

Reference: 02121909

Information Requests
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16 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail USO legal obligations.

We received this request on 16 December 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

1...in 2024 was it the legal requirement of royal mail under the universal obligation act to provide a letter delivery to every address in the uk 6 days a week when needed.

Yes. The Conditions applicable to Royal Mail (and other postal operators) can be found on our website: [Conditions imposed on postal operators](#). See **Designated Universal Service Provider (DUSP) Condition 1** in particular for letter delivery requirements under the USO.

The DUSP Conditions applicable to Royal Mail changed on 28 July 2025. For a comparison between Conditions applicable prior to that date, including the period throughout 2024, and current requirements, please see [Annex 7](#) to our Statement on **Review of the universal postal service and other postal regulation**. This includes Schedule 2 “*Table of modifications to DUSP Condition 1*”.

2...by giving royal mail multiple fines for breaching this obligation over the last 3 years is it fair to say royal mail failed to follow these legal requirements.

This is not a valid request under the FOI Act as it is seeking a view. However, you may find it helpful to see an explanation of the formal investigations (enforcement) undertaken by Ofcom considering Royal Mail’s quality of service performance in the period when Ofcom imposed financial penalties on Royal Mail, over the last 3 years. The three relevant **enforcement decisions** are found at the following webpages:

- [Investigation into Royal Mail’s quality-of-service performance in 2022/23](#)
- [Investigation into Royal Mail’s quality of service performance in 2023/24](#)
- [Investigation into Royal Mail’s quality of service performance in 2024/25](#)

In each of these investigations, Ofcom found Royal Mail in breach of its Universal Service Obligations – see full decision statements for more details.

3...were royal mail in 2024 aloud to not deliver letters 6 days a week as required in order to prioritize delivering packets.

Ofcom formally investigated Royal Mail’s quality of service performance in 2024-25 – see full decision statement for more details.

4..if royal mail are conducting themselves in the way of question 3 and claim this is due to health and safety concerns would ofcom except this as an excuse for the last 3 years that they have fined royal mail for not following there legal requirements under the uso.

This is not a valid request under the FOI Act as it is seeking a view

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).