59%	59%	55%	57%	64%	63%	63%	55%	60%	44%	59%
		Weighted counts	175	3,354	426	454	762	651	340	896	3,381	146	3,528
		Column Comparisons					a b f	a b f	a f	B			-

Weight: Demographic, Geographic &amp; Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p &lt;= 0.05), A, B, C, D, E, F... (p &lt;= 0.001).

Part 3 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		Methodology			Quarter				Gender		Age					
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		Total	CAPI	Online	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	65+ (Net)
	% within column	18%	21%	15%	20%	19%	17%	15%	17%	18%	19%	19%	17%	17%	17%	17%
NET: Disagree	Weighted counts	1,060	537	523	289	294	251	226	509	551	159	365	321	114	102	216
	Column Comparisons	-	B		d	d										-
	% within column															
Effective Column n	Weighted counts	3,587	893	2,694	858	926	884	919	1,722	1,865	516	1,233	1,146	382	310	691
	Column Comparisons															
Unweighted base		5,836	1,453	4,383	1,396	1,507	1,438	1,495	2,802	3,034	839	2,006	1,865	621	505	1,125
Weighted base		5,962	2,564	3,398	1,425	1,535	1,475	1,527	2,921	3,041	835	1,937	1,908	673	609	1,281
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	F

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

		Demographics														
		SEG					Working status		UK nation				Rurality			
		ABC1	C2DE	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings	% within column	17%	18%	20%	15%	17%	20%	17%	18%	18%	22%	17%	11%	19%	15%	**
NET: Disagree	Weighted counts	544	516	270	274	216	300	537	519	883	105	52	20	834	224	
	Column Comparisons	-	-	d			d				D	d		b		
	% within column															
Effective Column n	Weighted counts	1,989	1,598	876	1,113	716	882	1,832	1,736	2,253	459	443	433	2,475	1,105	7
	Column Comparisons															
Unweighted base		3,236	2,600	1,425	1,811	1,165	1,435	2,980	2,824	3,665	746	721	704	4,027	1,798	11
Weighted base		3,160	2,802	1,368	1,792	1,297	1,505	3,068	2,865	5,008	477	298	179	4,452	1,498	12
Columns		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (July 2017 - June 2018)

Demographics											
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		Total
	Yes – I am house-bound	No – I am not house-bound	Under £11,- per year	£11,- £17,- 499 per year	£17,- £29,- 500 - 999 per year	£30,- £49,- 500 - 999 per year	£50,- 000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: non-user	
<b>NET: Disagree</b>	19%	18%	18%	18%	15%	16%	17%	21%	17%	25%	<b>18%</b>
<i>Weighted counts</i>	55	1,004	136	148	185	163	89	338	968	84	<b>1,060</b>
<i>Column Comparisons</i>										a	-
<b>Effective Column n</b>	197	3,390	487	499	815	699	382	706	3,462	118	<b>3,587</b>
<i>Weighted counts</i>											
<i>Column Comparisons</i>											
<b>Unweighted base</b>	321	5,515	792	812	1,326	1,137	621	1,148	5,633	192	<b>5,836</b>
<b>Weighted base</b>	297	5,665	779	803	1,199	1,027	536	1,618	5,613	334	<b>5,962</b>
<b>Columns</b>	A	B	A	B	C	D	E	F	A	B	<b>A</b>

Weight: Demographic, Geographic & Evaluative Weight; Cells with \*\* indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 6