

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
227	227	-	-	**	-	159	28	**	**	-
40%	42%	-%	-%	**	-%	69%	21%	**	**	-%
	bcd					bce	e	e		
314	314	-	-	**	-	70	101	**	**	11
56%	58%	-%	-%	**	-%	31%	77%	**	**	70%
	bcd					a	a	a		a
10	-	10	-	**	10	*	2	**	**	2
2%	-%	73%	-%	**	44%	-%	1%	**	**	12%
		acde			acd					ab
4	-	4	-	**	4	*	*	**	**	1
1%	-%	27%	-%	**	16%	-%	-%	**	**	5%
		acde			acd					a
6	-	-	6	**	6	*	*	**	**	1
1%	-%	-%	100%	**	26%	-%	-%	**	**	10%
			abde		abd					ab
3	-	-	-	**	3	*	*	**	**	1
1%	-%	-%	-%	**	15%	-%	-%	**	**	4%
				abce	abc					a
540	540	-	-	**	-	229	128	**	**	11
96%	100%	-%	-%	**	-%	100%	98%	**	**	70%
	bcd					ce	e	e		
13	-	13	-	**	13	1	2	**	**	2
2%	-%	100%	-%	**	60%	-%	2%	**	**	16%
		acde			acd			a		ab
9	-	-	6	**	9	*	1	**	**	2
2%	-%	-%	100%	**	40%	-%	-%	**	**	14%
			abe	abe	ab					abc

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

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

Significance Level: 95%
Unweighted total
Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m	
563	16	31	58	23	46	84	58	34	21	371	70	64	58	
563	27	56	54	30	54	105	78	52	28	484	32	26	21	
227	**	**	14	**	**	43	33	**	**	193	12	13	9	
40%	**	**	27%	**	**	41%	42%	bcjk	**	40%	39%	50%	41%	
314	**	**	37	**	**	60	43	**	**	275	17	11	10	
56%	**	**	69%	**	**	57%	56%	**	**	57%	55%	43%	50%	
		hl	hlm			h				hl				
10	**	**	1	**	**	1	1	**	**	8	1	1	*	
2%	**	**	2%	**	**	1%	1%	**	**	2%	3%	3%	2%	
4	**	**	*	**	**	*	*	**	**	2	*	1	*	
1%	**	**	*%	**	**	*%	*%	**	**	*%	1%	2%	2%	
6	**	**	1	**	**	1	*	**	**	4	*	*	1	
1%	**	**	1%	**	**	*%	*%	**	**	1%	1%	1%	4%	
3	**	**	*	**	**	*	*	**	**	2	*	*	*	
1%	**	**	*%	**	**	*%	*%	**	**	1%	1%	1%	1%	
540	**	**	52	**	**	103	76	**	**	467	30	24	19	
96%	**	**	96%	**	**	98%	98%	**	**	97%	94%	93%	91%	
13	**	**	1	**	**	1	1	**	**	10	1	1	1	
2%	**	**	2%	**	**	1%	1%	**	**	2%	4%	5%	4%	
9	**	**	1	**	**	1	*	**	**	7	1	1	1	
2%	**	**	2%	**	**	1%	1%	**	**	1%	2%	2%	5%	

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

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

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
227	**	**	10	**	**	37	33	**	**	191	14	13	9	
40%	**	**	20%	**	**	39%	44%	**	**	40%	42%	52%	37%	
	c					c	c	ceijlm		c	c	cl	c	
314	**	**	39	**	**	57	40	**	**	274	17	10	13	
56%	**	**	76%	**	**	59%	54%	**	**	57%	52%	38%	54%	
			afghijklm		h	hl	h		hl	hl			h	
10	**	**	1	**	**	1	1	**	**	8	1	1	*	
2%	**	**	2%	**	**	1%	1%	**	**	2%	2%	4%	2%	
4	**	**	*	**	**	*	*	**	**	2	*	1	*	
1%	**	**	1%	**	**	1%	1%	**	**	1%	1%	2%	2%	
6	**	**	1	**	**	1	*	**	**	4	*	*	1	
1%	**	**	1%	**	**	1%	1%	**	**	1%	1%	2%	3%	
3	**	**	*	**	**	*	*	**	**	2	*	*	*	
1%	**	**	1%	**	**	1%	1%	**	**	1%	1%	2%	1%	
540	**	**	49	**	**	94	73	**	**	465	32	23	21	
96%	**	**	96%	**	**	98%	98%	**	**	97%	94%	91%	92%	
										l				
13	**	**	1	**	**	1	1	**	**	10	1	2	1	
2%	**	**	2%	**	**	1%	1%	**	**	2%	3%	6%	3%	
9	**	**	1	**	**	1	1	**	**	6	1	1	1	
2%	**	**	1%	**	**	1%	1%	**	**	1%	2%	3%	5%	

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
227	**	19	**	22	75	**	**	81	153	74	200	27	197	**
40%	**	34%	**	33%	44%	**	**	42%	40%	41%	40%	47%	38%	**
314	**	34	**	42	89	**	**	106	215	99	288	26	298	**
56%	**	60%	**	63%	53%	**	**	54%	56%	55%	57%	46%	58%	**
10	**	2	**	2	2	**	**	3	7	3	9	1	10	**
2%	**	3%	**	2%	1%	**	**	2%	2%	2%	2%	2%	2%	**
4	**	*	**	*	1	**	**	1	2	1	3	1	4	**
1%	**	1%	**	1%	1%	**	**	1%	1%	1%	1%	1%	1%	**
6	**	1	**	1	1	**	**	2	4	2	5	1	5	**
1%	**	2%	**	1%	1%	**	**	1%	1%	1%	1%	2%	1%	**
3	**	*	**	*	1	**	**	1	2	1	2	1	3	**
1%	**	1%	**	1%	1%	**	**	1%	1%	1%	1%	2%	1%	**
540	**	53	**	64	164	**	**	187	367	173	488	53	495	**
96%	**	93%	**	96%	97%	**	**	96%	96%	96%	96%	92%	96%	**
13	**	2	**	2	3	**	**	5	9	4	11	2	13	**
2%	**	4%	**	3%	2%	**	**	2%	2%	2%	2%	4%	3%	**
9	**	2	**	1	2	**	**	3	6	3	7	2	9	**
2%	**	3%	**	1%	1%	**	**	2%	2%	2%	1%	4%	2%	**

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

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
563	331 362	95 81	133 114	413 482	125 67	21 14	3 *	1 *	- -	- -	- -	538 549	25 14	171 250	242 232	150 81	
227 40%	147 41% b	20 24% b	53 47% b	198 41%	24 36%	** **	** **	** **	** **	** **	** **	222 40%	** **	129 52% bc	69 30%	29 36%	
314 56%	203 56%	57 71% ac	54 48%	271 56%	35 52%	** **	** **	** **	** **	** **	** **	306 56%	** **	118 47%	153 66% ac	43 53%	
10 2%	6 2%	1 2%	3 3%	6 1%	3 4% a	** **	** **	** **	** **	** **	** **	9 2%	** **	2 1%	4 2%	3 4%	
4 1%	2 1%	1 1%	1 1%	3 1%	1 1%	** **	** **	** **	** **	** **	** **	4 1%	** **	1 *%	2 1%	1 1%	
6 1%	2 1%	2 2%	1 1%	3 1%	2 3% ai	** **	** **	** **	** **	** **	** **	5 1%	** **	* *%	2 1%	3 4% a	
3 1%	2 *%	* 1%	1 1%	1 *%	2 3% ai	** **	** **	** **	** **	** **	** **	3 1%	** **	* *%	1 1%	2 2%	
540 96%	350 97%	77 95%	108 95%	469 97% b	59 89%	** **	** **	** **	** **	** **	** **	528 96% b	** **	246 99% c	222 96% c	72 89%	
13 2%	8 2%	2 2%	4 3%	9 2%	4 5% a	** **	** **	** **	** **	** **	** **	13 2%	** **	3 1%	6 3%	4 5% a	
9 2%	4 1%	2 3%	2 2%	4 1%	4 6% ai	** **	** **	** **	** **	** **	** **	8 1%	** **	1 *%	4 2%	5 6% ab	

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

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
227	97	74	121	71	40	126	114	**	**	**	**	**	**	66	**	**	**	**	**	**	**
40%	32%	39%	34%	40%	33%	35%	35%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**
	a	a	a	a	a	b															
314	192	102	215	96	73	217	196	**	**	**	**	**	**	93	**	**	**	**	**	**	**
56%	63%	54%	61%	54%	59%	60%	60%	**	**	**	**	**	**	55%	**	**	**	**	**	**	**
	b	b	b	b	b	b															
10	6	6	7	4	4	8	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
2%	2%	3%	2%	2%	4%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
	a	a	a	a	a	a															
4	3	2	3	1	1	2	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	a	a	a	a	a	a															
6	5	4	6	3	3	5	4	**	**	**	**	**	**	3	**	**	**	**	**	**	**
1%	2%	2%	2%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
	a	a	a	a	a	a															
3	3	2	3	1	1	3	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	a	a	a	a	a	a															
540	289	176	336	167	112	343	310	**	**	**	**	**	**	160	**	**	**	**	**	**	**
96%	94%	93%	95%	95%	92%	95%	96%	**	**	**	**	**	**	95%	**	**	**	**	**	**	**
	a	a	a	a	a	a	b														
13	10	8	10	5	5	10	8	**	**	**	**	**	**	4	**	**	**	**	**	**	**
2%	3%	4%	3%	3%	4%	3%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
	a	a	a	a	a	a															
9	8	6	8	4	4	7	6	**	**	**	**	**	**	4	**	**	**	**	**	**	**
2%	3%	3%	2%	2%	4%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
	a	a	a	a	a	a	a														

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

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total
None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
227	57	33	25	6	**	24	**	**	**	**	54	**	12	210	17
40%	40% d	36% d	33% d	15%	**	38%	**	**	**	**	46% c	**	26%	42% b	27%
314	81	54	46	29	**	39	**	**	**	**	58	**	32	270	44
56%	58%	59%	60%	72% ab	**	59%	**	**	**	**	50%	**	66% a	54%	70% a
10	1	2	2	2	**	1	**	**	**	**	2	**	1	9	1
2%	1%	2%	3%	4%	**	1%	**	**	**	**	2%	**	2%	2%	2%
4	1	1	*	1	**	*	**	**	**	**	1	**	*	3	*
1%	1%	1%	1%	2%	**	*%	**	**	**	**	1%	**	1%	1%	*%
6	1	1	2	1	**	*	**	**	**	**	1	**	1	5	1
1%	*%	1%	3%	4%	**	1%	**	**	**	**	1%	**	3%	1%	1%
3	*	1	*	1	**	1	**	**	**	**	*	**	1	3	*
1%	*%	1%	1%	3%	**	1%	**	**	**	**	*%	**	2%	1%	*%
540	138	87	71	36	**	63	**	**	**	**	112	**	44	480	60
96%	98% d	95%	93%	87%	**	97%	**	**	**	**	96%	**	92%	96%	97%
13	2	3	3	3	**	1	**	**	**	**	3	**	1	12	1
2%	1%	3%	4%	6%	**	1%	**	**	**	**	2%	**	3%	2%	2%
9	1	2	3	3	**	1	**	**	**	**	1	**	2	8	1
2%	1%	2%	4%	7% a	**	2%	**	**	**	**	1%	**	5%	2%	1%

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

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

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
None - self employed or 1 other employee	227	117	60	11	117	**	55	16	31	86	9	**
	40%	35%	45%	26%	36%	**	44%	31%	32%	31%	24%	**
			b		b							
2-9	314	196	67	28	189	**	63	32	61	177	27	**
	56%	59%	50%	69%	58%	**	51%	64%	63%	63%	69%	**
			a		a							
10-25	10	7	2	1	6	**	2	1	2	6	1	**
	2%	2%	2%	3%	2%	**	2%	2%	2%	2%	2%	**
26-49	4	3	1	*	3	**	1	*	1	3	*	**
	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**
50 - 99	6	5	2	1	5	**	2	1	1	5	1	**
	1%	2%	2%	2%	2%	**	2%	1%	1%	2%	3%	**
100 - 249	3	3	1	*	3	**	1	*	1	2	*	**
	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**
Net: Micro	540	313	128	39	306	**	119	48	91	263	36	**
	96%	95%	95%	94%	95%	**	95%	96%	94%	94%	93%	**
Net: Small	13	10	3	1	10	**	3	1	3	9	1	**
	2%	3%	2%	4%	3%	**	3%	3%	3%	3%	3%	**
Net: Medium	9	8	3	1	8	**	3	1	2	8	2	**
	2%	2%	3%	2%	2%	**	3%	1%	2%	3%	4%	**

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

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total
None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
227	28	61	**	**	47	44	**	**	93	68	65	101	62	**
40%	33%	38%	**	**	38%	35%	**	**	32%	39%	45%	37%	29%	**
	c									a		b		
314	51	88	**	**	69	74	**	**	180	92	71	153	143	**
56%	61%	55%	**	**	57%	60%	**	**	62%	53%	50%	57%	66%	**
			b						bc			a		
10	2	5	**	**	3	2	**	**	6	6	3	6	4	**
2%	2%	3%	**	**	2%	2%	**	**	2%	3%	2%	2%	2%	**
4	1	1	**	**	1	1	**	**	3	2	1	3	2	**
1%	1%	1%	**	**	1%	1%	**	**	1%	1%	1%	1%	1%	**
6	1	4	**	**	2	2	**	**	5	4	2	4	4	**
1%	2%	2%	**	**	1%	2%	**	**	2%	2%	1%	2%	2%	**
3	1	2	**	**	1	1	**	**	3	2	1	3	2	**
1%	1%	1%	**	**	1%	1%	**	**	1%	1%	1%	1%	1%	**
540	78	149	**	**	116	118	**	**	273	160	136	254	205	**
96%	94%	92%	**	**	95%	95%	**	**	94%	92%	95%	94%	94%	**
13	3	7	**	**	3	3	**	**	9	8	4	9	6	**
2%	3%	4%	**	**	3%	2%	**	**	3%	4%	3%	3%	3%	**
9	2	6	**	**	3	3	**	**	7	6	3	7	6	**
2%	2%	4%	**	**	2%	3%	**	**	3%	3%	2%	3%	3%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
227	34	16	33	**	**	102	71	**	**	**	**	192	142	194	170	213
40%	32%	27%	40%	**	**	39%	32%	**	**	**	**	38%	37%	38%	42%	39%
					bd											
314	67	40	45	**	**	148	135	**	**	**	**	290	220	292	218	306
56%	62%	67%	55%	**	**	56%	62%	**	**	**	**	58%	58%	58%	54%	57%
	e	e		e												
10	2	1	2	**	**	5	4	**	**	**	**	9	8	9	8	10
2%	2%	2%	2%	**	**	2%	2%	**	**	**	**	2%	2%	2%	2%	2%
4	1	*	1	**	**	3	2	**	**	**	**	4	3	4	3	4
1%	1%	1%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
6	2	1	1	**	**	4	4	**	**	**	**	6	5	6	5	6
1%	2%	2%	1%	**	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
3	1	1	1	**	**	2	2	**	**	**	**	3	2	3	2	3
1%	1%	1%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
540	101	56	78	**	**	250	206	**	**	**	**	482	362	487	388	519
96%	94%	94%	95%	**	**	95%	94%	**	**	**	**	96%	95%	96%	95%	96%
13	3	2	2	**	**	8	6	**	**	**	**	13	11	13	11	13
2%	3%	3%	3%	**	**	3%	3%	**	**	**	**	3%	3%	3%	3%	2%
9	3	2	2	**	**	6	6	**	**	**	**	9	8	9	8	9
2%	3%	3%	2%	**	**	2%	3%	**	**	**	**	2%	2%	2%	2%	2%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	-	433	17	71	456	103	*	25	90	49	413	101
None - self employed or 1 other employee	227	108	199	40	167	**	40	177	40	**	**	35	18	166	42
	40%	39%	39%	36%	39%	**	57%	39%	39%	**	**	39%	37%	40%	42%
2-9	314	157	289	66	247	**	29	260	60	**	**	53	28	231	55
	56%	56%	57%	59%	57%	**	40%	57%	58%	**	**	59%	57%	56%	54%
10-25	10	5	9	2	8	**	1	8	1	**	**	1	1	7	1
	2%	2%	2%	2%	2%	**	2%	2%	1%	**	**	1%	3%	2%	1%
26-49	4	2	3	1	3	**	*	3	*	**	**	*	*	3	*
	1%	1%	1%	1%	1%	**	1%	1%	1%	**	**	1%	1%	1%	1%
50 - 99	6	4	5	2	4	**	1	5	1	**	**	1	1	4	1
	1%	1%	1%	2%	1%	**	1%	1%	1%	**	**	1%	2%	1%	1%
100 - 249	3	2	3	1	3	**	*	3	*	**	**	*	*	2	1
	1%	1%	1%	1%	1%	**	1%	1%	1%	**	**	1%	1%	1%	1%
Net: Micro	540	266	489	107	414	**	69	437	100	**	**	88	46	397	97
	96%	95%	96%	94%	96%	**	97%	96%	97%	**	**	97%	94%	96%	96%
Net: Small	13	7	13	3	12	**	1	12	2	**	**	1	2	10	2
	2%	3%	2%	3%	3%	**	2%	3%	1%	**	**	2%	4%	2%	2%
Net: Medium	9	5	9	3	7	**	1	8	1	**	**	1	1	6	2
	2%	2%	2%	3%	2%	**	1%	2%	1%	**	**	1%	2%	1%	2%

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

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

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	325	238	325	35	151	74	108	46	175	108
None - self employed or 1 other employee	227	48	**	101	125	106	8	68	30	45	19	63	27
	40%	54%	**	31%	53%	33%	24%	45%	41%	42%	42%	36%	25%
		c			a			ab	b	d	d	d	
2-9	314	39	**	212	102	202	23	75	39	57	24	102	75
	56%	44%	**	65%	43%	62%	67%	50%	54%	53%	53%	58%	69%
				a	b	c	c						abc
10-25	10	1	**	5	5	7	1	3	1	2	1	4	2
	2%	1%	**	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%
26-49	4	*	**	2	2	3	*	1	1	1	*	2	1
	1%	%	**	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
50 - 99	6	*	**	4	2	5	1	3	2	2	1	3	2
	1%	%	**	1%	1%	2%	3%	2%	2%	2%	2%	2%	2%
100 - 249	3	*	**	2	1	3	1	1	1	1	*	2	1
	1%	%	**	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Net: Micro	540	86	**	313	227	308	31	143	69	102	44	165	101
	96%	98%	**	96%	96%	95%	91%	95%	94%	95%	95%	94%	94%
Net: Small	13	1	**	6	7	10	1	4	2	3	1	5	3
	2%	1%	**	2%	3%	3%	3%	3%	2%	3%	2%	3%	3%
Net: Medium	9	*	**	6	3	8	2	4	2	3	1	4	3
	2%	%	**	2%	1%	2%	6%	3%	3%	3%	3%	3%	3%

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

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

Significance Level: 95%
Unweighted total
Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

Net: Micro

Net: Small

Net: Medium

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
227	46	80	**	62	227
40%	46%	33%	**	39%	40%
	b				
314	51	149	**	92	314
56%	50%	62%	**	58%	56%
	a				
10	2	4	**	3	10
2%	2%	2%	**	2%	2%
4	1	2	**	1	4
1%	1%	1%	**	1%	1%
6	1	3	**	1	6
1%	1%	1%	**	1%	1%
3	1	2	**	1	3
1%	1%	1%	**	1%	1%
540	98	229	**	154	540
96%	96%	96%	**	97%	96%
13	2	6	**	3	13
2%	2%	3%	**	2%	2%
9	2	5	**	1	9
2%	2%	2%	**	1%	2%

Columns Tested: a,b,c,d

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total
Up to £49,999

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
21%	540	13	6	3	23	230	131	28	15	15
118	117	*	*	**	*	118	-	**	**	-
21%	22%	%	3%	**	2%	51%	-%	**	**	-%
	bcd			b		bce				
£50,000 - £99,999	112	111	1	-	**	112	-	**	**	-
20%	21%	4%	-	**	3%	49%	-%	**	**	-%
	bcd					bce				
£100,000 - £199,999	67	66	*	*	**	67	**	**	**	-
12%	12%	4%	2%	**	4%	51%	**	**	**	-%
	bce					ace				
£200,000 - £299,999	41	40	1	*	**	41	**	**	**	-
7%	7%	7%	1%	**	5%	31%	**	**	**	-%
	c					ace				
£300,000 - £399,999	12	11	*	-	**	12	**	**	**	-
2%	2%	3%	-	**	2%	9%	**	**	**	-%
						ae				
£400,000 - £499,999	11	11	*	*	**	11	**	**	**	-
2%	2%	2%	1%	**	2%	9%	**	**	**	-%
						ae				
£500,000 - £749,999	17	17	*	*	**	17	**	**	**	-
3%	3%	2%	2%	**	2%	-%	**	**	**	-%
						abe				
£750,000 - £999,999	11	10	1	*	**	11	**	**	**	-
2%	2%	7%	1%	**	4%	-%	**	**	**	-%
		a				abe				
£1,000,000 - £1,499,999	15	13	1	*	**	15	**	**	**	-
3%	2%	7%	1%	**	5%	-%	**	**	**	-%
		a								
£1,500,000 - £1,999,999	5	3	1	*	**	5	**	**	**	5
1%	1%	8%	1%	**	5%	-%	**	**	**	30%
		ac			a					abc
£2,000,000 - £4,999,999	7	5	1	1	**	7	**	**	**	7
1%	1%	7%	10%	**	7%	-%	**	**	**	43%
		a			a					abc
£5,000,000 +	4	2	*	1	**	4	**	**	**	4
1%	%	3%	15%	**	8%	-%	**	**	**	26%
		a	ab	ab	a					abc
Don't know / not sure	124	113	6	3	**	124	**	**	**	-
22%	21%	41%	61%	**	49%	-%	**	**	**	-%
		a	ab	ab	a					
Refused	20	19	1	*	**	20	**	**	**	-
4%	4%	4%	2%	**	3%	-%	**	**	**	-%
Net:<£200,000	297	295	1	*	**	297	**	**	**	-
53%	55%	8%	5%	**	8%	100%	51%	**	**	-%
	bcd					bce	ce			
Net: £200,000 - <£500,000	64	62	2	*	**	64	**	**	**	-
11%	12%	12%	2%	**	8%	-%	49%	**	**	-%
	c	c				ace				

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £500,000 - <£1,000,000

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
	540	13	6	3	23	230	131	28	15	15
28	27	1	*	**	1	-	-	**	**	-
5%	5%	9%	3%	**	6%	-%	-%	**	**	-%
								abe		
19	17	2	*	**	2	-	-	**	**	5
3%	3%	15%	2%	**	10%	-%	-%	**	**	30%
		acd			ac					abc
10	7	1	1	**	3	-	-	**	**	10
2%	1%	11%	25%	**	15%	-%	-%	**	**	70%
		a	ab	a	a					abc

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

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

Base: All

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m	
563	16	31	58	23	46	84	58	34	21	371	70	64	58	
563	27	56	54	30	54	105	78	52	28	484	32	26	21	
118	**	**	8	**	**	16	23	**	**	98	8	6	5	
21%	**	**	15%	**	**	16%	29%	**	**	20%	25%	24%	25%	
112	**	**	4	**	**	33	12	**	**	97	6	6	3	
20%	**	**	8%	**	**	31%	16%	**	**	20%	19%	24%	12%	
						cegjm		cem		c		ce		
67	**	**	4	**	**	10	12	**	**	59	4	1	3	
12%	**	**	8%	**	**	10%	16%	**	**	12%	11%	3%	17%	
		cl								l			l	
41	**	**	8	**	**	6	6	**	**	36	3	2	1	
7%	**	**	15%	**	**	6%	8%	**	**	7%	8%	7%	4%	
			hjm											
12	**	**	2	**	**	2	4	**	**	11	-	-	1	
2%	**	**	4%	**	**	2%	5%	**	**	2%	-%	-%	4%	
11	**	**	*	**	**	2	2	**	**	9	*	1	1	
2%	**	**	*%	**	**	2%	3%	**	**	2%	*%	3%	4%	
17	**	**	*	**	**	4	4	**	**	16	1	*	*	
3%	**	**	*%	**	**	4%	5%	**	**	3%	3%	*%	*%	
								celm						
11	**	**	-	**	**	2	2	**	**	7	*	4	*	
2%	**	**	-%	**	**	2%	3%	**	**	2%	*%	14%	*%	
											cefghjkm			
15	**	**	*	**	**	2	*	**	**	12	1	1	*	
3%	**	**	*%	**	**	2%	*%	**	**	3%	3%	4%	*%	
5	**	**	-	**	**	*	*	**	**	3	*	1	*	
1%	**	**	-%	**	**	*%	*%	**	**	1%	*%	4%	*%	
		j									j			
7	**	**	*	**	**	*	*	**	**	6	*	*	*	
1%	**	**	*%	**	**	*%	*%	**	**	1%	*%	*%	1%	
4	**	**	*	**	**	*	-	**	**	4	*	-	*	
1%	**	**	*%	**	**	*%	-%	**	**	1%	*%	-%	1%	
					j									
124	**	**	20	**	**	20	11	**	**	107	8	3	5	
22%	**	**	37%	**	**	19%	14%	**	**	22%	25%	13%	26%	
			bfgjl		bfgjl									
20	**	**	6	**	**	6	*	**	**	17	1	1	1	
4%	**	**	12%	**	**	6%	*%	**	**	4%	3%	4%	4%	
			eghj											
297	**	**	17	**	**	60	47	**	**	254	17	13	11	
53%	**	**	31%	**	**	57%	61%	**	**	53%	55%	51%	54%	
		c				c	c	c		c	c	c	c	
64	**	**	10	**	**	10	12	**	**	56	3	3	3	
11%	**	**	19%	**	**	10%	16%	**	**	12%	9%	10%	12%	
			eh				h			h			h	

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £500,000 - <£1,000,000

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
563	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
	27	56	54	30	54	105	78	52	28	484	32	26	21
28	**	**	*	**	**	6	6	**	**	23	1	4	*
5%	**	**	*%	**	**	6%	8%	**	**	5%	3%	14%	*%
							cm	cem				cejkm	
19	**	**	*	**	**	2	*	**	**	16	1	2	*
3%	**	**	*%	**	**	2%	*%	**	**	3%	3%	8%	1%
		cegm										cg	
10	**	**	*	**	**	*	*	**	**	10	*	*	*
2%	**	**	1%	**	**	*%	*%	**	**	2%	1%	*%	2%

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

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

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
118	**	**	10	**	**	10	25	**	**	98	8	6	5	
21%	**	**	20%	**	**	11%	34%	**	**	20%	23%	25%	23%	
	f				fi		fhij			f	f	f		
112	**	**	6	**	**	27	13	**	**	97	6	6	3	
20%	**	**	12%	**	**	28%	17%	**	**	20%	18%	25%	11%	
	e					cem		e		e		em		
67	**	**	2	**	**	10	10	**	**	60	4	-	3	
12%	**	**	4%	**	**	11%	14%	**	**	12%	11%	-%	15%	
	l				cl	l	l	l	l	l	l		l	
41	**	**	10	**	**	4	4	**	**	36	3	2	1	
7%	**	**	20%	**	**	4%	6%	**	**	7%	8%	7%	4%	
			afghijklm						h					
12	**	**	-	**	**	4	4	**	**	11	-	-	1	
2%	**	**	-%	**	**	4%	6%	**	**	2%	-%	-%	4%	
						k								
11	**	**	*	**	**	7	*	**	**	9	*	1	1	
2%	**	**	*%	**	**	7%	*%	**	**	2%	*%	3%	4%	
						jk								
17	**	**	*	**	**	2	4	**	**	16	1	*	*	
3%	**	**	*%	**	**	2%	6%	**	**	3%	3%	*%	*%	
						clm								
11	**	**	-	**	**	2	2	**	**	7	*	4	*	
2%	**	**	-%	**	**	2%	3%	**	**	2%	*%	14%	*%	
											acelghjkm			
15	**	**	*	**	**	2	-	**	**	13	1	*	*	
3%	**	**	*%	**	**	2%	-%	**	**	3%	3%	1%	*%	
	cg													
5	**	**	*	**	**	*	*	**	**	3	*	1	*	
1%	**	**	*%	**	**	*%	*%	**	**	1%	*%	4%	*%	
										j				
7	**	**	*	**	**	*	*	**	**	6	*	*	*	
1%	**	**	*%	**	**	*%	*%	**	**	1%	*%	1%	1%	
4	**	**	*	**	**	*	-	**	**	4	*	-	*	
1%	**	**	*%	**	**	*%	-%	**	**	1%	*%	-%	1%	
124	**	**	20	**	**	18	11	**	**	105	8	4	8	
22%	**	**	39%	**	**	19%	15%	**	**	22%	24%	15%	33%	
			afgjl		a			agl					agl	
20	**	**	2	**	**	8	*	**	**	15	3	1	1	
4%	**	**	4%	**	**	9%	*%	**	**	3%	9%	4%	4%	
						gl			g		gl			
297	**	**	19	**	**	48	48	**	**	255	17	12	11	
53%	**	**	36%	**	**	50%	65%	**	**	53%	52%	50%	49%	
	cl				cl		cl			cl	i			
64	**	**	10	**	**	15	8	**	**	56	3	3	3	
11%	**	**	20%	**	**	16%	11%	**	**	12%	8%	11%	11%	
			h			h	h	h	h	h	h	h	h	

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

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

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Net: £500,000 - <£1,000,000	28	**	**	*	**	**	4	6	**	**	23	1	4	*
	5%	**	**	*%	**	**	4%	8%	**	**	5%	3%	15%	*%
								cm	cm	cm			cefjkm	
Net: £1,000,000 - <£2,000,000	19	**	**	*	**	**	2	*	**	**	17	1	1	*
	3%	**	**	*%	**	**	3%	*%	**	**	3%	3%	5%	1%
		cfgjm												
Net: >£2,000,000	10	**	**	*	**	**	*	*	**	**	10	*	*	*
	2%	**	**	*%	**	**	*%	*%	**	**	2%	1%	1%	2%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Up to £49,999

£50,000 - £99,999

£100,000 - £199,999

£200,000 - £299,999

£300,000 - £399,999

£400,000 - £499,999

£500,000 - £749,999

£750,000 - £999,999

£1,000,000 - £1,499,999

£1,500,000 - £1,999,999

£2,000,000 - £4,999,999

£5,000,000 +

Don't know / not sure

Refused

Net:<£200,000

Net: £200,000 - <£500,000

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total	8	56	10	67	168	16	41	195	383	180	506	57	518	45
118	**	4	**	8	37	**	**	52	72	46	103	15	94	**
21%	**	8%	**	12%	22% b	**	**	27% bd	19%	25%	20%	26%	18%	**
112	**	16	**	10	32	**	**	42	78	34	107	5	102	**
20%	**	29% d	**	14%	19%	**	**	21%	20%	19%	21% b	9%	20%	**
67	**	7	**	10	19	**	**	16	45	21	58	9	66	**
12%	**	12%	**	15%	11%	**	**	8%	12%	12%	12%	15%	13%	**
41	**	7	**	5	9	**	**	18	32	9	38	3	40	**
7%	**	12% g	**	8%	5%	**	**	9% g	8%	5%	8%	5%	8%	**
12	**	2	**	3	-	**	**	2	8	4	12	*	12	**
2%	**	4% e	**	4% e	-%	**	**	1% eh	2%	2%	2%	%	2%	**
11	**	*	**	1	7	**	**	1	5	6	11	-	9	**
2%	**	%	**	1%	4% h	**	**	1% h	1%	3%	2%	-%	2%	**
17	**	2	**	5	7	**	**	2	14	3	12	5	17	**
3%	**	4%	**	7% h	4%	**	**	1%	4%	2%	2%	8% a	3%	**
11	**	*	**	5	*	**	**	5	4	7	11	*	11	**
2%	**	%	**	8% beh	%	**	**	3%	1%	4% a	2%	%	2%	**
15	**	3	**	5	3	**	**	4	7	8	14	1	15	**
3%	**	6% h	**	7% h	2%	**	**	2%	2%	4%	3%	2%	3%	**
5	**	*	**	3	1	**	**	*	1	4	5	-	5	**
1%	**	1%	**	4% h	1%	**	**	%	%	2% a	1%	-%	1%	**
7	**	*	**	*	3	**	**	2	3	3	6	*	6	**
1%	**	1%	**	%	2%	**	**	1%	1%	2%	1%	1%	1%	**
4	**	*	**	1	3	**	**	*	1	3	1	3	4	**
1%	**	1%	**	1%	2%	**	**	%	%	2%	%	4% a	1%	**
124	**	11	**	10	39	**	**	43	99	25	107	17	119	**
22%	**	20%	**	15%	23%	**	**	22% d	26% b	14%	21%	30%	23%	**
20	**	2	**	2	7	**	**	8	14	6	20	*	18	**
4%	**	4%	**	3%	4%	**	**	4%	4%	3%	4%	1%	4%	**
297	**	28	**	28	88	**	**	109	195	101	268	29	262	**
53%	**	49%	**	41%	53%	**	**	56% d	51%	56%	53%	50%	51%	**
64	**	9	**	9	16	**	**	21	44	20	62	3	61	**
11%	**	16%	**	13%	10%	**	**	11%	12%	11%	12% b	5%	12%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £500,000 - <£1,000,000

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
28	**	2	**	10	7	**	**	7	18	10	23	5	28	**
5%	**	4%	**	15% begh	4%	**	**	4%	5%	6%	5%	8%	5%	**
19	**	3	**	8	4	**	**	4	8	12	18	1	19	**
3%	**	6%	**	11% egh	2%	**	**	2%	2%	6% a	4%	2%	4%	**
10	**	1	**	1	6	**	**	3	4	6	8	3	10	**
2%	**	1%	**	1%	3%	**	**	1%	1%	3%	1%	5% a	2%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Up to £49,999

£50,000 - £99,999

£100,000 - £199,999

£200,000 - £299,999

£300,000 - £399,999

£400,000 - £499,999

£500,000 - £749,999

£750,000 - £999,999

£1,000,000 - £1,499,999

£1,500,000 - £1,999,999

£2,000,000 - £4,999,999

£5,000,000 +

Don't know / not sure

Refused

Net:<£200,000

Net: £200,000 - <£500,000

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
118	77	7	30	105	11	**	**	**	**	**	**	115	**	73	32	13
21%	21%	8%	26%	22%	16%	**	**	**	**	**	**	21%	**	29%	14%	16%
	b	b	b											bc		
112	73	12	24	93	17	**	**	**	**	**	**	110	**	64	29	19
20%	20%	15%	22%	19%	25%	**	**	**	**	**	**	20%	**	26%	12%	23%
														b		b
67	38	14	15	58	9	**	**	**	**	**	**	67	**	31	27	9
12%	10%	17%	14%	12%	14%	**	**	**	**	**	**	12%	**	12%	12%	11%
41	26	8	7	33	3	**	**	**	**	**	**	36	**	15	19	7
7%	7%	10%	6%	7%	4%	**	**	**	**	**	**	7%	**	6%	8%	9%
12	9	2	1	12	*	**	**	**	**	**	**	12	**	*	12	*
2%	2%	3%	1%	2%	%	**	**	**	**	**	**	2%	**	%	5%	%
														ac		
11	4	4	4	7	4	**	**	**	**	**	**	11	**	3	5	4
2%	1%	5%	3%	1%	6%	**	**	**	**	**	**	2%	**	1%	2%	5%
		a			al											a
17	11	5	1	16	1	**	**	**	**	**	**	17	**	3	13	1
3%	3%	6%	1%	3%	2%	**	**	**	**	**	**	3%	**	1%	6%	1%
		c												ac		
11	10	1	*	11	*	**	**	**	**	**	**	11	**	3	8	*
2%	3%	1%	%	2%	1%	**	**	**	**	**	**	2%	**	1%	3%	1%
15	10	3	2	11	3	**	**	**	**	**	**	13	**	7	3	4
3%	3%	3%	2%	2%	4%	**	**	**	**	**	**	2%	**	3%	1%	5%
																b
5	3	1	*	3	1	**	**	**	**	**	**	5	**	*	3	1
1%	1%	1%	%	1%	2%	**	**	**	**	**	**	1%	**	%	1%	1%
7	3	3	*	5	1	**	**	**	**	**	**	6	**	*	5	1
1%	1%	4%	%	1%	1%	**	**	**	**	**	**	1%	**	%	2%	1%
		ac														
4	3	1	*	3	1	**	**	**	**	**	**	4	**	*	3	1
1%	1%	1%	%	1%	2%	**	**	**	**	**	**	1%	**	%	1%	2%
124	77	21	26	107	14	**	**	**	**	**	**	122	**	37	70	17
22%	21%	26%	23%	22%	22%	**	**	**	**	**	**	22%	**	15%	30%	21%
														ac		
20	18	*	2	18	2	**	**	**	**	**	**	20	**	14	4	2
4%	5%	%	2%	4%	3%	**	**	**	**	**	**	4%	**	5%	2%	3%
	b													b		
297	188	33	70	256	36	**	**	**	**	**	**	292	**	168	87	41
53%	52%	40%	61%	53%	54%	**	**	**	**	**	**	53%	**	67%	38%	51%
	b	b	b											bc		b
64	38	14	12	52	7	**	**	**	**	**	**	59	**	18	35	12
11%	11%	17%	10%	11%	11%	**	**	**	**	**	**	11%	**	7%	15%	15%
														a	a	a

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

Produced by OLR

Issue date: 11/05/18

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £500,000 - <£1,000,000

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150	
	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81	
28	21	6	1	27	1	**	**	**	**	**	**	28	**	6	21	2	
5%	6%	7%	1%	6%	2%	**	**	**	**	**	**	5%	**	2%	9%	2%	
	c	c													ac		
19	13	4	2	14	4	**	**	**	**	**	**	18	**	8	7	5	
3%	4%	4%	2%	3%	6%	**	**	**	**	**	**	3%	**	3%	3%	6%	
10	6	4	1	8	2	**	**	**	**	**	**	10	**	*	8	2	
2%	2%	4%	%	2%	3%	**	**	**	**	**	**	2%	**	%	3%	3%	
		c													a	a	

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Up to £49,999

£50,000 - £99,999

£100,000 - £199,999

£200,000 - £299,999

£300,000 - £399,999

£400,000 - £499,999

£500,000 - £749,999

£750,000 - £999,999

£1,000,000 - £1,499,999

£1,500,000 - £1,999,999

£2,000,000 - £4,999,999

£5,000,000 +

Don't know / not sure

Refused

Net:<£200,000

Net: £200,000 - <£500,000

Net: £500,000 - <£1,000,000

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

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h		
	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
118	45	31	58	33	27	62	55	**	**	**	**	**	**	31	**	**	**	**	**	**	**		
21%	15%	16%	16%	19%	22%	17%	17%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**		
	a				a																		
112	52	39	59	37	22	69	59	**	**	**	**	**	**	35	**	**	**	**	**	**	**		
20%	17%	21%	17%	21%	18%	19%	18%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**		
	b				b																		
67	34	23	44	20	14	38	37	**	**	**	**	**	**	20	**	**	**	**	**	**	**		
12%	11%	12%	13%	11%	12%	11%	11%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**		
41	26	11	29	13	12	34	23	**	**	**	**	**	**	10	**	**	**	**	**	**	**		
7%	9%	6%	8%	7%	10%	9%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**		
	a				a																		
12	8	9	10	2	2	10	10	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
2%	2%	5%	3%	1%	2%	3%	3%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
	d				d																		
11	11	4	11	1	2	11	9	**	**	**	**	**	**	1	**	**	**	**	**	**	**		
2%	4%	2%	3%	1%	2%	3%	3%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
	d		d																				
17	15	4	15	6	8	10	14	**	**	**	**	**	**	6	**	**	**	**	**	**	**		
3%	5%	2%	4%	3%	6%	3%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**		
	bf				bf																		
11	6	6	9	3	2	8	8	**	**	**	**	**	**	3	**	**	**	**	**	**	**		
2%	2%	3%	2%	2%	2%	2%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
15	10	5	10	2	4	13	7	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
3%	3%	2%	3%	1%	3%	4%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
5	4	1	4	*	1	5	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
1%	1%	1%	1%	%	1%	1%	1%	**	**	**	**	**	**	%	**	**	**	**	**	**	**		
7	4	3	4	3	3	4	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**		
1%	1%	2%	1%	2%	3%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
4	4	3	4	1	3	4	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**		
1%	1%	2%	1%	1%	3%	1%	1%	**	**	**	**	**	**	%	**	**	**	**	**	**	**		
124	75	48	86	51	16	84	81	**	**	**	**	**	**	51	**	**	**	**	**	**	**		
22%	25%	25%	24%	29%	13%	23%	25%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**		
	e	e	e	e	e	e																	
20	13	3	13	3	5	9	12	**	**	**	**	**	**	3	**	**	**	**	**	**	**		
4%	4%	2%	4%	2%	4%	3%	4%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
297	131	93	161	90	63	169	151	**	**	**	**	**	**	85	**	**	**	**	**	**	**		
53%	43%	49%	45%	51%	52%	47%	46%	**	**	**	**	**	**	51%	**	**	**	**	**	**	**		
	a			a			b																
64	45	24	49	16	17	55	42	**	**	**	**	**	**	14	**	**	**	**	**	**	**		
11%	15%	12%	14%	9%	14%	15%	13%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**		
	d				d																		
28	21	10	23	9	10	18	22	**	**	**	**	**	**	9	**	**	**	**	**	**	**		
5%	7%	5%	7%	5%	8%	5%	7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**		

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
19	14	6	14	2	5	18	10	**	**	**	**	**	**	2	**	**	**	**	**	**	**
3%	5%	3%	4%	1%	4%	5%	3%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	d					d															
10	7	6	7	4	6	8	6	**	**	**	**	**	**	4	**	**	**	**	**	**	**
2%	2%	3%	2%	2%	5%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
				cf																	

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

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

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	65	37	41	28	4	117	11	48	501	62
Up to £49,999	118	31	14	10	1	12	**	**	**	**	19	**	12	104	14
	21%	22%	15%	13%	2%	18%	**	**	**	**	17%	**	24%	21%	22%
	d	d	d	d											
£50,000 - £99,999	112	27	16	12	3	17	**	**	**	**	25	**	9	109	3
	20%	19%	18%	16%	7%	26%	**	**	**	**	22%	**	19%	22%	5%
	d	d							c					b	
£100,000 - £199,999	67	18	15	4	8	1	**	**	**	**	20	**	-	61	6
	12%	13%	16%	5%	20%	1%	**	**	**	**	17%	**	-%	12%	10%
	c	c			c		a	a	a		c				
£200,000 - £299,999	41	9	3	12	5	3	**	**	**	**	10	**	3	38	3
	7%	6%	4%	15%	11%	5%	**	**	**	**	8%	**	6%	8%	5%
			ab	b					a						
£300,000 - £399,999	12	2	3	2	2	2	**	**	**	**	2	**	-	12	-
	2%	2%	4%	3%	5%	3%	**	**	**	**	2%	**	-%	2%	-%
£400,000 - £499,999	11	-	4	4	2	-	**	**	**	**	1	**	*	9	2
	2%	-%	4%	5%	5%	-%	**	**	**	**	1%	**	*%	2%	3%
		a	a	a											
£500,000 - £749,999	17	7	6	2	*	3	**	**	**	**	3	**	1	15	2
	3%	5%	6%	3%	*%	5%	**	**	**	**	2%	**	2%	3%	4%
		d													
£750,000 - £999,999	11	4	1	2	1	2	**	**	**	**	1	**	2	10	1
	2%	3%	1%	3%	3%	3%	**	**	**	**	1%	**	4%	2%	2%
£1,000,000 - £1,499,999	15	5	*	1	3	1	**	**	**	**	2	**	-	14	*
	3%	4%	*%	1%	7%	1%	**	**	**	**	2%	**	-%	3%	*%
				bc											
£1,500,000 - £1,999,999	5	*	1	3	*	-	**	**	**	**	*	**	-	5	-
	1%	*%	1%	4%	1%	-%	**	**	**	**	*%	**	-%	1%	-%
			a												
£2,000,000 - £4,999,999	7	*	3	*	1	2	**	**	**	**	*	**	2	4	2
	1%	*%	3%	1%	1%	4%	**	**	**	**	*%	**	5%	1%	4%
													a		a
£5,000,000 +	4	2	*	*	1	*	**	**	**	**	*	**	*	4	*
	1%	2%	*%	*%	2%	*%	**	**	**	**	*%	**	1%	1%	*%
Don't know / not sure	124	26	23	24	13	22	**	**	**	**	31	**	16	101	23
	22%	18%	25%	32%	32%	33%	**	**	**	**	27%	**	33%	20%	37%
		a	a	a										a	
Refused	20	9	3	-	1	*	**	**	**	**	1	**	2	15	5
	4%	7%	3%	-%	2%	*%	**	**	**	**	1%	**	5%	3%	8%
		c					a								
Net:<£200,000	297	76	44	26	12	30	**	**	**	**	65	**	21	273	23
	53%	54%	49%	34%	30%	46%	**	**	**	**	56%	**	43%	55%	37%
	cd	cd												b	

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

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

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Net: £200,000 - <£500,000															
64	11	10	17	9	**	5	**	**	**	**	13	**	3	59	5
11%	8%	11%	23%	22%	**	8%	**	**	**	**	11%	**	7%	12%	8%
			ab	ab											
Net: £500,000 - <£1,000,000															
28	11	7	4	1	**	5	**	**	**	**	4	**	3	25	3
5%	8%	7%	5%	3%	**	8%	**	**	**	**	3%	**	6%	5%	5%
Net: £1,000,000 - <£2,000,000															
19	5	1	4	3	**	1	**	**	**	**	2	**	-	19	*
3%	4%	1%	5%	7%	**	1%	**	**	**	**	2%	**	-%	4%	*%
				b											
Net: >£2,000,000															
10	2	3	1	1	**	2	**	**	**	**	1	**	3	8	3
2%	2%	3%	1%	4%	**	4%	**	**	**	**	1%	**	6%	2%	4%
													a		

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

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

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
Up to £49,999	118	53	**	27	6	51	**	24	16	40	2	**
	21%	16%	**	20%	15%	16%	**	19%	17%	14%	5%	**
£50,000 - £99,999	112	59	**	31	6	59	**	29	13	46	5	**
	20%	18%	**	23%	14%	18%	**	23%	13%	17%	13%	**
£100,000 - £199,999	67	44	**	14	6	44	**	14	13	32	3	**
	12%	13%	**	10%	15%	14%	**	11%	14%	11%	7%	**
£200,000 - £299,999	41	29	**	12	1	26	**	8	3	26	1	**
	7%	9%	**	9%	3%	8%	**	6%	3%	9%	2%	**
£300,000 - £399,999	12	10	**	2	-	10	**	2	4	5	2	**
	2%	3%	**	2%	-%	3%	**	2%	4%	2%	5%	**
£400,000 - £499,999	11	7	**	1	*	7	**	1	1	9	1	**
	2%	2%	**	1%	*%	2%	**	1%	1%	3%	3%	**
£500,000 - £749,999	17	15	**	3	2	15	**	3	5	15	3	**
	3%	4%	**	3%	5%	4%	**	3%	5%	5%	7%	**
£750,000 - £999,999	11	8	**	2	1	8	**	2	5	6	3	**
	2%	2%	**	2%	3%	2%	**	2%	5%	2%	8%	**
£1,000,000 - £1,499,999	15	10	**	2	*	10	**	2	4	6	4	**
	3%	3%	**	1%	1%	3%	**	2%	4%	2%	9%	**
£1,500,000 - £1,999,999	5	4	**	*	-	4	**	*	1	4	*	**
	1%	1%	**	*%	-%	1%	**	*%	1%	2%	*%	**
£2,000,000 - £4,999,999	7	4	**	*	3	1	**	*	*	4	*	**
	1%	1%	**	*%	6%	*%	**	*%	*%	1%	1%	**
£5,000,000 +	4	4	**	1	*	4	**	1	2	4	2	**
	1%	1%	**	1%	*%	1%	**	1%	2%	1%	6%	**
Don't know / not sure	124	74	**	38	13	74	**	39	27	72	11	**
	22%	22%	**	29%	30%	23%	**	31%	28%	26%	28%	**
Refused	20	13	**	*	3	13	**	*	3	10	2	**
	4%	4%	**	*%	7%	4%	**	*%	3%	4%	5%	**
Net:<£200,000	297	156	**	72	18	154	**	67	42	118	10	**
	53%	47%	**	54%	44%	48%	**	53%	44%	42%	25%	**

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

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

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	382	53	144	55	120	354	61	-
Weighted total	563	331	21	134	324	28	125	50	97	280	39	-
Net: £200,000 - <£500,000	64	45	**	15	43	**	11	5	8	41	4	**
	11%	14%	**	11%	13%	**	9%	10%	8%	14%	10%	**
Net: £500,000 - <£1,000,000	28	22	**	6	22	**	6	3	10	21	6	**
	5%	7%	**	4%	7%	**	5%	7%	10%	8%	15%	**
Net: £1,000,000 - <£2,000,000	19	14	**	2	14	**	2	*	4	10	4	**
	3%	4%	**	2%	4%	**	2%	*%	5%	4%	10% b	**
Net: >£2,000,000	10	7	**	1	5	**	1	3	3	7	3	**
	2%	2%	**	1%	2%	**	1%	5%	3%	3%	7%	**
				a		a						

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

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

Base: All

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
118	16	23	**	**	23	21	**	**	42	24	22	39	22	**
21%	19%	14%	**	**	19%	17%	**	**	15%	14%	16%	15%	10%	**
112	15	33	**	**	25	22	**	**	52	39	34	52	40	**
20%	18%	21%	**	**	20%	18%	**	**	18%	22%	24%	19%	19%	**
67	11	19	**	**	16	18	**	**	34	23	20	34	27	**
12%	13%	12%	**	**	13%	14%	**	**	12%	13%	14%	13%	12%	**
41	3	11	**	**	6	12	**	**	26	11	12	18	27	**
7%	3%	7%	**	**	5%	10%	**	**	9%	6%	9%	7%	13% a	**
12	2	9	**	**	2	2	**	**	8	9	2	10	5	**
2%	3%	5%	**	**	2%	2%	**	**	3%	5%	2%	4%	3%	**
11	1	4	**	**	1	1	**	**	7	4	*	7	4	**
2%	1%	2%	**	**	1%	1%	**	**	2%	2%	2%	3%	2%	**
17	3	1	**	**	6	1	**	**	15	4	1	14	12	**
3%	3%	1%	**	**	5%	1%	**	**	5%	2%	1%	5%	6%	**
									c					
11	2	6	**	**	3	3	**	**	5	6	2	5	7	**
2%	3%	4%	**	**	3%	3%	**	**	2%	4%	2%	2%	3%	**
15	4	1	**	**	2	*	**	**	10	5	2	9	6	**
3%	5%	1%	**	**	2%	2%	**	**	3%	3%	2%	3%	3%	**
	b													
5	*	1	**	**	*	*	**	**	4	1	*	4	4	**
1%	1%	1%	**	**	2%	2%	**	**	1%	1%	2%	2%	2%	**
7	*	3	**	**	3	1	**	**	4	3	3	3	1	**
1%	2%	2%	**	**	2%	2%	**	**	1%	2%	2%	1%	1%	**
4	2	3	**	**	*	1	**	**	4	3	1	4	3	**
1%	3%	2%	**	**	2%	1%	**	**	1%	2%	2%	1%	2%	**
		b												
124	23	44	**	**	34	39	**	**	67	39	43	59	49	**
22%	27%	27%	**	**	28%	32%	**	**	23%	23%	30%	22%	23%	**
20	1	2	**	**	1	2	**	**	12	2	*	11	8	**
4%	1%	2%	**	**	1%	2%	**	**	4%	1%	2%	4%	4%	**
									bc					
297	42	75	**	**	63	61	**	**	128	85	76	126	89	**
53%	50%	47%	**	**	52%	49%	**	**	44%	49%	53%	47%	41%	**
64	6	23	**	**	9	16	**	**	41	23	15	34	36	**
11%	7%	14%	**	**	8%	13%	**	**	14%	14%	10%	13%	17%	**
		ac												
28	5	8	**	**	9	4	**	**	20	10	3	20	19	**
5%	6%	5%	**	**	7%	3%	**	**	7%	6%	2%	7%	9%	**
									c					

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total
Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
19	4	2	**	**	2	1	**	**	14	6	2	13	10	**
3%	5%	1%	**	**	2%	1%	**	**	5%	4%	2%	5%	5%	**
	b													
10	3	6	**	**	3	1	**	**	7	6	3	7	5	**
2%	3%	4%	**	**	2%	1%	**	**	2%	4%	2%	3%	2%	**

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

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

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
118	10	6	11	**	**	44	31	**	**	**	**	97	60	99	71	113
21%	9%	10%	13%	**	**	17%	14%	**	**	**	**	19%	16%	19%	18%	21% b
112	21	11	16	**	**	48	40	**	**	**	**	101	70	103	81	105
20%	20% d	18%	19%	**	abcd	18%	18%	**	**	**	**	20%	18%	20%	20%	19%
67	16	8	9	**	**	32	30	**	**	**	**	63	49	63	51	63
12%	15% de	13% de	11% d	**	**	12%	14%	**	**	**	**	12%	13%	12%	13%	12%
41	12	9	8	**	**	18	25	**	**	**	**	37	27	37	32	41
7%	12%	16%	10%	**	**	7%	11%	**	**	**	**	7%	7%	7%	8%	8%
12	2	2	2	**	**	9	8	**	**	**	**	12	12	12	12	12
2%	2%	4%	3%	**	**	4%	3%	**	**	**	**	2%	3%	2%	3%	2%
11	1	*	1	**	**	7	4	**	**	**	**	11	8	11	10	11
2%	1%	%	1%	**	**	3%	2%	**	**	**	**	2%	2%	2%	3%	2%
				ab												
17	1	1	3	**	**	12	12	**	**	**	**	15	13	15	13	15
3%	1%	2%	4%	**	**	4%	6%	**	**	**	**	3%	3%	3%	3%	3%
11	3	1	3	**	**	8	3	**	**	**	**	9	7	9	7	11
2%	3%	2%	4%	**	**	3%	1%	**	**	**	**	2%	2%	2%	2%	2%
15	1	*	2	**	**	6	4	**	**	**	**	15	14	15	12	15
3%	1%	%	3%	**	**	2%	2%	**	**	**	**	3%	4%	3%	3%	3%
				ab												
5	*	*	*	**	**	4	4	**	**	**	**	5	2	5	4	5
1%	%	%	%	**	**	2%	2%	**	**	**	**	1%	%	1%	1%	1%
7	3	*	*	**	**	3	1	**	**	**	**	7	6	7	6	7
1%	3%	1%	1%	**	**	1%	1%	**	**	**	**	1%	2%	1%	2%	1%
4	1	*	*	**	**	3	3	**	**	**	**	4	4	4	2	4
1%	1%	1%	%	**	**	1%	2%	**	**	**	**	1%	1%	1%	%	1%
124	35	21	25	**	**	61	46	**	**	**	**	113	99	113	96	122
22%	33% e	34% e	30% e	**	**	23%	21%	**	**	**	**	22%	26%	22%	24%	22%
				abce												
20	*	*	1	**	**	9	6	**	**	**	**	17	11	17	11	20
4%	%	%	1%	**	**	3%	3%	**	**	**	**	3%	3%	3%	3%	4%
297	47	24	35	**	**	123	102	**	**	**	**	261	178	265	203	280
53%	44% d	41% d	43% d	**	**	47%	47%	**	**	**	**	52%	47%	52%	50%	52%
				abcd												
64	16	12	11	**	**	35	36	**	**	**	**	60	46	60	54	64
11%	15%	19%	14%	**	**	13%	17%	**	**	**	**	12%	12%	12%	13%	12%
28	4	2	7	**	**	19	15	**	**	**	**	24	19	24	19	26
5%	4%	3%	8%	**	**	7%	7%	**	**	**	**	5%	5%	5%	5%	5%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
19	1	*	2	**	**	10	8	**	**	**	**	19	16	19	16	19
3%	1%	1%	3%	**	**	4%	4%	**	**	**	**	4%	4%	4%	4%	4%
				ab												
10	3	1	*	**	**	7	4	**	**	**	**	10	10	10	8	10
2%	3%	2%	1%	**	**	3%	2%	**	**	**	**	2%	3%	2%	2%	2%

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

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

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Up to £49,999	118	51	94	23	79	**	20	89	24	**	**	24	7	88	23
	21%	18%	18%	20%	18%	**	28%	20%	24%	**	**	27%	14%	21%	22%
£50,000 - £99,999	112	46	106	17	99	**	15	95	16	**	**	13	9	80	23
	20%	16%	21%	15%	23%	**	21%	21%	16%	**	**	14%	18%	19%	23%
£100,000 - £199,999	67	33	65	12	53	**	9	58	7	**	**	3	6	50	11
	12%	12%	13%	10%	12%	**	13%	13%	7%	**	**	3%	12%	12%	11%
£200,000 - £299,999	41	15	39	2	31	**	8	33	12	**	**	10	9	21	10
	7%	6%	8%	2%	7%	**	12%	7%	12%	**	**	11%	19%	5%	10%
£300,000 - £399,999	12	5	11	2	10	**	2	10	2	**	**	2	-	8	4
	2%	2%	2%	2%	2%	**	3%	2%	2%	**	**	2%	-%	2%	4%
£400,000 - £499,999	11	8	11	1	9	**	-	9	*	**	**	2	*	11	-
	2%	3%	2%	1%	2%	**	-%	2%	*%	**	**	2%	*%	3%	-%
£500,000 - £749,999	17	12	15	5	17	**	-	17	2	**	**	2	3	14	*
	3%	4%	3%	4%	4%	**	-%	4%	2%	**	**	2%	5%	3%	*%
£750,000 - £999,999	11	4	9	3	10	**	2	8	1	**	**	1	1	8	2
	2%	2%	2%	3%	2%	**	3%	2%	1%	**	**	1%	2%	2%	2%
£1,000,000 - £1,499,999	15	12	15	5	11	**	3	12	1	**	**	1	1	9	4
	3%	4%	3%	4%	3%	**	4%	3%	1%	**	**	1%	2%	2%	4%
£1,500,000 - £1,999,999	5	2	4	1	2	**	*	4	*	**	**	*	*	4	*
	1%	1%	1%	1%	*%	**	*%	1%	*%	**	**	*%	*%	1%	*%
£2,000,000 - £4,999,999	7	3	6	3	6	**	-	6	*	**	**	2	*	6	*
	1%	1%	1%	3%	1%	**	-%	1%	*%	**	**	3%	1%	1%	*%
£5,000,000 +	4	3	4	3	4	**	*	4	2	**	**	2	*	1	3
	1%	1%	1%	2%	1%	**	*%	1%	2%	**	**	3%	*%	*%	3%
Don't know / not sure	124	76	114	37	94	**	11	95	28	**	**	22	11	98	15
	22%	27%	22%	33%	22%	**	16%	21%	28%	**	**	25%	23%	24%	15%
Refused	20	7	17	*	8	**	1	16	5	**	**	4	2	14	5
	4%	3%	3%	*%	2%	**	1%	4%	5%	**	**	5%	4%	3%	5%
Net:<£200,000	297	131	265	51	231	**	44	242	47	**	**	40	21	219	57
	53%	47%	52%	45%	53%	**	61%	53%	46%	**	**	44%	44%	53%	56%
Net: £200,000 - <£500,000	64	29	61	5	50	**	10	52	15	**	**	15	9	40	14
	11%	10%	12%	4%	12%	**	15%	11%	14%	**	**	16%	19%	10%	14%
Net: £500,000 - <£1,000,000	28	16	24	8	27	**	2	25	3	**	**	3	4	22	2
	5%	6%	5%	7%	6%	**	3%	5%	3%	**	**	4%	7%	5%	2%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
563	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
19	14	19	6	**	13	**	3	16	1	**	**	1	1	13	5
3%	5%	4%	5%	**	3%	**	4%	4%	1%	**	**	1%	2%	3%	5%
10	6	10	6	**	10	**	*	10	3	**	**	5	*	7	3
2%	2%	2%	5%	**	2%	**	*%	2%	3%	**	**	5%	1%	2%	3%
			b												

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

Ofcom; Business Postal Tracker April 2018

Table 2 (continuation)

Page 36

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

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
563	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
118	88	25	448	325	238	325	35	151	74	108	46	175	108
21%	26	**	87	43	74	50	8	26	15	12	9	31	11
	29%	**	20%	13%	31% a	15%	24%	18%	20%	11%	20%	18% d	10%
112	13	**	96	57	55	57	3	35	11	24	6	34	17
20%	15%	**	22%	17%	23%	17%	8%	23% b	15%	23%	13%	19%	16%
67	12	**	53	40	27	44	*	18	7	15	6	21	12
12%	14%	**	12%	12%	11%	14% b	%	12% b	10% b	14%	12%	12%	11%
41	11	**	30	32	9	29	2	12	9	9	9	13	18
7%	12%	**	7%	10% b	4%	9%	6%	8%	13%	9%	20% ac	8%	16% c
12	2	**	10	9	2	10	4	2	2	2	-	6	3
2%	2%	**	2%	3%	1%	3%	12% acd	1%	3%	2%	-%	4%	3%
11	*	**	9	9	3	6	*	1	*	1	*	1	2
2%	%	**	2%	3%	1%	2%	%	1%	%	1%	%	1%	2%
17	*	**	17	9	8	12	*	4	1	4	-	9	6
3%	%	**	4%	3%	3%	4%	%	2%	1%	3%	-%	5%	5%
11	1	**	10	7	4	7	1	3	*	3	1	4	3
2%	1%	**	2%	2%	2%	2%	3%	2%	%	3%	2%	2%	3%
15	-	**	14	14	*	8	*	2	2	2	*	2	*
3%	-%	**	3%	4% b	%	2%	%	1%	3%	2%	%	1%	%
5	-	**	5	*	4	4	*	*	*	*	*	1	4
1%	-%	**	1%	%	2% a	1%	%	%	%	%	%	%	3% ac
7	2	**	4	6	1	4	*	1	*	*	*	3	1
1%	3%	**	1%	2%	%	1%	%	%	1%	%	1%	2%	1%
4	-	**	4	3	1	4	2	1	*	1	*	1	3
1%	-%	**	1%	1%	%	1%	7% acd	%	%	1%	%	%	3%
124	15	**	96	80	44	79	13	46	22	34	14	40	27
22%	17%	**	21%	25%	19%	24%	38% a	31%	29%	32%	31%	23%	25%
20	6	**	12	15	5	13	-	*	3	*	*	9	2
4%	7%	**	3%	5%	2%	4% c	-%	%	4% c	%	%	5% a	2%
297	50	**	237	141	156	151	11	79	33	51	21	86	40
53%	57%	**	53%	43%	66% a	46%	33%	52% b	45%	47%	45%	49% d	37%
64	13	**	49	50	14	44	7	15	12	13	9	21	23
11%	15%	**	11%	15% b	6%	13%	19%	10%	16%	12%	20%	12%	21% ac

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

Produced by OLR
Issue date: 11/05/18

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total
Net: £500,000 - <£1,000,000

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
563	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
	88	25	448	325	238	325	35	151	74	108	46	175	108
28	1	**	27	16	12	19	1	7	1	7	1	13	9
5%	1%	**	6%	5%	5%	6%	3%	5%	1%	6%	2%	8%	8%
19	-	**	19	14	5	12	*	2	2	2	*	3	4
3%	-%	**	4%	4%	2%	4%	1%	2%	3%	2%	-%	2%	4%
10	2	**	8	9	1	7	2	1	1	1	*	4	3
2%	3%	**	2%	3%	1%	2%	7%	1%	1%	1%	1%	2%	3%
							acd						

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Up to £49,999

£50,000 - £99,999

£100,000 - £199,999

£200,000 - £299,999

£300,000 - £399,999

£400,000 - £499,999

£500,000 - £749,999

£750,000 - £999,999

£1,000,000 - £1,499,999

£1,500,000 - £1,999,999

£2,000,000 - £4,999,999

£5,000,000 +

Don't know / not sure

Refused

Net:<£200,000

Net: £200,000 - <£500,000

Net: £500,000 - <£1,000,000

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
118	15	43	**	37	118
21%	14%	18%	**	23%	21%
		ab			
112	24	52	**	27	112
20%	24%	22%	**	17%	20%
67	14	31	**	18	67
12%	13%	13%	**	11%	12%
41	5	21	**	9	41
7%	5%	9%	**	5%	7%
		abd			
12	1	4	**	6	12
2%	1%	2%	**	4%	2%
11	*	6	**	5	11
2%	*%	3%	**	3%	2%
17	1	9	**	7	17
3%	1%	4%	**	4%	3%
11	2	4	**	4	11
2%	2%	2%	**	3%	2%
15	1	3	**	8	15
3%	1%	1%	**	5%	3%
		b			
5	3	1	**	1	5
1%	3%	*%	**	1%	1%
	b				
7	3	3	**	*	7
1%	3%	1%	**	*%	1%
4	*	3	**	*	4
1%	*%	1%	**	*%	1%
124	28	49	**	32	124
22%	28%	20%	**	20%	22%
20	5	11	**	3	20
4%	5%	5%	**	2%	4%
297	52	125	**	82	297
53%	51%	52%	**	52%	53%
64	6	31	**	20	64
11%	6%	13%	**	13%	11%
		a			
28	3	13	**	11	28
5%	3%	6%	**	7%	5%

Columns Tested: a,b,c,d

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: £1,000,000 - <£2,000,000

Net: >£2,000,000

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
19	4	3	**	9	19
3%	4%	1%	**	6%	3%
				b	
10	3	6	**	*	10
2%	3%	3%	**	*%	2%
	d				

Columns Tested: a,b,c,d

C3. Where in the UK do you work?

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
East of England	27	26	1	-	**	1	16	8	**	**	*
	5%	5%	5%	-%	**	5%	7%	6%	**	**	2%
			c		c						
East Midlands	56	54	1	1	**	2	21	16	**	**	5
	10%	10%	5%	16%	**	8%	9%	12%	**	**	36%
				b							abc
Greater London	54	52	1	1	**	2	12	15	**	**	*
	10%	10%	9%	12%	**	9%	5%	11%	**	**	2%
								e			
North East	30	29	1	*	**	1	9	7	**	**	*
	5%	5%	6%	7%	**	6%	4%	5%	**	**	2%
North West	54	51	2	1	**	3	18	12	**	**	3
	10%	9%	13%	12%	**	14%	8%	9%	**	**	18%
				a							ac
South East	105	103	1	1	**	2	50	21	**	**	*
	19%	19%	10%	9%	**	10%	22%	16%	**	**	3%
		bce					e	e	e		
South West	78	76	1	*	**	1	35	25	**	**	*
	14%	14%	7%	4%	**	6%	15%	19%	**	**	1%
		bce					e	e	e		
West Midlands	52	49	2	1	**	3	26	6	**	**	1
	9%	9%	14%	9%	**	12%	11%	4%	**	**	6%
									b		
Yorkshire and The Humber	28	27	1	*	**	1	9	7	**	**	2
	5%	5%	7%	5%	**	5%	4%	5%	**	**	17%
											ab
Scotland	32	30	1	*	**	2	14	6	**	**	*
	6%	5%	9%	8%	**	8%	6%	5%	**	**	2%
Wales	26	24	1	*	**	2	12	4	**	**	1
	5%	5%	10%	5%	**	8%	5%	3%	**	**	8%
			a						b		
Northern Ireland	21	19	1	1	**	2	8	6	**	**	1
	4%	4%	6%	14%	**	8%	3%	5%	**	**	3%
				a		a					
Net: England	484	467	10	4	**	17	195	115	**	**	13
	86%	86%	76%	74%	**	75%	85%	88%	**	**	87%
		bce									
Net: Scotland	32	30	1	*	**	2	14	6	**	**	*
	6%	5%	9%	8%	**	8%	6%	5%	**	**	2%
Net: Wales	26	24	1	*	**	2	12	4	**	**	1
	5%	5%	10%	5%	**	8%	5%	3%	**	**	8%
			a						b		
Net: Northern Ireland	21	19	1	1	**	2	8	6	**	**	1
	4%	4%	6%	14%	**	8%	3%	5%	**	**	3%
				a		a					

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

C3. Where in the UK do you work?

Base: All

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m	
563	16	31	58	23	46	84	58	34	21	371	70	64	58	
563	27	56	54	30	54	105	78	52	28	484	32	26	21	
27	**	**	-	**	**	-	-	**	**	27	-	-	-	
5%	**	**	-%	**	**	-%	-%	**	**	6%	-%	-%	-%	
										fk				
56	**	**	-	**	**	-	-	**	**	56	-	-	-	
10%	**		-%	**	**	-%	-%	**	**	12%	-%	-%	-%	
		cefgijklm								cefgijklm				
54	**	**	54	**	**	-	-	**	**	54	-	-	-	
10%	**	**	100%	**	**	-%	-%	**	**	11%	-%	-%	-%	
			befghjklm							efghklm				
30	**	**	-	**	**	-	-	**	**	30	-	-	-	
5%	**	**	-%	**	**	-%	-%	**	**	6%	-%	-%	-%	
										fkI				
54	**	**	-	**	**	-	-	**	**	54	-	-	-	
10%	**	**	-%	**	**	-%	-%	**	**	11%	-%	-%	-%	
					bcefgijklm					bcefgijklm				
105	**	**	-	**	**	105	-	**	**	105	-	-	-	
19%	**	**	-%	**	**	100%	-%	**	**	22%	-%	-%	-%	
						bceghijklm				bceghijklm				
78	**	**	-	**	**	-	78	**	**	78	-	-	-	
14%	**	**	-%	**	**	-%	100%	**	**	16%	-%	-%	-%	
							bcefhijklm			bcefhklm				
52	**	**	-	**	**	-	-	**	**	52	-	-	-	
9%	**	**	-%	**	**	-%	-%	bcefgijklm	**	11%	-%	-%	-%	
										cefgklm				
28	**	**	-	**	**	-	-	**	**	28	-	-	-	
5%	**	**	-%	**	**	-%	-%	**	**	6%	-%	-%	-%	
										fkI				
32	**	**	-	**	**	-	-	**	**	-	32	-	-	
6%	**	**	-%	**	**	-%	-%	**	**	-%	100%	-%	-%	
											bcefgijl			
26	**	**	-	**	**	-	-	**	**	-	-	26	-	
5%	**	**	-%	**	**	-%	-%	**	**	-%	-%	100%	-%	
												bcefgijk		
21	**	**	-	**	**	-	-	**	**	-	-	-	21	
4%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	100%	
												bcefgijk		
													I	
484	**	**	54	**	**	105	78	**	**	484	-	-	-	
86%	**	**	100%	**	**	100%	100%	**	**	100%	-%	-%	-%	
		klm	klm		klm	klm	klm	klm		klm				
32	**	**	-	**	**	-	-	**	**	-	32	-	-	
6%	**	**	-%	**	**	-%	-%	**	**	-%	100%	-%	-%	
											bcefgijl			
											m			

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

C3. Where in the UK do you work?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: Wales

Net: Northern Ireland

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
26	**	**	-	**	**	-	-	**	**	-	-	26	-
5%	**	**	-%	**	**	-%	-%	**	**	-%	-%	100%	-%
												bcefg hjkm	
21	**	**	-	**	**	-	-	**	**	-	-	-	21
4%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	100%
												bcefg hjk	

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

C3. Where in the UK do you work?
Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
27	**	**	-	**	**	3	-	**	**	27	-	-	-	
5%	**	**	-%	**	**	3%	-%	**	**	6%	-%	-%	-%	
	cefg hij									kl				
	klm													
56	**	**	-	**	**	3	-	**	**	56	-	-	-	
10%	**	**	-%	**	**	3%	-%	**	**	12%	-%	-%	-%	
	cefg h j k								cgklmcefgklm					
	lm													
54	**	**	43	**	**	10	-	**	**	54	-	-	-	
10%	**	**	84%	**	**	11%	-%	**	**	11%	-%	-%	-%	
			aefghij			aghiklm				aeghikl				
			klm							m				
30	**	**	-	**	**	-	-	**	**	30	-	-	-	
5%	**	**	-%	**	**	-%	-%	**	**	6%	-%	-%	-%	
									acefghijkl	fklm				
									m					
54	**	**	-	**	**	2	2	**	**	52	-	*	2	
10%	**	**	-%	**	**	2%	3%	**	**	11%	-%	1%	10%	
					acfghijklm					acfikl			ckl	
105	**	**	6	**	**	72	2	**	**	103	2	*	-	
19%	**	**	12%	**	**	75%	3%	**	**	21%	6%	*%	-%	
	ceghikl		ehilm			aceghijklm				eghiklm				
	m													
78	**	**	2	**	**	6	67	**	**	77	-	*	-	
14%	**	**	4%	**	**	6%	91%	**	**	16%	-%	1%	-%	
						kmacefghijklm				acefhik				
										lm				
52	**	**	-	**	**	-	3	**	**	52	-	-	-	
9%	**	**	-%	**	**	-%	3%	**	**	11%	-%	-%	-%	
								acefgijk		acefikl				
								lm		m				
28	**	**	-	**	**	-	-	**	**	28	-	-	-	
5%	**	**	-%	**	**	-%	-%	**	**	6%	-%	-%	-%	
								acefghijkl		fkl				
								m						
32	**	**	-	**	**	-	-	**	**	-	32	-	-	
6%	**	**	-%	**	**	-%	-%	**	**	-%	94%	-%	-%	
										acefghij				
										lm				
26	**	**	-	**	**	-	-	**	**	2	-	25	-	
5%	**	**	-%	**	**	-%	-%	**	**	*%	-%	98%	-%	
								j				acefghijklm		
21	**	**	-	**	**	-	-	**	**	-	-	-	21	
4%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	90%	
													acefghij	
													kl	
484	**	**	51	**	**	96	74	**	**	479	2	*	2	
86%	**	**	100%	**	**	100%	100%	**	**	100%	6%	2%	10%	
	klm		klm		klm	klm	klm	klm	klm	hklm				

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

C3. Where in the UK do you work?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: Scotland

Net: Wales

Net: Northern Ireland

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
563	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
32	**	**	-	**	**	-	-	**	**	-	32	-	-
6%	**	**	-%	**	**	-%	-%	**	**	-%	94%	-%	-%
											acefghij		
											lm		
26	**	**	-	**	**	-	-	**	**	2	-	25	-
5%	**	**	-%	**	**	-%	-%	**	**	*%	-%	98%	-%
								j				acefghijk	
21	**	**	-	**	**	-	-	**	**	-	-	-	21
4%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	90%
													acefghij
													kl

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

C3. Where in the UK do you work?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

East of England

East Midlands

Greater London

North East

North West

South East

South West

West Midlands

Yorkshire and The Humber

Scotland

Wales

Northern Ireland

Net: England

Net: Scotland

Net: Wales

Net: Northern Ireland

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total	8	56	10	67	168	16	41	195	383	180	506	57	518	45
27	**	-	**	-	14	**	**	11	11	16	22	5	24	**
5%	**	-%	**	-%	8%	**	**	5%	3%	9%	4%	9%	5%	**
					bd		bd	d		a		a		
56	**	3	**	11	23	**	**	19	30	26	53	3	56	**
10%	**	6%	**	16%	14%	**	**	10%	8%	15%	11%	5%	11%	**
				9	9			g		a				
54	**	6	**	2	9	**	**	24	54	-	41	13	52	**
10%	**	11%	**	3%	5%	**	**	12%	14%	-%	8%	22%	10%	**
							deh	de	b			a		
30	**	11	**	7	7	**	**	3	28	2	30	*	28	**
5%	**	20%	**	11%	4%	**	**	1%	7%	1%	6%	%	5%	**
		egh		gh					b		b			
54	**	2	**	14	21	**	**	9	44	10	51	3	50	**
10%	**	4%	**	21%	12%	**	**	5%	12%	6%	10%	5%	10%	**
				bgh	gh				b					
105	**	13	**	8	25	**	**	40	72	34	94	11	97	**
19%	**	22%	**	13%	15%	**	**	21%	19%	19%	19%	19%	19%	**
78	**	6	**	6	23	**	**	21	46	31	73	5	73	**
14%	**	11%	**	9%	14%	**	**	11%	12%	17%	14%	8%	14%	**
							bdeh							
52	**	4	**	5	13	**	**	29	41	11	46	6	44	**
9%	**	7%	**	8%	8%	**	**	15%	11%	6%	9%	10%	8%	**
								g						
28	**	7	**	5	7	**	**	9	23	5	26	2	21	**
5%	**	13%	**	7%	4%	**	**	5%	6%	3%	5%	4%	4%	**
		egh												
32	**	1	**	2	9	**	**	13	11	20	28	4	29	**
6%	**	2%	**	3%	5%	**	**	7%	3%	11%	5%	7%	6%	**
									a					
26	**	2	**	4	11	**	**	9	11	15	23	3	24	**
5%	**	3%	**	6%	6%	**	**	4%	3%	8%	5%	5%	5%	**
									a					
21	**	*	**	3	7	**	**	8	11	10	18	3	19	**
4%	**	1%	**	4%	4%	**	**	4%	3%	5%	4%	6%	4%	**
484	**	53	**	59	142	**	**	166	349	135	437	47	446	**
86%	**	94%	**	87%	84%	**	**	85%	91%	75%	86%	83%	86%	**
									b					
32	**	1	**	2	9	**	**	13	11	20	28	4	29	**
6%	**	2%	**	3%	5%	**	**	7%	3%	11%	5%	7%	6%	**
									a					
26	**	2	**	4	11	**	**	9	11	15	23	3	24	**
5%	**	3%	**	6%	6%	**	**	4%	3%	8%	5%	5%	5%	**
									a					
21	**	*	**	3	7	**	**	8	11	10	18	3	19	**
4%	**	1%	**	4%	4%	**	**	4%	3%	5%	4%	6%	4%	**

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

C3. Where in the UK do you work?

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
East of England	27	16	3	8	24	3	**	**	**	**	**	**	27	**	16	8	3
5%		4%	4%	7%	5%	4%	**	**	**	**	**	**	5%	**	6%	4%	4%
East Midlands	56	30	8	18	40	11	**	**	**	**	**	**	51	**	16	24	17
10%		8%	10%	16%	8%	17%	**	**	**	**	**	**	9%	**	6%	10%	21%
				a		ai											ab
Greater London	54	36	7	11	44	7	**	**	**	**	**	**	51	**	25	20	9
10%		10%	8%	10%	9%	10%	**	**	**	**	**	**	9%	**	10%	8%	11%
North East	30	25	5	1	30	*	**	**	**	**	**	**	30	**	12	18	*
5%		7%	6%	1%	6%	*%	**	**	**	**	**	**	6%	**	5%	8%	*%
		c	c		b								b		c	c	
North West	54	44	3	7	49	3	**	**	**	**	**	**	52	**	21	28	6
10%		12%	4%	6%	10%	5%	**	**	**	**	**	**	9%	**	8%	12%	7%
		b															
South East	105	82	17	7	96	9	**	**	**	**	**	**	105	**	56	40	9
19%		23%	21%	6%	20%	13%	**	**	**	**	**	**	19%	**	22%	17%	11%
		c	c												c		
South West	78	38	17	21	67	11	**	**	**	**	**	**	77	**	31	36	11
14%		10%	21%	18%	14%	16%	**	**	**	**	**	**	14%	**	12%	15%	13%
			a	a													
West Midlands	52	33	5	14	46	6	**	**	**	**	**	**	52	**	29	17	6
9%		9%	7%	12%	10%	9%	**	**	**	**	**	**	9%	**	12%	7%	8%
Yorkshire and The Humber	28	14	3	7	21	5	**	**	**	**	**	**	26	**	12	9	7
5%		4%	3%	6%	4%	7%	**	**	**	**	**	**	5%	**	5%	4%	9%
																	b
Scotland	32	18	4	9	28	3	**	**	**	**	**	**	31	**	12	16	4
6%		5%	5%	8%	6%	5%	**	**	**	**	**	**	6%	**	5%	7%	4%
Wales	26	12	7	7	21	5	**	**	**	**	**	**	25	**	11	10	6
5%		3%	9%	6%	4%	7%	**	**	**	**	**	**	5%	**	4%	4%	7%
			a														
Northern Ireland	21	14	3	4	17	4	**	**	**	**	**	**	21	**	11	7	4
4%		4%	4%	4%	4%	5%	**	**	**	**	**	**	4%	**	4%	3%	5%
Net: England	484	317	67	94	416	55	**	**	**	**	**	**	471	**	216	200	68
86%		88%	83%	82%	86%	82%	**	**	**	**	**	**	86%	**	87%	86%	84%
Net: Scotland	32	18	4	9	28	3	**	**	**	**	**	**	31	**	12	16	4
6%		5%	5%	8%	6%	5%	**	**	**	**	**	**	6%	**	5%	7%	4%
Net: Wales	26	12	7	7	21	5	**	**	**	**	**	**	25	**	11	10	6
5%		3%	9%	6%	4%	7%	**	**	**	**	**	**	5%	**	4%	4%	7%
			a														
Net: Northern Ireland	21	14	3	4	17	4	**	**	**	**	**	**	21	**	11	7	4
4%		4%	4%	4%	4%	5%	**	**	**	**	**	**	4%	**	4%	3%	5%

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

C3. Where in the UK do you work?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

East of England

East Midlands

Greater London

North East

North West

South East

South West

West Midlands

Yorkshire and The Humber

Scotland

Wales

Northern Ireland

Net: England

Net: Scotland

Net: Wales

Net: Northern Ireland

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
27	16	8	16	6	6	21	11	**	**	**	**	**	**	5	**	**	**	**	**	**	**
5%	5%	4%	5%	3%	5%	6%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
	a																				
56	35	22	38	21	11	43	35	**	**	**	**	**	**	19	**	**	**	**	**	**	**
10%	11%	12%	11%	12%	9%	12%	11%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
54	16	14	27	14	9	30	26	**	**	**	**	**	**	14	**	**	**	**	**	**	**
10%	5%	7%	8%	8%	8%	8%	8%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
30	21	14	23	9	7	23	23	**	**	**	**	**	**	9	**	**	**	**	**	**	**
5%	7%	8%	7%	5%	6%	6%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
54	36	8	36	21	8	38	35	**	**	**	**	**	**	18	**	**	**	**	**	**	**
10%	12%	4%	10%	12%	6%	10%	11%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
	b		b	b		b															
105	53	34	62	32	15	65	57	**	**	**	**	**	**	32	**	**	**	**	**	**	**
19%	17%	18%	17%	18%	12%	18%	18%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**
	b																				
78	40	28	50	17	21	49	46	**	**	**	**	**	**	17	**	**	**	**	**	**	**
14%	13%	15%	14%	10%	17%	13%	14%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
	d				d		b														
52	25	22	33	19	20	18	28	**	**	**	**	**	**	19	**	**	**	**	**	**	**
9%	8%	12%	9%	11%	16%	5%	8%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
	f		f	f	act		a														
28	12	7	14	12	5	19	14	**	**	**	**	**	**	9	**	**	**	**	**	**	**
5%	4%	4%	4%	7%	4%	5%	4%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
32	20	16	22	12	9	21	20	**	**	**	**	**	**	12	**	**	**	**	**	**	**
6%	6%	8%	6%	7%	7%	6%	6%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
26	19	9	19	7	6	21	16	**	**	**	**	**	**	7	**	**	**	**	**	**	**
5%	6%	5%	5%	4%	5%	6%	5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
	a																				
21	13	6	14	5	5	12	14	**	**	**	**	**	**	5	**	**	**	**	**	**	**
4%	4%	3%	4%	3%	4%	3%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
484	255	159	299	151	102	307	275	**	**	**	**	**	**	143	**	**	**	**	**	**	**
86%	83%	84%	85%	86%	84%	85%	85%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**
	b						b														
32	20	16	22	12	9	21	20	**	**	**	**	**	**	12	**	**	**	**	**	**	**
6%	6%	8%	6%	7%	7%	6%	6%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
26	19	9	19	7	6	21	16	**	**	**	**	**	**	7	**	**	**	**	**	**	**
5%	6%	5%	5%	4%	5%	6%	5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
	a																				
21	13	6	14	5	5	12	14	**	**	**	**	**	**	5	**	**	**	**	**	**	**
4%	4%	3%	4%	3%	4%	3%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**

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

C3. Where in the UK do you work?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	65	37	41	28	4	117	11	48	501	62
East of England	27	*	5	8	3	3	**	**	**	**	6	**	-	27	-
	5%	%	6%	10%	7%	4%	**	**	**	**	5%	**	-%	5%	-%
		a	a	a											
East Midlands	56	13	6	14	5	3	**	**	**	**	19	**	3	51	6
	10%	10%	6%	18%	13%	4%	**	**	**	**	16%	**	6%	10%	9%
				b				a	a		c				
Greater London	54	15	5	7	1	8	**	**	**	**	9	**	5	37	17
	10%	10%	5%	9%	2%	13%	**	**	**	**	8%	**	10%	7%	27%
		d		d		b								a	
North East	30	9	9	1	5	*	**	**	**	**	7	**	3	30	-
	5%	6%	10%	1%	12%	%	**	**	**	**	6%	**	5%	6%	-%
		c	c	c			ad	ad							
North West	54	18	12	5	1	2	**	**	**	**	16	**	5	48	7
	10%	13%	13%	7%	2%	4%	**	**	**	**	13%	**	10%	10%	11%
		d	d				ad	a							
South East	105	25	11	15	7	17	**	**	**	**	13	**	17	91	15
	19%	18%	12%	20%	16%	26%	**	**	**	**	11%	**	36%	18%	23%
						cd	cd						a		
South West	78	25	13	7	7	8	**	**	**	**	11	**	4	69	8
	14%	18%	14%	9%	16%	13%	**	**	**	**	9%	**	9%	14%	13%
						b			bc						
West Midlands	52	18	6	6	3	5	**	**	**	**	14	**	*	49	3
	9%	13%	6%	7%	8%	8%	**	**	**	**	12%	**	1%	10%	4%
								ab			c				
Yorkshire and The Humber	28	2	7	2	2	5	**	**	**	**	9	**	2	26	2
	5%	2%	8%	3%	5%	7%	**	**	**	**	8%	**	5%	5%	4%
			a						c						
Scotland	32	7	7	6	2	9	**	**	**	**	6	**	6	29	2
	6%	5%	8%	7%	6%	14%	**	**	**	**	5%	**	12%	6%	3%
						d									
Wales	26	5	6	5	3	3	**	**	**	**	6	**	1	24	2
	5%	3%	6%	6%	7%	4%	**	**	**	**	5%	**	2%	5%	3%
Northern Ireland	21	4	6	2	3	2	**	**	**	**	3	**	2	20	1
	4%	3%	6%	3%	6%	3%	**	**	**	**	2%	**	4%	4%	2%
Net: England	484	126	73	64	33	51	**	**	**	**	102	**	39	427	57
	86%	89%	80%	84%	81%	79%	**	**	**	**	87%	**	82%	85%	92%
		b							a						
Net: Scotland	32	7	7	6	2	9	**	**	**	**	6	**	6	29	2
	6%	5%	8%	7%	6%	14%	**	**	**	**	5%	**	12%	6%	3%
						d									

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

C3. Where in the UK do you work?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Net: Wales	26	5	6	5	3	3	**	**	**	**	6	**	1	24	2
	5%	3%	6%	6%	7%	4%	**	**	**	**	5%	**	2%	5%	3%
Net: Northern Ireland	21	4	6	2	3	2	**	**	**	**	3	**	2	20	1
	4%	3%	6%	3%	6%	3%	**	**	**	**	2%	**	4%	4%	2%

Significance Level: 95%

Unweighted total

Weighted total

Net: Wales

Net: Northern Ireland

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

C3. Where in the UK do you work?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	d	
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39
East of England	27	16	**	6	-	16	**	6	-	*	16	3
	5%	5%	**	4%	-%	5%	**	4%	-%	*%	6%	7%
										a	a	
East Midlands	56	33	**	18	3	30	**	16	6	14	30	5
	10%	10%	**	14%	7%	9%	**	13%	11%	14%	11%	13%
							a					
Greater London	54	20	**	7	7	18	**	7	7	5	12	5
	10%	6%	**	5%	16%	6%	**	6%	13%	5%	4%	13%
					a	a					b	
North East	30	23	**	9	-	23	**	9	-	7	21	-
	5%	7%	**	7%	-%	7%	**	7%	-%	7%	8%	-%
							b			c	c	
North West	54	34	**	16	4	34	**	14	7	11	36	7
	10%	10%	**	12%	11%	10%	**	11%	13%	12%	13%	18%
South East	105	57	**	19	13	57	**	19	12	15	51	4
	19%	17%	**	14%	30%	18%	**	15%	25%	16%	18%	11%
					a							
South West	78	48	**	13	4	48	**	13	4	11	36	2
	14%	15%	**	10%	10%	15%	**	10%	8%	11%	13%	6%
West Midlands	52	33	**	17	3	33	**	11	8	13	20	3
	9%	10%	**	12%	7%	10%	**	9%	16%	14%	7%	8%
										b		
Yorkshire and The Humber	28	14	**	9	2	12	**	9	2	3	10	-
	5%	4%	**	7%	6%	4%	**	7%	5%	3%	4%	-%
Scotland	32	21	**	10	2	21	**	11	1	7	18	3
	6%	6%	**	8%	5%	6%	**	9%	2%	8%	6%	7%
Wales	26	18	**	6	2	18	**	6	2	7	18	3
	5%	5%	**	4%	5%	6%	**	4%	4%	7%	6%	7%
Northern Ireland	21	13	**	4	1	13	**	4	1	4	12	4
	4%	4%	**	3%	3%	4%	**	3%	2%	4%	4%	10%
Net: England	484	279	**	115	36	272	**	105	46	79	231	29
	86%	84%	**	85%	87%	84%	**	84%	91%	81%	83%	76%
Net: Scotland	32	21	**	10	2	21	**	11	1	7	18	3
	6%	6%	**	8%	5%	6%	**	9%	2%	8%	6%	7%
Net: Wales	26	18	**	6	2	18	**	6	2	7	18	3
	5%	5%	**	4%	5%	6%	**	4%	4%	7%	6%	7%
Net: Northern Ireland	21	13	**	4	1	13	**	4	1	4	12	4
	4%	4%	**	3%	3%	4%	**	3%	2%	4%	4%	10%

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

C3. Where in the UK do you work?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
East of England	27	*	8	**	**	5	3	**	**	16	8	5	14	11	**
	5%	*%	5%	**	**	4%	2%	**	**	6%	5%	4%	5%	5%	**
		a													
East Midlands	56	11	17	**	**	16	16	**	**	30	19	18	25	22	**
	10%	13%	10%	**	**	13%	13%	**	**	10%	11%	13%	9%	10%	**
		c	c												
Greater London	54	11	14	**	**	7	11	**	**	14	8	9	16	9	**
	10%	13%	9%	**	**	6%	9%	**	**	5%	4%	6%	6%	4%	**
				ab											
North East	30	7	14	**	**	5	9	**	**	21	14	9	21	21	**
	5%	8%	9%	**	**	4%	7%	**	**	7%	8%	7%	8%	10%	**
		c					c								
North West	54	5	8	**	**	14	18	**	**	33	8	18	29	26	**
	10%	6%	5%	**	**	11%	15%	**	**	12%	5%	13%	11%	12%	**
				ab						b	b	b			
South East	105	11	32	**	**	17	23	**	**	51	32	19	45	42	**
	19%	13%	20%	**	**	14%	19%	**	**	18%	19%	14%	17%	19%	**
South West	78	11	24	**	**	17	7	**	**	38	28	15	34	28	**
	14%	13%	15%	**	**	14%	5%	**	**	13%	16%	10%	13%	13%	**
						b									
West Midlands	52	13	11	**	**	19	11	**	**	25	20	17	30	19	**
	9%	16%	7%	**	**	16%	9%	**	**	9%	11%	12%	11%	9%	**
		bc													
Yorkshire and The Humber	28	*	7	**	**	5	9	**	**	12	7	12	14	5	**
	5%	*%	5%	**	**	4%	8%	**	**	4%	4%	8%	5%	2%	**
		a					c								
Scotland	32	8	13	**	**	8	8	**	**	19	14	11	18	16	**
	6%	10%	8%	**	**	7%	7%	**	**	7%	8%	8%	7%	7%	**
Wales	26	3	8	**	**	5	5	**	**	18	9	6	15	11	**
	5%	4%	5%	**	**	4%	4%	**	**	6%	5%	4%	5%	5%	**
Northern Ireland	21	3	4	**	**	4	3	**	**	12	5	3	10	7	**
	4%	4%	3%	**	**	3%	3%	**	**	4%	3%	2%	4%	3%	**
Net: England	484	69	136	**	**	105	108	**	**	241	145	123	227	184	**
	86%	83%	84%	**	**	86%	87%	**	**	83%	84%	86%	84%	84%	**
Net: Scotland	32	8	13	**	**	8	8	**	**	19	14	11	18	16	**
	6%	10%	8%	**	**	7%	7%	**	**	7%	8%	8%	7%	7%	**
Net: Wales	26	3	8	**	**	5	5	**	**	18	9	6	15	11	**
	5%	4%	5%	**	**	4%	4%	**	**	6%	5%	4%	5%	5%	**
Net: Northern Ireland	21	3	4	**	**	4	3	**	**	12	5	3	10	7	**
	4%	4%	3%	**	**	3%	3%	**	**	4%	3%	2%	4%	3%	**

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

C3. Where in the UK do you work?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
27	3	-	*	**	**	13	11	**	**	**	**	24	16	24	16	22
5%	2%	-%	-%	**	**	5%	5%	**	**	**	**	5%	4%	5%	4%	4%
56	16	11	11	**	**	24	19	**	**	**	**	56	37	56	38	56
10%	15%	18%	13%	**	**	9%	9%	**	**	**	**	11%	10%	11%	9%	10%
	de	de	de													
54	11	3	5	**	**	16	7	**	**	**	**	47	31	47	33	54
10%	11%	4%	6%	**	**	6%	3%	**	**	**	**	9%	8%	9%	8%	10%
				bc	bc											
30	9	2	7	**	**	19	18	**	**	**	**	30	23	30	26	30
5%	9%	4%	8%	**	**	7%	8%	**	**	**	**	6%	6%	6%	6%	6%
54	14	16	9	**	**	29	29	**	**	**	**	48	42	48	42	52
10%	13%	26%	11%	**	**	11%	13%	**	**	**	**	9%	11%	9%	10%	10%
		ac														
105	15	9	9	**	**	45	42	**	**	**	**	93	72	97	80	99
19%	14%	14%	11%	**	**	17%	19%	**	**	**	**	18%	19%	19%	20%	18%
	e	e														
78	3	*	7	**	**	36	34	**	**	**	**	65	53	65	51	73
14%	2%	1%	8%	**	**	14%	15%	**	**	**	**	13%	14%	13%	12%	14%
			ab		abcd											
52	9	6	16	**	**	22	17	**	**	**	**	44	36	44	39	49
9%	8%	10%	20%	**	**	8%	8%	**	**	**	**	9%	9%	9%	10%	9%
			ae	e												
28	12	5	5	**	**	19	5	**	**	**	**	25	14	26	19	28
5%	11%	8%	6%	**	**	7%	2%	**	**	**	**	5%	4%	5%	5%	5%
	d					b										
32	9	5	7	**	**	17	16	**	**	**	**	28	23	28	26	32
6%	9%	8%	9%	**	**	6%	7%	**	**	**	**	6%	6%	6%	6%	6%
				abc												
26	4	4	3	**	**	15	12	**	**	**	**	25	20	25	22	26
5%	4%	6%	4%	**	**	6%	6%	**	**	**	**	5%	5%	5%	5%	5%
21	3	*	4	**	**	9	7	**	**	**	**	18	13	18	15	20
4%	3%	1%	5%	**	**	3%	3%	**	**	**	**	3%	3%	3%	4%	4%
484	91	51	67	**	**	223	182	**	**	**	**	433	325	437	344	464
86%	85%	85%	83%	**	**	84%	84%	**	**	**	**	86%	85%	86%	84%	86%
	d	d	d													
32	9	5	7	**	**	17	16	**	**	**	**	28	23	28	26	32
6%	9%	8%	9%	**	**	6%	7%	**	**	**	**	6%	6%	6%	6%	6%
				abc												
26	4	4	3	**	**	15	12	**	**	**	**	25	20	25	22	26
5%	4%	6%	4%	**	**	6%	6%	**	**	**	**	5%	5%	5%	5%	5%
21	3	*	4	**	**	9	7	**	**	**	**	18	13	18	15	20
4%	3%	1%	5%	**	**	3%	3%	**	**	**	**	3%	3%	3%	4%	4%

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

Ofcom; Business Postal Tracker April 2018

Table 3 (continuation)

Page 53

C3. Where in the UK do you work?

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
East of England	27	13	24	3	24	**	8	19	-	**	**	-	3	21	3
	5%	5%	5%	2%	6%	**	11%	4%	-9%	**	**	-9%	6%	5%	3%
East Midlands	56	19	56	11	40	**	8	43	11	**	**	11	6	42	8
	10%	7%	11%	10%	9%	**	11%	9%	10%	**	**	12%	12%	10%	8%
Greater London	54	22	45	20	26	**	5	41	21	**	**	15	4	45	5
	10%	8%	9%	17%	6%	**	7%	9%	21%	**	**	17%	9%	11%	4%
North East	30	21	30	*	26	**	4	26	2	**	**	2	5	21	5
	5%	7%	6%	*%	6%	**	6%	6%	2%	**	**	2%	9%	5%	5%
North West	54	35	48	14	40	**	2	50	11	**	**	9	2	40	12
	10%	13%	9%	12%	9%	**	3%	11%	11%	**	**	10%	5%	10%	12%
South East	105	51	93	19	84	**	9	86	19	**	**	17	2	77	25
	19%	18%	18%	17%	19%	**	12%	19%	18%	**	**	18%	5%	19%	25%
South West	78	30	67	13	63	**	13	59	8	**	**	8	4	59	15
	14%	11%	13%	11%	15%	**	18%	13%	8%	**	**	9%	9%	14%	15%
West Midlands	52	35	49	11	44	**	6	46	16	**	**	16	11	33	8
	9%	13%	10%	10%	10%	**	8%	10%	15%	**	**	17%	22%	8%	8%
Yorkshire and The Humber	28	12	26	2	21	**	9	19	4	**	**	4	2	17	9
	5%	4%	5%	2%	5%	**	13%	4%	4%	**	**	5%	5%	4%	9%
Scotland	32	17	29	9	24	**	5	25	4	**	**	4	4	21	6
	6%	6%	6%	8%	6%	**	8%	6%	4%	**	**	4%	8%	5%	6%
Wales	26	15	26	4	21	**	3	23	5	**	**	4	4	18	4
	5%	5%	5%	3%	5%	**	4%	5%	5%	**	**	4%	8%	4%	4%
Northern Ireland	21	9	17	7	19	**	*	20	1	**	**	*	2	18	1
	4%	3%	3%	6%	4%	**	*%	4%	1%	**	**	*%	4%	4%	1%
Net: England	484	238	438	93	369	**	63	389	93	**	**	82	40	355	89
	86%	86%	86%	82%	85%	**	88%	85%	90%	**	**	91%	81%	86%	88%
Net: Scotland	32	17	29	9	24	**	5	25	4	**	**	4	4	21	6
	6%	6%	6%	8%	6%	**	8%	6%	4%	**	**	4%	8%	5%	6%
Net: Wales	26	15	26	4	21	**	3	23	5	**	**	4	4	18	4
	5%	5%	5%	3%	5%	**	4%	5%	5%	**	**	4%	8%	4%	4%
Net: Northern Ireland	21	9	17	7	19	**	*	20	1	**	**	*	2	18	1
	4%	3%	3%	6%	4%	**	*%	4%	1%	**	**	*%	4%	4%	1%

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

Produced by OLR
Issue date: 11/05/18

C3. Where in the UK do you work?

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
27	3	**	24	13	14	13	-	5	3	3	*	5	3
5%	3%	**	5%	4%	6%	4%	-%	4%	4%	2%	-%	3%	3%
56	13	**	38	32	24	33	6	19	13	11	13	14	13
10%	15%	**	8%	10%	10%	10%	16%	12%	18%	10%	28%	8%	12%
								a			acd		
54	13	**	39	46	7	22	9	11	7	9	*	11	*
10%	15%	**	9%	14%	3%	7%	27%	8%	9%	8%	1%	7%	-%
				b			acd			bd		d	
30	2	**	28	18	12	23	-	7	7	7	*	16	9
5%	3%	**	6%	6%	5%	7%	-%	5%	9%	6%	1%	9%	9%
						b			b			b	b
54	5	**	45	33	21	31	5	21	9	16	13	14	17
10%	5%	**	10%	10%	9%	10%	14%	14%	13%	15%	29%	8%	16%
											acd		c
105	15	**	89	48	57	57	6	22	7	13	9	34	23
19%	17%	**	20%	15%	24%	18%	18%	14%	9%	12%	19%	19%	22%
				a	a	d							a
78	15	**	59	52	25	50	*	17	7	11	*	25	17
14%	17%	**	13%	16%	11%	15%	-%	11%	9%	10%	1%	14%	16%
						b		b	b	b		b	b
52	5	**	41	19	33	30	3	17	6	17	-	19	3
9%	6%	**	9%	6%	14%	9%	9%	11%	8%	15%	-%	11%	3%
				a						bd		bd	
28	5	**	23	14	14	12	2	9	7	5	2	7	2
5%	5%	**	5%	4%	6%	4%	6%	6%	9%	5%	5%	4%	2%
									a				
32	5	**	25	18	13	22	2	11	6	9	4	12	9
6%	6%	**	6%	6%	6%	7%	7%	7%	8%	9%	8%	7%	9%
26	5	**	19	19	8	16	1	7	2	5	4	9	7
5%	6%	**	4%	6%	3%	5%	3%	5%	3%	4%	8%	5%	6%
21	3	**	17	11	10	14	*	4	1	3	*	6	3
4%	3%	**	4%	3%	4%	4%	-%	3%	2%	3%	-%	3%	3%
484	74	**	386	278	206	274	31	128	65	91	39	147	89
86%	85%	**	86%	85%	87%	84%	90%	85%	88%	84%	83%	84%	82%
32	5	**	25	18	13	22	2	11	6	9	4	12	9
6%	6%	**	6%	6%	6%	7%	7%	7%	8%	9%	8%	7%	9%
26	5	**	19	19	8	16	1	7	2	5	4	9	7
5%	6%	**	4%	6%	3%	5%	3%	5%	3%	4%	8%	5%	6%
21	3	**	17	11	10	14	*	4	1	3	*	6	3
4%	3%	**	4%	3%	4%	4%	-%	3%	2%	3%	-%	3%	3%

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

C3. Where in the UK do you work?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

East of England

East Midlands

Greater London

North East

North West

South East

South West

West Midlands

Yorkshire and The Humber

Scotland

Wales

Northern Ireland

Net: England

Net: Scotland

Net: Wales

Net: Northern Ireland

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
27	3	11	**	5	27
5%	3%	5%	**	3%	5%
56	13	22	**	18	56
10%	13%	9%	**	11%	10%
	c				
54	13	25	**	13	54
10%	13%	11%	**	8%	10%
	c				
30	5	7	**	12	30
5%	5%	3%	**	8%	5%
			b		
54	10	26	**	16	54
10%	9%	11%	**	10%	10%
105	23	46	**	23	105
19%	23%	19%	**	15%	19%
78	6	34	**	29	78
14%	6%	14%	**	18%	14%
		a		a	
52	8	20	**	11	52
9%	8%	8%	**	7%	9%
		abd			
28	2	14	**	11	28
5%	2%	6%	**	7%	5%
32	5	17	**	6	32
6%	5%	7%	**	4%	6%
26	7	12	**	5	26
5%	7%	5%	**	3%	5%
21	7	6	**	7	21
4%	6%	3%	**	5%	4%
484	83	204	**	139	484
86%	81%	85%	**	88%	86%
32	5	17	**	6	32
6%	5%	7%	**	4%	6%
26	7	12	**	5	26
5%	7%	5%	**	3%	5%
21	7	6	**	7	21
4%	6%	3%	**	5%	4%

Columns Tested: a,b,c,d

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Agriculture, hunting and forestry	8	8	*	*	**	*	2	2	**	**	-
	2%	2%	1%	2%	**	1%	1%	2%	**	**	-%
Fishing	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Mining and quarrying	2	2	*	-	**	*	-	-	**	**	*
	*%	*%	*%	-%	**	*%	-%	-%	**	**	*%
Manufacturing	54	51	2	1	**	4	21	16	**	**	1
	10%	9%	15%	24%	**	16%	9%	12%	**	**	7%
				ad		a					
Electricity / Gas / Water supply	10	9	1	*	**	1	2	6	**	**	*
	2%	2%	5%	2%	**	3%	1%	5%	**	**	3%
			a								
Construction	67	64	2	1	**	3	18	19	**	**	4
	12%	12%	14%	12%	**	13%	8%	14%	**	**	24%
									ab		a
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	117	2	1	**	3	46	24	**	**	4
	21%	22%	15%	10%	**	12%	20%	19%	**	**	24%
		cde									
Hotels and restaurants	16	15	1	*	**	1	11	2	**	**	-
	3%	3%	4%	4%	**	5%	5%	2%	**	**	-%
Transportation storage and communication	49	47	1	*	**	2	23	10	**	**	3
	9%	9%	5%	5%	**	8%	10%	8%	**	**	22%
					abce						ab
Financial intermediation and insurance	41	40	1	*	**	1	13	13	**	**	*
	7%	7%	7%	4%	**	6%	6%	10%	**	**	1%
								e			
Real estate, rental and business	76	74	1	*	**	2	37	10	**	**	3
	14%	14%	10%	6%	**	9%	16%	8%	**	**	17%
Public administration and defence	4	3	-	*	**	*	3	1	**	**	-
	1%	1%	-%	2%	**	1%	1%	1%	**	**	-%
Educational services	16	14	1	1	**	2	7	5	**	**	*
	3%	3%	6%	11%	**	8%	3%	4%	**	**	1%
				a		a					
Healthcare and social work	24	22	1	1	**	2	9	2	**	**	*
	4%	4%	7%	10%	**	8%	4%	2%	**	**	*%
					a	a					

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

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Other community, social and personal service activities	54 10%	53 10% ce	1 7%	* 2%	** 5%	1 5%	30 13% e	10 8%	**	**	* 1%
Private households with employed persons	* *%	- -%	* *%	- -%	** **	* *%	- -%	* *%	**	**	- -%
Non-Governmental Organisations (NGOs)	21 4%	20 4%	1 4%	* 6%	** **	1 5%	9 4%	9 7% e	**	**	- -%
Don't know	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	**	**	- -%
Other answers	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	**	**	- -%
Net: Agriculture	8 2%	8 2%	* 1%	* 2%	** **	* 1%	2 1%	2 2%	**	**	- -%
Net: Manufacturing	56 10%	53 10%	2 16%	1 24% ad	** **	4 17% a	21 9%	16 12%	**	**	1 8%
Net: Utilities	10 2%	9 2%	1 5% a	* 2%	** **	1 3%	2 1%	6 5%	**	**	* 3%
Net: Construction	67 12%	64 12%	2 14%	1 12%	** **	3 13%	18 8%	19 14%	** ab	**	4 24% a
Net: Distribution	168 30%	164 30% bce	3 19%	1 15%	** ** c	5 20%	70 30%	35 27%	**	**	7 46% ab
Net: Hospitality	16 3%	15 3%	1 4%	* 4%	** **	1 5%	11 5%	2 2%	**	**	- -%
Net: Financial	41 7%	40 7%	1 7%	* 4%	** **	1 6%	13 6%	13 10% e	**	**	* 1%
Net: Non-financial	195 35%	187 35%	5 34%	2 37%	** **	8 35%	94 41% e	37 28%	**	**	3 19%
Net: Other	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	**	**	- -%

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

C1. To which industry does your organisation belong to?**Base: All**

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	^a	^b	^c	^d	^e	^f	^g	^h	ⁱ	^j	^k	^l	^m	
563	16	31	58	23	46	84	58	34	21	371	70	64	58	
563	27	56	54	30	54	105	78	52	28	484	32	26	21	
8	**	**	-	**	**	2	-	**	**	7	1	-	1	
2%	**	**	-%	**	**	2%	-%	**	**	1%	3%	-%	5%	
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
2	**	**	-	**	**	2	-	**	**	2	-	-	*	
-%	**	**	-%	**	**	2%	-%	**	**	-%	-%	-%	-%	
54	**	**	6	**	**	11	6	**	**	51	1	2	*	
10%	**	**	12%	**	**	10%	8%	**	**	11%	3%	7%	1%	
			m			m				m				
10	**	**	-	**	**	4	2	**	**	9	1	*	*	
2%	**	**	-%	**	**	4%	3%	**	**	2%	3%	-%	1%	
67	**	**	2	**	**	8	6	**	**	59	2	4	3	
12%	**	**	4%	**	**	8%	8%	**	**	12%	7%	14%	13%	
		c			cfgjk									
119	**	**	6	**	**	15	19	**	**	101	5	9	4	
21%	**	**	12%	**	**	14%	24%	**	**	21%	17%	34%	19%	
					cfk						cfjk			
16	**	**	2	**	**	4	4	**	**	13	3	*	*	
3%	**	**	4%	**	**	4%	5%	**	**	3%	9%	-%	-%	
										jlm				
49	**	**	2	**	**	10	4	**	**	41	3	2	3	
9%	**	**	4%	**	**	10%	5%	**	**	8%	11%	7%	13%	
		c												
41	**	**	10	**	**	8	14	**	**	37	2	1	2	
7%	**	**	20%	**	**	8%	19%	**	**	8%	6%	4%	9%	
			befhjkl			behjkl								
76	**	**	11	**	**	19	4	**	**	66	5	4	2	
14%	**	**	20%	**	**	18%	6%	**	**	14%	14%	14%	9%	
			g			g								
4	**	**	-	**	**	*	-	**	**	3	*	1	-	
1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	3%	-%	
								fj			j			
16	**	**	2	**	**	2	2	**	**	15	1	*	*	
3%	**	**	4%	**	**	2%	3%	**	**	3%	3%	1%	-%	
				jlm										
24	**	**	2	**	**	6	4	**	**	21	*	*	2	
4%	**	**	4%	**	**	6%	5%	**	**	4%	-%	1%	9%	
		ekl											ekl	

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

Ofcom; Business Postal Tracker April 2018

Table 4 (continuation)

Page 59

C1. To which industry does your organisation belong to?
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Other community, social and personal service activities	54 10%	** **	** **	6 12% e	** **	** **	8 8% e	8 11% e	** bej	** **	43 9% e	4 14% be	3 11% e	3 17% be
Private households with employed persons	* *%	** **	** **	- -%	** **	** **	- -%	* *%	** **	** **	* *%	- -%	- -%	- -%
Non-Governmental Organisations (NGOs)	21 4%	** **	** **	2 4%	** **	** **	4 4%	2 3%	** ej	** **	17 3%	3 8%	1 4%	1 4%
Don't know	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Other answers	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Net: Agriculture	8 2%	** **	** **	- -%	** **	** **	2 2%	- -%	** **	** **	7 1%	1 3%	- -%	1 5%
Net: Manufacturing	56 10%	** **	** **	6 12% m	** **	** **	13 12% m	6 8%	** **	** **	53 11% m	1 3%	2 7%	* 1%
Net: Utilities	10 2%	** **	** **	- -%	** **	** **	4 4%	2 3%	** **	** **	9 2%	1 3%	* *%	* 1%
Net: Construction	67 12%	** **	** C	2 4%	** **	** cf g j k	8 8%	6 8%	** **	** **	59 12%	2 7%	4 14%	3 13%
Net: Distribution	168 30%	** **	** C	9 16%	** **	** C	25 24%	23 29%	** **	** **	142 29% c	9 28%	11 41% c f	7 32%
Net: Hospitality	16 3%	** **	** **	2 4%	** **	** **	4 4%	4 5%	** **	** **	13 3%	3 9% j l m	* *%	* *%
Net: Financial	41 7%	** **	** **	10 20% b e f h j k l	** **	** **	8 8%	14 19% b e h j k l	** **	** **	37 8%	2 6%	1 4%	2 9%
Net: Non-financial	195 35%	** **	** **	24 44% e	** **	** **	40 38% e	21 27% e	** e g j l	** **	166 34% e	13 41% e	9 33%	8 39% e
Net: Other	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%

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

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Agriculture, hunting and forestry	8	**	**	-	**	**	2	-	**	**	7	1	-	1
	2%	**	**	-9%	**	**	2%	-9%	**	**	1%	3%	-9%	4%
Fishing	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-9%	**	**	-9%	-9%	**	**	-9%	-9%	-9%	-9%
Mining and quarrying	2	**	**	-	**	**	-	-	**	**	-	2	-	*
	*%	**	**	-9%	**	**	-9%	-9%	**	**	-9%	6%	-9%	*%
Manufacturing	54	**	**	4	**	**	11	9	**	**	51	1	2	*
	10%	**	**	8%	**	**	11%	12%	**	**	11%	3%	8%	1%
Electricity / Gas / Water supply	10	**	**	-	**	**	2	2	**	**	9	1	*	*
	2%	**	**	-9%	**	**	2%	3%	**	**	2%	3%	*%	1%
Construction	67	**	**	2	**	**	11	6	**	**	59	2	4	3
	12%	**	**	4%	**	**	11%	8%	**	**	12%	6%	16% c	12%
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	**	**	8	**	**	16	19	**	**	102	5	8	4
	21%	**	**	16%	**	**	17%	25%	**	**	21%	16%	33% acdfjkm	17%
Hotels and restaurants	16	**	**	2	**	**	*	2	**	**	11	3	*	2
	3%	**	**	4%	**	**	*%	3%	**	**	2%	9%	*%	10%
Transportation storage and communication	49	**	**	*	**	**	6	6	**	**	41	3	2	3
	9%	**	**	1%	**	**	7%	8%	**	**	8% c	10% c	8%	12% c
Financial intermediation and insurance	41	**	**	8	**	**	12	10	**	**	37	2	1	2
	7%	**	**	17% ehijkl	**	**	13% hl	14% ehil	**	**	8%	6%	4%	8%
Real estate, rental and business	76	**	**	15	**	**	17	2	**	**	66	5	4	2
	14%	**	**	29% gijkm	**	**	17% 9	3% 9	**	**	14% 9	13%	15% 9	8%
Public administration and defence	4	**	**	-	**	**	*	-	**	**	3	*	1	-
	1%	**	**	-9%	**	**	*%	-9%	**	**	1%	*%	3% j	-9%
Educational services	16	**	**	2	**	**	*	4	**	**	15	1	*	*
	3%	**	**	4%	**	**	*%	6% f	**	**	3%	3%	1%	*%
Healthcare and social work	24	**	**	*	**	**	8	2	**	**	21	*	*	2
	4%	**	**	*%	**	**	9% ckl	3%	**	**	4%	*%	1%	8% ck

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

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Other community, social and personal service activities	54 10%	** **	** **	6 13% e	** **	** **	6 7%	8 11%	** ** e	** **	44 9%	4 13% e	2 8%	3 15% e
Private households with employed persons	* *%	** **	** **	- -%	** **	** **	- -%	* *%	** **	** **	* *%	- -%	- -%	- -%
Non-Governmental Organisations (NGOs)	21 4%	** **	** **	2 4%	** **	** **	4 4%	2 3%	** ** aj	** **	17 4%	3 8%	1 4%	1 4%
Don't know	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Other answers	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Net: Agriculture	8 2%	** **	** **	- -%	** **	** ** l	2 2%	- -%	** **	** **	7 1%	1 3%	- -%	1 4%
Net: Manufacturing	56 10%	** **	** **	4 8%	** **	** **	11 11% m	9 12% m	** **	** ** achjklm	51 11% m	3 9%	2 8%	* 1%
Net: Utilities	10 2%	** **	** **	- -%	** **	** **	2 2%	2 3%	** **	** **	9 2%	1 3%	* *%	* 1%
Net: Construction	67 12%	** **	** **	2 4%	** **	** ** cgjk	11 11%	6 8%	** **	** ** cgjk	59 12%	2 6%	4 16% c	3 12%
Net: Distribution	168 30%	** ** c	** **	9 17%	** **	** ** c	22 23%	25 33%	** **	** **	142 30%	9 27%	10 40% cf	7 29%
Net: Hospitality	16 3%	** fjl	** **	2 4%	** **	** **	* *%	2 3%	** **	** **	11 2%	3 9% fjl	* *%	2 10% thjl
Net: Financial	41 7%	** **	** **	8 17% ehijkl	** **	** **	12 13% hl	10 14% ehil	** **	** **	37 8%	2 6%	1 4%	2 8%
Net: Non-financial	195 35%	** **	** **	26 50% egijl	** **	** **	36 37%	19 26%	** ** aegijlm	** **	166 35%	13 38%	8 32%	8 35%
Net: Other	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%

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

Ofcom; Business Postal Tracker April 2018

Table 4 (continuation)

Page 62

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	^a 9	^b 64	^c 14	^d 69	^e 145	^f 23	^g 39	^h 200	^a 365	^b 198	^a 477	^b 86	^a 535	^b 28
Weighted total	563	56	10	67	168	16	41	195	383	180	506	57	518	45
Agriculture, hunting and forestry	8 2%	** -	** -%	- -%	- -%	** %	** %	- -%	1 *	8 4% a	7 1%	1 2%	8 1%	** %
Fishing	- -%	** -	** -%	- -%	- -%	** %	** %	- -%	- -%	- -%	- -%	- -%	- -%	** %
Mining and quarrying	2 *%	** 4%	** %	- -%	- -%	** %	** %	- -%	2 1%	- -%	2 *%	- -%	2 *%	** %
Manufacturing	54 10%	** 54 96% degh	** %	- -%	- -%	** %	** %	- -%	42 11%	12 7%	47 9%	8 13%	49 10%	** %
Electricity / Gas / Water supply	10 2%	** -	** -%	- -%	- -%	** %	** %	- -%	9 2%	1 1%	10 2%	- -%	10 2%	** %
Construction	67 12%	** -	** -%	67 100% begh	- -%	** %	** %	- -%	46 12%	21 12%	67 13% b	* 1%	65 13%	** %
Wholesale and retail trade: repair of motor vehicles / motor cycles	119 21%	** -	** -%	- -%	119 71% bdgh	** %	** %	- -%	84 22%	36 20%	103 20%	16 28%	104 20%	** %
Hotels and restaurants	16 3%	** -	** -%	- -%	- -%	** %	** %	- -%	9 2%	7 4%	14 3%	2 4%	15 3%	** %
Transportation storage and communication	49 9%	** -	** -%	- -%	49 29% bdgh	** %	** %	- -%	30 8%	18 10%	40 8%	8 15% a	49 9%	** %
Financial intermediation and insurance	41 7%	** -	** -%	- -%	- -%	** %	** bdeh	- -%	35 9% b	6 3%	36 7%	6 10%	41 8%	** %
Real estate, rental and business	76 14%	** -	** -%	- -%	- -%	** %	** bdeg	76 39%	40 10%	36 20% a	70 14%	6 10%	76 15%	** %
Public administration and defence	4 1%	** -	** -%	- -%	- -%	** %	** %	4 2%	* *%	3 2% a	4 1%	- -%	4 1%	** %
Educational services	16 3%	** -	** -%	- -%	- -%	** %	** bde	16 8%	15 4% b	1 1%	15 3%	1 1%	12 2%	** %
Healthcare and social work	24 4%	** -	** -%	- -%	- -%	** %	** bdeg	24 12%	18 5%	6 3%	21 4%	3 4%	21 4%	** %

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

 Produced by OLR
Issue date: 11/05/18

C1. To which industry does your organisation belong to?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activitiesPrivate households with
employed personsNon-Governmental
Organisations (NGOs)

Don't know

Other answers

Net: Agriculture

Net: Manufacturing

Net: Utilities

Net: Construction

Net: Distribution

Net: Hospitality

Net: Financial

Net: Non-financial

Net: Other

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	^a 9	^b 64	^c 14	^d 69	^e 145	^f 23	^g 39	^h 200	^a 365	^b 198	^a 477	^b 86	^a 535	^b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
54	**	-	**	-	-	**	**	54	36	19	52	2	40	**
10%	**	-%	**	-%	-%	**	**	28% bdeg	9%	10%	10%	4%	8%	**
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
%	**	-%	**	-%	-%	**	**	%	%	-%	%	-%	%	**
21	**	-	**	-	-	**	**	21	17	5	17	5	21	**
4%	**	-%	**	-%	-%	**	**	11% bdeg	4%	3%	3%	8% a	4%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
8	**	-	**	-	-	**	**	-	1	8	7	1	8	**
2%	**	-%	**	-%	-%	**	**	-%	%	4%	1%	2%	1%	**
										a				
56	**	56	**	-	-	**	**	-	44	12	49	8	52	**
10%	**	100% degh	**	-%	-%	**	**	-%	11%	7%	10%	13%	10%	**
10	**	-	**	-	-	**	**	-	9	1	10	-	10	**
2%	**	-%	**	-%	-%	**	**	-%	2%	1%	2%	-%	2%	**
67	**	-	**	67	-	**	**	-	46	21	67	*	65	**
12%	**	-%	**	100% begh	-%	**	**	-%	12%	12%	13% b	1%	13%	**
168	**	-	**	-	168	**	**	-	114	54	144	25	153	**
30%	**	-%	**	-%	100% bdgh	**	**	-%	30%	30%	28%	43% a	30%	**
16	**	-	**	-	-	**	**	-	9	7	14	2	15	**
3%	**	-%	**	-%	-%	**	**	-%	2%	4%	3%	4%	3%	**
41	**	-	**	-	-	**	**	-	35	6	36	6	41	**
7%	**	-%	**	-%	-%	**	**	-%	9%	3%	7%	10%	8%	**
							bdeh		b					
195	**	-	**	-	-	**	**	195	125	70	179	16	174	**
35%	**	-%	**	-%	-%	**	**	100% bdeg	33%	39%	35%	28%	34%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 4 (continuation)

Page 64

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
8	7	*	1	8	*	**	**	**	**	**	**	8	**	6	2	*
2%	2%	*%	1%	2%	*%	**	**	**	**	**	**	2%	**	2%	1%	*%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
2	2	*	-	2	*	**	**	**	**	**	**	2	**	2	-	*
*%	1%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	1%	-%	*%
54	35	4	16	38	13	**	**	**	**	**	**	51	**	16	22	16
10%	10%	5%	14%	8%	20%	**	**	**	**	**	**	9%	**	6%	10%	20%
			b		a											ab
10	7	2	1	9	1	**	**	**	**	**	**	10	**	9	*	1
2%	2%	3%	1%	2%	2%	**	**	**	**	**	**	2%	**	3%	*%	2%
67	51	10	6	62	5	**	**	**	**	**	**	67	**	b		
12%	14%	13%	6%	13%	8%	**	**	**	**	**	**	12%	**	30	32	5
	c													12%	14%	7%
															c	
119	57	16	46	91	26	**	**	**	**	**	**	117	**	35	55	29
21%	16%	20%	41%	19%	39%	**	**	**	**	**	**	21%	**	14%	24%	35%
			ab		a										a	ab
16	13	*	3	16	*	**	**	**	**	**	**	16	**	9	7	*
3%	4%	*%	3%	3%	*%	**	**	**	**	**	**	3%	**	4%	3%	*%
														c		
49	30	12	4	42	4	**	**	**	**	**	**	46	**	26	16	7
9%	8%	15%	3%	9%	6%	**	**	**	**	**	**	8%	**	10%	7%	8%
		ac														
41	21	15	5	36	6	**	**	**	**	**	**	41	**	13	23	6
7%	6%	19%	5%	7%	8%	**	**	**	**	**	**	8%	**	5%	10%	7%
		ac														
76	54	7	13	70	3	**	**	**	**	**	**	74	**	33	37	6
14%	15%	9%	11%	15%	5%	**	**	**	**	**	**	13%	**	13%	16%	7%
				b								b			c	
4	3	1	*	3	*	**	**	**	**	**	**	4	**	3	1	*
1%	1%	1%	*%	1%	*%	**	**	**	**	**	**	1%	**	1%	*%	*%
16	13	3	*	16	*	**	**	**	**	**	**	16	**	8	8	*
3%	4%	3%	*%	3%	*%	**	**	**	**	**	**	3%	**	3%	3%	*%
	c														c	
24	12	4	8	18	6	**	**	**	**	**	**	24	**	10	8	6
4%	3%	5%	7%	4%	9%	**	**	**	**	**	**	4%	**	4%	3%	7%
					a											

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

 Produced by OLR
 Issue date: 11/05/18

C1. To which industry does your organisation belong to?**Base: All**Significance Level: 95%
Unweighted total
Weighted totalOther community, social
and personal service
activitiesPrivate households with
employed personsNon-Governmental
Organisations (NGOs)

Don't know

Other answers

Net: Agriculture

Net: Manufacturing

Net: Utilities

Net: Construction

Net: Distribution

Net: Hospitality

Net: Financial

Net: Non-financial

Net: Other

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Other community, social and personal service activities	54 10%	43 12% bc	3 4%	6 5%	53 11% b	* *%	**	**	**	**	**	53 10% b	**	43 17% bc	10 4%	1 1%
Private households with employed persons	* *%	* *%	- -%	- -%	* *%	- -%	**	**	**	**	**	* *%	**	- -%	* *%	- -%
Non-Governmental Organisations (NGOs)	21 4%	15 4%	2 3%	5 4%	18 4%	1 2%	**	**	**	**	**	19 3%	**	7 3%	11 5%	4 5%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	- -%	**	- -%	- -%	- -%
Other answers	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	- -%	**	- -%	- -%	- -%
Net: Agriculture	8 2%	7 2%	* *%	1 1%	8 2%	* *%	**	**	**	**	**	8 2%	**	6 2%	2 1%	* *%
Net: Manufacturing	56 10%	37 10%	4 5%	16 14% b	40 8%	13 20% ai	**	**	**	**	**	53 10%	**	18 7%	22 10%	16 20% ab
Net: Utilities	10 2%	7 2%	2 3%	1 1%	9 2%	1 2%	**	**	**	**	**	10 2%	**	9 3% b	* *%	1 2%
Net: Construction	67 12%	51 14% c	10 13%	6 6%	62 13%	5 8%	**	**	**	**	**	67 12%	**	30 12%	32 14% c	5 7%
Net: Distribution	168 30%	87 24%	29 36% a	50 44% a	133 28%	30 45% ai	**	**	**	**	**	163 30%	**	62 25%	71 31%	35 44% ab
Net: Hospitality	16 3%	13 4%	* *%	3 3%	16 3%	* *%	**	**	**	**	**	16 3%	**	9 4% c	7 3%	* *%
Net: Financial	41 7%	21 6%	15 19% ac	5 5%	36 7%	6 8%	**	**	**	**	**	41 8%	**	13 5%	23 10%	6 7%
Net: Non-financial	195 35%	139 39% bc	20 25%	31 28%	178 37% b	11 17%	**	**	**	**	**	189 34% b	**	104 41% c	75 32% c	17 21%
Net: Other	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	- -%	**	- -%	- -%	- -%

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

Ofcom; Business Postal Tracker April 2018

Table 4 (continuation)

Page 66

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
Agriculture, hunting and forestry	8	3	2	3	*	*	5	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	2%	1%	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Fishing	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-	**	**	**	**	**	**	**
Mining and quarrying	2	2	*	2	-	*	*	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	1%	*%	1%	-%	*%	*%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Manufacturing	54	23	19	30	24	17	43	25	**	**	**	**	**	**	24	**	**	**	**	**	**	**
	10%	7%	10%	8%	14%	14%	12%	8%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
					a	a	a															
Electricity / Gas / Water supply	10	4	1	4	1	5	6	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	2%	1%	1%	1%	1%	4%	2%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
					ab	cd			a													
Construction	67	49	20	51	21	11	53	51	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	12%	16%	10%	15%	12%	9%	15%	16%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
		be						b														
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	57	25	57	56	21	87	53	**	**	**	**	**	**	53	**	**	**	**	**	**	**
	21%	18%	13%	16%	32%	17%	24%	16%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
				ab	ce		bc	b														
Hotels and restaurants	16	11	2	12	1	3	9	12	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	3%	4%	1%	3%	1%	3%	2%	4%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
		d																				
Transportation storage and communication	49	23	11	23	13	17	33	17	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	9%	7%	6%	6%	7%	14%	9%	5%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
					abcd			a														
Financial intermediation and insurance	41	22	29	33	5	13	22	33	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	7%	7%	15%	9%	3%	10%	6%	10%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
		d	ac	d		d																
Real estate, rental and business	76	41	40	56	27	4	46	55	**	**	**	**	**	**	24	**	**	**	**	**	**	**
	14%	13%	21%	16%	15%	3%	13%	17%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
		e	a	e	e		e															
Public administration and defence	4	4	4	4	-	3	3	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	2%	1%	-%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
						d																
Educational services	16	9	6	12	*	3	3	11	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	3%	3%	3%	3%	*%	3%	1%	4%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
		df	df	df		d																
Healthcare and social work	24	15	6	17	9	6	13	14	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	4%	5%	3%	5%	5%	5%	3%	4%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
								a														

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

 Produced by OLR
 Issue date: 11/05/18

C1. To which industry does your organisation belong to?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activitiesPrivate households with
employed personsNon-Governmental
Organisations (NGOs)

Don't know

Other answers

Net: Agriculture

Net: Manufacturing

Net: Utilities

Net: Construction

Net: Distribution

Net: Hospitality

Net: Financial

Net: Non-financial

Net: Other

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
54	24	14	30	11	9	27	28	**	**	**	**	**	**	11	**	**	**	**	**	**	**
10%	8%	7%	8%	6%	7%	7%	9%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
*	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
21	21	12	21	8	11	13	14	**	**	**	**	**	**	8	**	**	**	**	**	**	**
4%	7%	6%	6%	5%	9%	4%	4%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
f	f				f		a														
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
8	3	2	3	*	*	5	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
2%	1%	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
56	25	19	32	24	17	43	27	**	**	**	**	**	**	24	**	**	**	**	**	**	**
10%	8%	10%	9%	14%	14%	12%	8%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
			a	a	a																
10	4	1	4	1	5	6	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
2%	1%	1%	1%	1%	4%	2%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
					abcd		a														
67	49	20	51	21	11	53	51	**	**	**	**	**	**	21	**	**	**	**	**	**	**
12%	16%	10%	15%	12%	9%	15%	16%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
be	be						b														
168	79	36	80	68	38	120	71	**	**	**	**	**	**	63	**	**	**	**	**	**	**
30%	26%	19%	23%	39%	32%	33%	22%	**	**	**	**	**	**	38%	**	**	**	**	**	**	**
b	b		abc	bc	abc																
16	11	2	12	1	3	9	12	**	**	**	**	**	**	1	**	**	**	**	**	**	**
3%	4%	1%	3%	1%	3%	2%	4%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
d	d																				
41	22	29	33	5	13	22	33	**	**	**	**	**	**	5	**	**	**	**	**	**	**
7%	7%	15%	9%	3%	10%	6%	10%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
d	d	acdf	d		d																
195	114	80	139	56	34	104	126	**	**	**	**	**	**	53	**	**	**	**	**	**	**
35%	37%	42%	39%	32%	28%	29%	39%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
ef	ef	def	ef				a														
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

Produced by OLR

Issue date: 11/05/18

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
8	1	2	*	*	**	*	**	**	**	**	*	**	-	6	2
2%	1%	3%	*%	*%	**	*%	**	**	**	**	*%	**	-%	1%	3%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
2	2	-	-	*	**	-	**	**	**	**	-	**	-	2	-
*%	1%	-%	-%	*%	**	-%	**	**	**	**	-%	**	-%	*%	-%
54	13	6	3	8	**	6	**	**	**	**	21	**	3	49	5
10%	10%	7%	4%	19%	**	10%	**	**	**	**	18%	**	6%	10%	8%
				bc					ab		c				
10	2	1	*	*	**	1	**	**	**	**	*	**	1	10	*
2%	1%	1%	*%	1%	**	1%	**	**	**	**	*%	**	2%	2%	*%
67	14	16	17	5	**	5	**	**	**	**	13	**	7	64	3
12%	10%	17%	23%	12%	**	7%	**	**	**	**	11%	**	15%	13%	5%
			ad					abd							
119	21	19	12	2	**	16	**	**	**	**	44	**	9	95	24
21%	15%	21%	16%	4%	**	25%	**	**	**	**	38%	**	20%	19%	39%
	d	d	d				ad				c			a	
16	5	6	*	*	**	1	**	**	**	**	*	**	1	16	*
3%	4%	7%	*%	*%	**	2%	**	**	**	**	*%	**	3%	3%	*%
		cd													
49	6	6	4	6	**	6	**	**	**	**	7	**	5	43	6
9%	4%	6%	5%	14%	**	9%	**	**	**	**	6%	**	11%	9%	9%
				ac											
41	11	5	7	10	**	2	**	**	**	**	2	**	3	31	10
7%	8%	6%	9%	24%	**	3%	**	**	**	**	2%	**	5%	6%	17%
				abc										a	
76	23	16	13	4	**	10	**	**	**	**	15	**	12	69	7
14%	16%	18%	18%	10%	**	15%	**	**	**	**	13%	**	25% a	14%	12%
4	3	-	1	*	**	-	**	**	**	**	-	**	-	4	-
1%	2%	-%	1%	*%	**	-%	**	**	**	**	-%	**	-%	1%	-%
16	5	3	4	*	**	-	**	**	**	**	-	**	*	16	-
3%	3%	3%	5%	1%	**	-%	**	**	**	**	-%	**	1%	3%	-%

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

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
24	8	2	3	5	**	4	**	**	**	**	7	**	*	22	2
4%	6%	2%	3%	12%	**	6%	**	**	**	**	6%	**	*%	4%	3%
				bc					bc		c				
54	17	6	5	*	**	9	**	**	**	**	3	**	5	52	2
10%	12%	7%	7%	*%	**	14%	**	**	**	**	3%	**	10%	10%	3%
	d	d	d			bcd						a			
*	-	-	-	-	**	-	**	**	**	**	-	**	-	*	-
*%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	-%
21	10	3	6	1	**	5	**	**	**	**	5	**	1	21	*
4%	7%	4%	8%	3%	**	7%	**	**	**	**	4%	**	2%	4%	*%
									c						
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
8	1	2	*	*	**	*	**	**	**	**	*	**	-	6	2
2%	1%	3%	*%	*%	**	*%	**	**	**	**	*%	**	-%	1%	3%
56	16	6	3	8	**	6	**	**	**	**	21	**	3	51	5
10%	11%	7%	4%	19%	**	10%	**	**	**	**	18%	**	6%	10%	8%
				bc					ab		c				
10	2	1	*	*	**	1	**	**	**	**	*	**	1	10	*
2%	1%	1%	*%	1%	**	1%	**	**	**	**	*%	**	2%	2%	*%
67	14	16	17	5	**	5	**	**	**	**	13	**	7	64	3
12%	10%	17%	23%	12%	**	7%	**	**	**	**	11%	**	15%	13%	5%
			ad					abd							
168	27	25	16	7	**	22	**	**	**	**	50	**	15	138	30
30%	19%	27%	21%	18%	**	34%	**	**	**	**	43%	**	31%	28%	48%
							ad							a	
16	5	6	*	*	**	1	**	**	**	**	*	**	1	16	*
3%	4%	7%	*%	*%	**	2%	**	**	**	**	*%	**	3%	3%	*%
		cd													
41	11	5	7	10	**	2	**	**	**	**	2	**	3	31	10
7%	8%	6%	9%	24%	**	3%	**	**	**	**	2%	**	5%	6%	17%
				abc										a	
195	65	30	32	11	**	28	**	**	**	**	30	**	19	184	12
35%	46%	33%	42%	26%	**	43%	**	**	**	**	26%	**	39%	37%	19%
	bd		d			c			c					b	

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

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Net: Other	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%

Significance Level: 95%

Unweighted total

Weighted total

Net: Other

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

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	41	324	28	125	50	97	280	39	-
Agriculture, hunting and forestry	8	3	**	*	3	**	*	-	2	3	*	**
	2%	1%	**	*%	1%	**	*%	-%	2%	1%	*%	**
Fishing	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Mining and quarrying	2	2	**	-	2	**	-	-	-	2	-	**
	*%	1%	**	-%	1%	**	-%	-%	-	1%	-%	**
Manufacturing	54	30	**	21	30	**	18	6	6	21	4	**
	10%	9%	**	15%	9%	**	14%	11%	6%	7%	9%	**
Electricity / Gas / Water supply	10	3	**	1	3	**	1	*	*	4	*	**
	2%	1%	**	1%	1%	**	1%	*%	*%	1%	*%	**
Construction	67	48	**	15	48	**	13	8	8	47	2	**
	12%	15%	**	11%	15%	**	10%	16%	8%	17% ac	5%	**
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	51	**	44	51	**	41	14	23	48	12	**
	21%	15%	**	33%	16%	**	33%	29%	24%	17%	32% b	**
Hotels and restaurants	16	12	**	1	12	**	1	*	2	11	1	**
	3%	4%	**	1%	4%	**	1%	*%	2%	4%	2%	**
Transportation storage and communication	49	19	**	10	19	**	10	3	7	23	9	**
	9%	6%	**	7%	6%	**	8%	6%	8%	8%	24% ab	**
Financial intermediation and insurance	41	27	**	2	25	**	2	2	12	20	3	**
	7%	8%	**	2%	8%	**	2%	4%	12%	7%	8%	**
Real estate, rental and business	76	52	**	17	50	**	16	11	18	35	3	**
	14%	16%	**	13%	15%	**	12%	22%	18%	13%	9%	**
Public administration and defence	4	4	**	-	4	**	-	-	*	4	-	**
	1%	1%	**	-%	1%	**	-%	-%	*%	1%	-%	**
Educational services	16	12	**	*	12	**	*	-	3	9	*	**
	3%	3%	**	*%	4%	**	*%	-%	3%	3%	*%	**
Healthcare and social work	24	17	**	7	17	**	7	2	3	15	-	**
	4%	5%	**	6%	5%	**	6%	4%	3%	5%	-%	**

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

C1. To which industry does your organisation belong to?

Base: All

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	b	a	b	a	b	c	*d
563	387	25	146	53	382	30	144	55	120	354	61	-
563	331	21	134	41	324	28	125	50	97	280	39	-
54	30	**	11	*	30	**	11	*	8	19	4	**
10%	9%	**	8% b	*%	9%	**	8% b	*%	8%	7%	10%	**
*	-	**	-	-	-	**	-	-	-	-	-	**
*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
21	20	**	5	4	18	**	5	4	5	21	*	**
4%	6%	**	4%	9%	6%	**	4%	7%	5%	7% c	*%	**
-	-	**	-	-	-	**	-	-	-	-	-	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
-	-	**	-	-	-	**	-	-	-	-	-	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
8	3	**	*	-	3	**	*	-	2	3	*	**
2%	1%	**	*%	-%	1%	**	*%	-%	2%	1%	*%	**
56	32	**	21	3	32	**	18	6	6	23	4	**
10%	10%	**	15%	8%	10%	**	14%	11%	6%	8%	9%	**
10	3	**	1	*	3	**	1	*	*	4	*	**
2%	1%	**	1%	*%	1%	**	1%	*%	*%	1%	*%	**
67	48	**	15	6	48	**	13	8	8	47	2	**
12%	15%	**	11%	14%	15%	**	10%	16%	8%	17% ac	5%	**
168	71	**	53	15	71	**	51	17	30	71	22	**
30%	21%	**	40%	36%	22%	**	41%	35%	32%	25%	56% ab	**
16	12	**	1	*	12	**	1	*	2	11	1	**
3%	4%	**	1%	*%	4%	**	1%	*%	2%	4%	2%	**
41	27	**	2	2	25	**	2	2	12	20	3	**
7%	8%	**	2%	5%	8%	**	2%	4%	12%	7%	8%	**
195	134	**	41	15	130	**	39	17	37	102	7	**
35%	41%	**	30%	37%	40%	**	31%	33%	38% c	36% c	19%	**
-	-	**	-	-	-	**	-	-	-	-	-	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 4 (continuation)

Page 73

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Agriculture, hunting and forestry	8 2%	2 3%	2 1%	**	**	*	*	**	**	3 1%	2 1%	*	3 1%	2 1%	**
Fishing	- -%	- -%	- -%	**	**	- -%	- -%	**	**	- -%	- -%	- -%	- -%	- -%	**
Mining and quarrying	2 *%	- -%	* *%	**	**	- -%	- -%	**	**	2 1%	* *%	- -%	2 1%	* *%	**
Manufacturing	54 10%	6 8%	19 12%	**	**	15 12%	19 15%	**	**	23 8%	19 11%	21 15% a	28 10%	18 8%	**
Electricity / Gas / Water supply	10 2%	* *%	1 1%	**	**	1 1%	1 1%	**	**	3 1%	1 1%	1 1%	1 1%	3 2%	**
Construction	67 12%	4 5%	17 11%	**	**	9 8%	15 12%	**	**	46 16%	20 11%	14 10%	46 17%	28 13%	**
Wholesale and retail trade: repair of motor vehicles / motor cycles	119 21%	16 20% b	18 11%	**	**	44 36%	35 28%	**	**	49 17%	23 13%	48 34% ab	39 15%	35 16%	**
Hotels and restaurants	16 3%	2 2%	2 1%	**	**	1 1%	1 1%	**	**	11 4%	2 1%	1 1%	10 4%	8 4%	**
Transportation storage and communication	49 9%	8 9%	11 7%	**	**	9 7%	10 8%	**	**	19 7%	8 4%	7 5%	14 5%	16 7%	**
Financial intermediation and insurance	41 7%	17 20%	25 15%	**	**	4 3%	* *%	**	**	20 7%	25 14% ac	5 3%	24 9%	15 7%	**
Real estate, rental and business	76 14%	15 19%	34 21%	**	**	16 13%	21 17%	**	**	41 14%	33 19%	20 14%	43 16%	32 15%	**
Public administration and defence	4 1%	* *%	4 2%	**	**	- -%	- -%	**	**	4 1%	4 2%	- -%	4 1%	4 2%	**
Educational services	16 3%	* 1%	6 4%	**	**	* *%	* *%	**	**	9 3% c	6 3% c	* *%	8 3%	8 4%	**
Healthcare and social work	24 4%	1 1%	5 3%	**	**	7 6%	7 6%	**	**	15 5%	6 3%	7 5%	12 4%	14 6%	**
Other community, social and personal service activities	54 10%	7 9%	7 4%	**	**	9 7%	4 3%	**	**	24 8%	14 8%	11 7%	23 9%	17 8%	**

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

 Produced by OLR
Issue date: 11/05/18

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Private households with employed persons	*	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Non-Governmental Organisations (NGOs)	21	4	10	**	**	6	8	**	**	20	12	7	13	17	**
	4%	5%	6%	**	**	5%	7%	**	**	7%	7%	5%	5%	8%	**
Don't know	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other answers	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: Agriculture	8	2	2	**	**	*	*	**	**	3	2	*	3	2	**
	2%	3%	1%	**	**	*%	*%	**	**	1%	1%	*%	1%	1%	**
Net: Manufacturing	56	6	19	**	**	15	19	**	**	25	19	21	30	18	**
	10%	8%	12%	**	**	12%	15%	**	**	9%	11%	15% a	11%	8%	**
Net: Utilities	10	*	1	**	**	1	1	**	**	3	1	1	1	3	**
	2%	*%	1%	**	**	1%	1%	**	**	1%	1%	1%	1%	2%	**
Net: Construction	67	4	17	**	**	9	15	**	**	46	20	14	46	28	**
	12%	5%	11%	**	**	8%	12%	**	**	16%	11%	10%	17%	13%	**
Net: Distribution	168	24	29	**	**	53	46	**	**	68	31	55	53	51	**
	30%	29% b	18%	**	**	44%	37%	**	**	24%	18%	39% ab	20%	23%	**
Net: Hospitality	16	2	2	**	**	1	1	**	**	11	2	1	10	8	**
	3%	2%	1%	**	**	1%	1%	**	**	4%	1%	1%	4%	4%	**
Net: Financial	41	17	25	**	**	4	*	**	**	20	25	5	24	15	**
	7%	20%	15%	**	**	3%	*%	**	**	7%	14% ac	3%	9%	7%	**
Net: Non-financial	195	28	65	**	**	39	41	**	**	113	73	46	103	91	**
	35%	33%	41%	**	**	32%	33%	**	**	39%	42% c	32%	38%	42%	**
Net: Other	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
8	*	*	*	**	**	3	2	**	**	**	**	8	8	8	6	8
2%	*%	*%	*%	**	**	1%	1%	**	**	**	**	2%	2%	2%	2%	2%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
2	-	-	-	**	**	2	*	**	**	**	**	2	2	2	2	2
*%	-%	-%	-%	**	**	1%	*%	**	**	**	**	*%	1%	*%	1%	*%
54	19	8	17	**	**	30	16	**	**	**	**	46	36	48	43	54
10%	17%	13%	21%	**	**	11%	7%	**	**	**	**	9%	9%	9%	10%	10%
10	1	1	1	**	**	1	3	**	**	**	**	10	8	10	8	8
2%	1%	2%	1%	**	**	1%	2%	**	**	**	**	2%	2%	2%	2%	1%
67	15	11	7	**	**	39	28	**	**	**	**	63	46	63	45	67
12%	14%	18%	9%	**	**	15%	13%	**	**	**	**	13%	12%	12%	11%	12%
119	29	17	29	**	**	49	40	**	**	**	**	105	76	106	99	115
21%	27%	28%	35%	**	**	19%	18%	**	**	**	**	21%	20%	21%	24%	21%
16	1	*	1	**	**	9	8	**	**	**	**	16	9	16	12	14
3%	1%	*%	1%	**	**	4%	4%	**	**	**	**	3%	2%	3%	3%	3%
				b												
49	8	5	2	**	**	18	19	**	**	**	**	44	27	44	27	46
9%	7%	8%	3%	**	**	7%	9%	**	**	**	**	9%	7%	9%	7%	8%
41	*	*	*	**	**	20	17	**	**	**	**	36	30	36	30	37
7%	*%	*%	*%	**	**	7%	8%	**	**	**	**	7%	8%	7%	7%	7%
76	19	7	9	**	**	42	23	**	**	**	**	70	60	72	59	71
14%	18%	11%	11%	**	**	16%	11%	**	**	**	**	14%	16%	14%	14%	13%
4	-	-	-	**	**	1	4	**	**	**	**	4	4	4	4	4
1%	-%	-%	-%	**	**	*%	2%	**	**	**	**	1%	1%	1%	1%	1%
16	*	*	*	**	**	8	9	**	**	**	**	14	13	14	13	16
3%	*%	*%	*%	**	**	3%	4%	**	**	**	**	3%	3%	3%	3%	3%
24	7	3	3	**	**	11	14	**	**	**	**	20	16	20	14	24
4%	7%	5%	3%	**	**	4%	6%	**	**	**	**	4%	4%	4%	4%	4%
54	2	2	8	**	**	17	17	**	**	**	**	47	31	47	33	54
10%	2%	4%	10% a	**	**	6%	8%	**	**	**	**	9%	8%	9%	8%	10%

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

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
Private households with employed persons	*	-	-	-	**	**	-	-	**	**	**	**	*	-	*	*	*
	*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	-%	*%	*%	*%
Non-Governmental Organisations (NGOs)	21	5	6	4	**	**	13	17	**	**	**	**	20	16	21	14	21
	4%	4%	10% d	4%	**	**	5%	8%	**	**	**	**	4%	4%	4%	3%	4%
Don't know	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: Agriculture	8	*	*	*	**	**	3	2	**	**	**	**	8	8	8	6	8
	2%	*%	*%	*%	**	**	1%	1%	**	**	**	**	2%	2%	2%	2%	2%
Net: Manufacturing	56	19	8	17	**	**	32	16	**	**	**	**	48	38	50	45	56
	10%	17%	13%	21%	**	**	12%	7%	**	**	**	**	9%	10%	10%	11%	10%
Net: Utilities	10	1	1	1	**	**	1	3	**	**	**	**	10	8	10	8	8
	2%	1%	2%	1%	**	**	1%	2%	**	**	**	**	2%	2%	2%	2%	1%
Net: Construction	67	15	11	7	**	**	39	28	**	**	**	**	63	46	63	45	67
	12%	14%	18%	9%	**	**	15%	13%	**	**	**	**	13%	12%	12%	11%	12%
Net: Distribution	168	37	22	31	**	**	67	58	**	**	**	**	149	103	149	125	161
	30%	34%	36%	38%	**	**	26%	27%	**	**	**	**	30%	27%	29%	31%	30%
Net: Hospitality	16	1	*	1	**	**	9	8	**	**	**	**	16	9	16	12	14
	3%	1%	*%	1%	**	**	4%	4%	**	**	**	**	3%	2%	3%	3%	3%
					b												
Net: Financial	41	*	*	*	**	**	20	17	**	**	**	**	36	30	36	30	37
	7%	*%	*%	*%	**	**	7%	8%	**	**	**	**	7%	8%	7%	7%	7%
Net: Non-financial	195	34	18	24	**	**	92	84	**	**	**	**	174	139	176	136	190
	35%	31%	31%	29%	**	**	35%	38%	**	**	**	**	35%	37%	35%	33%	35%
Net: Other	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Agriculture, hunting and forestry	8	5	8	3	**	6	**	-	6	2	**	**	2	-	6	2
	2%	2%	2%	3%	**	1%	**	-%	1%	2%	**	**	2%	-%	1%	2%
Fishing	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Mining and quarrying	2	*	2	-	**	*	**	-	2	-	*	**	-	-	2	-
	*%	*%	%	-%	**	*%	**	-%	%	-%	**	**	-%	-%	1%	-%
Manufacturing	54	21	49	13	**	42	**	11	39	12	**	**	10	5	36	13
	10%	8%	10%	11%	**	10%	**	15%	9%	12%	**	**	11%	10%	9%	13%
Electricity / Gas / Water supply	10	5	10	*	**	8	**	-	10	*	**	**	*	*	8	2
	2%	2%	2%	*%	**	2%	**	-%	2%	*%	**	**	*%	*%	2%	2%
Construction	67	31	62	9	**	51	**	3	61	8	**	**	8	6	52	9
	12%	11%	12%	8%	**	12%	**	4%	13% a	8%	**	**	9%	12%	13%	9%
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	77	111	31	**	93	**	15	93	37	**	**	29	15	84	20
	21%	28%	22%	27%	**	21%	**	21%	20%	36%	**	**	32%	30%	20%	20%
Hotels and restaurants	16	7	14	6	**	11	**	3	13	3	**	**	3	1	13	2
	3%	3%	3%	5%	**	3%	**	4%	3%	3%	**	**	3%	2%	3%	2%
Transportation storage and communication	49	18	44	13	**	40	**	5	40	3	**	**	3	1	31	17
	9%	6%	9%	12%	**	9%	**	7%	9%	3%	**	**	3%	2%	7%	16% ab
Financial intermediation and insurance	41	22	36	12	**	29	**	5	30	9	**	**	9	3	25	13
	7%	8%	7%	10%	**	7%	**	7%	7%	9%	**	**	10%	7%	6%	13% b
Real estate, rental and business	76	44	68	19	**	58	**	17	55	14	**	**	12	4	61	12
	14%	16%	13%	17%	**	13%	**	24% b	12%	14%	**	**	14%	8%	15%	12%
Public administration and defence	4	4	4	*	**	1	**	*	4	*	**	**	*	*	3	-
	1%	1%	1%	*%	**	*%	**	*%	1%	*%	**	**	*%	*%	1%	-%
Educational services	16	8	14	*	**	13	**	*	16	-	**	**	-	*	16	*
	3%	3%	3%	*%	**	3%	**	*%	3%	-%	**	**	-%	*%	4%	*%
Healthcare and social work	24	13	20	1	**	22	**	3	21	2	**	**	2	3	18	2
	4%	5%	4%	1%	**	5%	**	4%	5%	2%	**	**	2%	6%	4%	2%

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

C1. To which industry does your organisation belong to?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	^d	a	^b	a	b	a	^b	^a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Other community, social and personal service activities	54 10%	18 6%	48 9% c	4 4%	** **	49 11%	** **	5 7%	49 11%	6 5%	** **	** **	6 6%	1 2%	48 12% a	5 5%
Private households with employed persons	* *%	* *%	* *%	- -%	** **	* *%	** **	- -%	* *%	- -%	** **	** **	- -%	- -%	* *%	- -%
Non-Governmental Organisations (NGOs)	21 4%	6 2%	21 4%	1 1%	** **	12 3%	** **	5 7%	17 4%	6 6%	** **	** **	6 7%	10 19% bc	10 2%	2 2%
Don't know	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Other answers	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Net: Agriculture	8 2%	5 2%	8 2%	3 3%	** **	6 1%	** **	- -%	6 1%	2 2%	** **	** **	2 2%	- -%	6 1%	2 2%
Net: Manufacturing	56 10%	21 8%	51 10%	13 11%	** **	42 10%	** **	11 15%	41 9%	12 12%	** **	** **	10 11%	5 10%	38 9%	13 13%
Net: Utilities	10 2%	5 2%	10 2%	* *%	** **	8 2%	** **	- -%	10 2%	* *%	** **	** **	* *%	* *%	8 2%	2 2%
Net: Construction	67 12%	31 11%	62 12%	9 8%	** **	51 12%	** **	3 4%	61 13% a	8 8%	** **	** **	8 9%	6 12%	52 13%	9 9%
Net: Distribution	168 30%	95 34%	154 30%	44 39% b	** **	132 31%	** **	20 28%	132 29%	40 39%	** **	** **	32 35%	16 33%	115 28%	37 37%
Net: Hospitality	16 3%	7 3%	14 3%	6 5%	** **	11 3%	** **	3 4%	13 3%	3 3%	** **	** **	3 3%	1 2%	13 3%	2 2%
Net: Financial	41 7%	22 8%	36 7%	12 10%	** **	29 7%	** **	5 7%	30 7%	9 9%	** **	** **	9 10%	3 7%	25 6%	13 13% b
Net: Non-financial	195 35%	92 33% c	174 34% c	26 23%	** **	154 36%	** **	30 41%	162 35%	28 28%	** **	** **	26 29%	18 36% c	156 38% c	21 21%
Net: Other	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%

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

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Agriculture, hunting and forestry	8	-	**	8	7	2	3	*	*	*	*	-	1	*
	2%	-%	**	2%	2%	1%	1%	*%	*%	*%	*%	-%	1%	*%
Fishing	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	2	2	**	*	-	2	2	-	-	-	-	-	2	-
	*%	2%	**	*%	-%	1%	1%	-%	-%	-%	-%	-%	1%	-%
		c												
Manufacturing	54	9	**	44	32	22	30	3	23	17	18	1	22	3
	10%	10%	**	10%	10%	9%	9%	7%	15% a	23% ab	17% bd	1%	13% bd	3%
Electricity / Gas / Water supply	10	-	**	10	7	3	3	2	1	1	1	-	*	3
	2%	-%	**	2%	2%	1%	1%	6% ac	1%	1%	1%	-%	*%	3% c
Construction	67	1	**	64	42	26	45	3	21	10	17	9	31	21
	12%	1%	**	14% a	13%	11%	14%	10%	14%	14%	16%	19%	17%	19%
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	32	**	77	66	54	51	5	48	16	29	16	24	22
	21%	36% c	**	17%	20%	23%	16%	15%	32% ab	22%	27% c	34% cd	14%	20%
Hotels and restaurants	16	3	**	13	11	5	12	2	1	1	1	1	12	5
	3%	3%	**	3%	3%	2%	4%	5% c	1%	1%	1%	2%	7% a	5%
Transportation storage and communication	49	12	**	36	29	20	20	3	10	4	6	3	5	5
	9%	14%	**	8%	9%	8%	6%	8%	7%	5%	5%	7%	3%	5%
Financial intermediation and insurance	41	11	**	28	28	13	31	6	5	2	5	*	11	6
	7%	12%	**	6%	9%	6%	10% cd	19% acd	3%	3%	4%	*%	7%	6%
Real estate, rental and business	76	11	**	64	39	38	48	5	17	9	15	4	30	14
	14%	12%	**	14%	12%	16%	15%	13%	11%	13%	14%	10%	17%	13%
Public administration and defence	4	-	**	4	*	4	4	*	-	-	-	-	*	*
	1%	-%	**	1%	*%	1% a	1%	*%	-%	-%	-%	-%	*%	*%
Educational services	16	1	**	15	8	8	11	2	*	*	*	*	8	1
	3%	1%	**	3%	3%	3%	3% c	6% cd	*%	*%	*%	1%	4% a	1%
Healthcare and social work	24	-	**	19	12	12	17	1	7	5	5	3	7	7
	4%	-%	**	4%	4%	5%	5%	2%	5%	7%	4%	6%	4%	7%

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

C1. To which industry does your organisation belong to?**Base: All**

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Other community, social and personal service activities	54 10%	2 2%	**	50 11% a	29 9%	26 11%	27 8% b	* %	11 7% b	3 4%	8 7%	5 11%	14 8%	12 11%
Private households with employed persons	* *%	- -%	**	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Non-Governmental Organisations (NGOs)	21 4%	5 6%	**	16 4%	16 5%	5 2%	21 6%	3 8%	6 4%	4 5%	3 3%	5 10% a	7 4%	7 7%
Don't know	- -%	- -%	**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other answers	- -%	- -%	**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: Agriculture	8 2%	- -%	**	8 2%	7 2%	2 1%	3 1%	* %	* %	* *%	* *%	- -%	1 1%	* *%
Net: Manufacturing	56 10%	11 12%	**	44 10%	32 10%	24 10%	32 10%	3 7%	23 15%	17 23% ab	18 17% bd	1 1%	24 14% bd	3 3%
Net: Utilities	10 2%	- -%	**	10 2%	7 2%	3 1%	3 1%	2 6% ac	1 1%	1 1%	1 1%	- -%	* *%	3 3% c
Net: Construction	67 12%	1 1%	**	64 14% a	42 13%	26 11%	45 14%	3 10%	21 14%	10 14%	17 16%	9 19%	31 17%	21 19%
Net: Distribution	168 30%	44 50% c	**	113 25%	95 29%	73 31%	71 22%	8 23%	58 39% ab	20 27%	34 32% c	19 41% cd	29 17%	27 25%
Net: Hospitality	16 3%	3 3%	**	13 3%	11 3%	5 2%	12 4%	2 5% c	1 1%	1 1%	1 1%	1 2%	12 7% a	5 5%
Net: Financial	41 7%	11 12%	**	28 6%	28 9%	13 6%	31 10% cd	6 19% acd	5 3%	2 3%	5 4%	* *%	11 7%	6 6%
Net: Non-financial	195 35%	18 21%	**	167 37% a	104 32%	91 38%	127 39% c	10 30%	41 27%	22 30%	30 28%	17 37%	67 38%	42 39%
Net: Other	- -%	- -%	**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

C1. To which industry does your organisation belong to?

Base: All

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Significance Level: 95%					
Unweighted total	563	112	256	36	134
Weighted total	563	102	240	32	158
Agriculture, hunting and forestry	8	3	4	**	1
	2%	3%	2%	**	1%
Fishing	-	-	-	**	-
	-%	-%	-%	**	-%
Mining and quarrying	2	2	-	**	-
	*%	2%	-%	**	-%
		b			
Manufacturing	54	8	24	**	15
	10%	8%	10%	**	9%
Electricity / Gas / Water supply	10	1	5	**	4
	2%	1%	2%	**	3%
Construction	67	11	27	**	24
	12%	11%	11%	**	15%
Wholesale and retail trade: repair of motor vehicles / motor cycles	119	18	53	**	31
	21%	18%	22%	**	19%
Hotels and restaurants	16	*	10	**	5
	3%	*%	4%	**	3%
		a			
Transportation storage and communication	49	11	21	**	14
	9%	11%	9%	**	9%
Financial intermediation and insurance	41	6	17	**	13
	7%	6%	7%	**	8%
Real estate, rental and business	76	15	36	**	16
	14%	15%	15%	**	10%
Public administration and defence	4	1	3	**	-
	1%	1%	1%	**	-%
Educational services	16	5	10	**	*
	3%	5%	4%	**	*%
		d	d		
Healthcare and social work	24	3	8	**	8
	4%	3%	3%	**	5%
Other community, social and personal service activities	54	8	13	**	27
	10%	8%	5%	**	17%
				ab	

Columns Tested: a,b,c,d

C1. To which industry does your organisation belong to?**Base: All**

Significance Level: 95%

Unweighted total

Weighted total

Private households with
employed personsNon-Governmental
Organisations (NGOs)

Don't know

Other answers

Net: Agriculture

Net: Manufacturing

Net: Utilities

Net: Construction

Net: Distribution

Net: Hospitality

Net: Financial

Net: Non-financial

Net: Other

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
*	-	-	**	*	*
*%	-%	-%	**	*%	*%
21	8	8	**	*	21
4%	8%	3%	**	*%	4%
	d	d	bd		
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
8	3	4	**	1	8
2%	3%	2%	**	1%	2%
56	10	24	**	15	56
10%	10%	10%	**	9%	10%
10	1	5	**	4	10
2%	1%	2%	**	3%	2%
67	11	27	**	24	67
12%	11%	11%	**	15%	12%
168	29	73	**	45	168
30%	28%	31%	**	28%	30%
16	*	10	**	5	16
3%	*%	4%	**	3%	3%
	a				
41	6	17	**	13	41
7%	6%	7%	**	8%	7%
195	40	78	**	52	195
35%	40%	32%	**	33%	35%
		bd			
-	-	-	**	-	-
-%	-%	-%	**	-%	-%

Columns Tested: a,b,c,d

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
506	488	11	5	**	18	210	120	**	**	12
90%	90%	85%	78%	**	80%	91%	91%	**	**	81%
	cde	d				e				
57	53	2	1	**	4	20	11	**	**	3
10%	10%	15%	22%	**	20%	9%	9%	**	**	19%
			a	ab	a					a

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

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

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Head office	506	**	**	41	**	**	94	73	**	**	437	28	23	18
	90%	**	**	76%	**	**	90%	94%	**	**	90%	88%	89%	85%
			c			c	c	c		c				
Branch / local office	57	**	**	13	**	**	11	5	**	**	47	4	3	3
	10%	**	**	24%	**	**	10%	6%	**	**	10%	12%	11%	15%
		befgj												

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
506	**	**	39	**	**	90	70	**	**	433	30	23	20
90%	**	**	75%	**	**	93%	94%	**	**	90%	89%	91%	86%
					c	c	c		c	c		c	
57	**	**	13	**	**	7	4	**	**	48	4	2	3
10%	**	**	25%	**	**	7%	6%	**	**	10%	11%	9%	14%
			efgijl										

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
506	**	49	**	67	144	**	**	179	340	165	506	-	468	**
90%	**	87%	**	100%	85%	**	**	92%	89%	92%	100% b	-%	90%	**
begh														
57	**	8	**	*	25	**	**	16	43	15	-	57	49	**
10%	**	13% d	**	*%	15% d	**	** d	8% d	11%	8%	-%	100% a	10%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
506	324	78	97	435	58	**	**	**	**	**	**	494	**	231	205	70
90%	90%	96%	85%	90%	87%	**	**	**	**	**	**	90%	**	92%	88%	87%
		ac														
57	38	3	17	47	8	**	**	**	**	**	**	55	**	19	28	11
10%	10%	4%	15%	10%	13%	**	**	**	**	**	**	10%	**	8%	12%	13%
	b		b													

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
506	277	171	318	149	108	333	296	**	**	**	**	**	**	141	**	**	**	**	**	**	**
90%	90%	90%	90%	85%	88%	92% d	91% b	**	**	**	**	**	**	84%	**	**	**	**	**	**	**
57	30	19	36	27	14	28	28	**	**	**	**	**	**	27	**	**	**	**	**	**	**
10%	10%	10%	10%	15% f	12%	8%	9% a	**	**	**	**	**	**	16%	**	**	**	**	**	**	**

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

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

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Head office	506	122	83	69	39	57	**	**	**	**	98	**	42	458	47
	90%	87%	91%	90%	96%	87%	**	**	**	**	84%	**	88%	91%	76%
				a				b						b	
Branch / local office	57	19	8	7	2	8	**	**	**	**	19	**	6	43	15
	10%	13%	9%	10%	4%	13%	**	**	**	**	16%	**	12%	9%	24%
	d						c							a	

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

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

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
Head office	506	299	116	33	292	**	107	42	88	251	29	**
	90%	90%	86%	79%	90%	**	85%	83%	91% c	90% c	75%	**
Branch / local office	57	32	18	9	32	**	18	8	9	29	10	**
	10%	10%	14%	21%	10%	**	15%	17%	9%	10%	25% ab	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
506	72	145	**	**	99	106	**	**	262	159	121	242	200	**
90%	86% c	90% c	**	**	81%	85%	**	**	90% c	92% c	84%	90%	92%	**
57	11	17	**	**	23	18	**	**	28	15	22	27	17	**
10%	14%	10%	**	**	19%	15%	**	**	10%	8%	16% ab	10%	8%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
506	90	57	70	**	**	231	200	**	**	**	**	455	340	459	370	485
90%	84%	95%	85%	**	**	88%	92%	**	**	**	**	90%	89%	90%	91%	90%
		acd														
57	17	3	12	**	**	33	18	**	**	**	**	49	40	49	37	56
10%	16%	5%	15%	**	**	12%	8%	**	**	**	**	10%	11%	10%	9%	10%
	b		b	b												

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
506	247	461	95	**	396	**	59	419	82	**	**	74	45	368	93
90%	89%	90%	84%	**	91%	**	83%	92%	80%	**	**	82%	91%	89%	92%
		c					a								
57	31	49	18	**	37	**	12	37	20	**	**	16	4	44	9
10%	11%	10%	16%	**	9%	**	17%	8%	20%	**	**	18%	9%	11%	8%
			b				b								

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
506	72	**	407	295	211	294	25	126	68	90	43	151	102
90%	82%	**	91% a	91%	89%	90% bc	72%	84% b	92% bc	84%	94%	86%	95% ac
57	16	**	40	31	27	32	10	25	6	17	3	24	6
10%	18% c	**	9%	9%	11%	10%	28% acd	16% ad	8%	16% d	6%	14% d	5%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
506	92	218	**	142	506
90%	90%	91%	**	90%	90%
57	10	21	**	16	57
10%	10%	9%	**	10%	10%

Columns Tested: a,b,c,d

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
518	495	13	5	**	22	196	127	**	**	15
92%	92%	100%	95%	**	98%	85%	97%	**	**	99%
		ac			a		a	a		a
45	45	*	*	**	*	33	4	**	**	*
8%	8%	1%	5%	**	2%	15%	3%	**	**	1%
	be		b			bce				

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
518	**	**	52	**	**	97	73	**	**	446	29	24	19
92%	**	**	96%	**	**	92%	95%	**	**	92%	92%	90%	92%
		h											
45	**	**	2	**	**	8	4	**	**	38	3	3	2
8%	**	**	4%	**	**	8%	5%	**	**	8%	8%	10%	8%
								b					

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
518	**	**	51	**	**	88	65	**	**	443	31	22	22
92%	**	**	100%	**	**	91%	88%	**	**	92%	92%	89%	93%
			afgijkl m		gll								
45	**	**	-	**	**	8	9	**	**	38	3	3	2
8%	**	**	-%	**	**	9%	12%	**	**	8%	8%	11%	7%
	c					c	ce		ce	c	c	ce	c

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
518	**	52	**	65	153	**	**	174	353	164	468	49	518	**
92%	**	91%	**	97%	91%	**	h 89%		92%	91%	b 93%	86%	100%	**
45	**	5	**	2	15	**	**	22	29	16	37	8	-	**
8%	**	9%	**	3%	9%	**	11% g		8%	9%	7%	14% a	-%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
518	328	78	107	439	64	**	**	**	**	**	**	503	**	216	223	79
92%	91%	96%	94%	91%	96%	**	**	**	**	**	**	92%	**	87%	96%	97%
					a										a	a
45	34	3	6	43	2	**	**	**	**	**	**	45	**	34	9	2
8%	9%	4%	6%	9%	4%	**	**	**	**	**	**	8%	**	13%	4%	3%
				b										bc		

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

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

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Yes

No

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
518	285	183	330	165	119	339	300	**	**	**	**	**	**	157	**	**	**	**	**	**	**
92%	93%	96%	93%	94%	97%	94%	93%	**	**	**	**	**	**	94%	**	**	**	**	**	**	**
					ac																
45	22	7	24	11	3	21	24	**	**	**	**	**	**	11	**	**	**	**	**	**	**
8%	7%	4%	7%	6%	3%	6%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
	e		e																		

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
518	132	82	71	41	**	61	**	**	**	**	110	**	44	458	60
92%	93%	90%	93%	100%	**	94%	**	**	**	**	94%	**	92%	91%	96%
			abc						c						
45	9	9	5	-	**	4	**	**	**	**	7	**	4	43	3
8%	7%	10%	7%	-%	**	6%	**	**	**	**	6%	**	8%	9%	4%
	d	d	d					d							

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

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

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	41	324	28	125	50	97	280	39	-
Yes	518	307	**	41	300	**	117	48	94	258	38	**
	92%	93%	**	100%	93%	**	93%	95%	97%	92%	98%	**
No	45	24	**	-	24	**	8	3	3	22	1	**
	8%	7%	**	-%	7%	**	7%	5%	3%	8%	2%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
518	81	155	**	**	118	114	**	**	268	167	132	246	200	**
92%	97%	96%	**	**	96%	92%	**	**	93%	96%	92%	91%	92%	**
45	3	7	**	**	4	10	**	**	22	7	11	24	17	**
8%	3%	4%	**	**	4%	8%	**	**	7%	4%	8%	9%	8%	**

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
518	99	53	77	**	**	238	196	**	**	**	**	463	360	467	379	496
92%	93%	88%	95%	**	**	90%	90%	**	**	**	**	92%	94%	92%	93%	92%
45	8	7	4	**	**	26	22	**	**	**	**	41	21	41	28	45
8%	7%	12%	5%	**	**	10%	10%	**	**	**	**	8%	6%	8%	7%	8%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
563	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
518	261	469	109	**	392	**	68	414	97	**	**	85	49	367	101
92%	94%	92%	96%	**	90%	**	96%	91%	95%	**	**	94%	100% b	89%	100% b
45	17	41	4	**	42	**	3	42	5	**	**	5	*	45	-
8%	6%	8%	4%	**	10%	**	4%	9%	5%	**	**	6%	%	11% ac	-%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
518	83	**	407	317	200	304	32	140	68	99	41	159	103
92%	95%	**	91%	98% b	84%	93%	91%	93%	93%	92%	89%	91%	96%
45	5	**	41	8	38	22	3	11	5	9	5	16	5
8%	5%	**	9%	2% a	16%	7%	9%	7%	7%	8%	11%	9%	4%

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

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

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
518	92	234	**	138	518
92%	90%	98%	**	87%	92%
	acd				
45	10	6	**	20	45
8%	10%	2%	**	13%	8%
	b		b	b	

Columns Tested: a,b,c,d

C6. Please could you tell me which type of department you work in?**Base: All**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Marketing	2	2	*	-	**	*	*	-	**	**	*
	*%	*%	2%	-%	**	1%	*%	-%	**	**	1%
Customer Relationship Management	2	2	-	-	**	-	-	2	**	**	-
	*%	*%	-%	-%	**	-%	-%	2%	**	**	-%
Customer Service	5	4	*	*	**	1	-	-	**	**	2
	1%	1%	3%	8%	**	4%	-%	-%	**	**	15%
				a		a					abc
Procurement	*	-	*	*	**	*	-	-	**	**	*
	*%	-%	*%	1%	**	1%	-%	-%	**	**	*%
Finance / Accounts	21	18	2	1	**	4	2	8	**	**	1
	4%	3%	16%	22%	**	16%	1%	6%	**	**	5%
			a	ad		a		a			a
Operations	4	3	*	*	**	1	-	3	**	**	*
	1%	1%	3%	2%	**	3%	-%	3%	**	**	1%
					a	a					
Facilities	1	1	-	*	**	*	-	*	**	**	*
	*%	*%	-%	2%	**	1%	-%	*%	**	**	*%
				ab							
Mailroom	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Office Admin / Office Management	130	119	6	3	**	11	20	28	**	**	5
	23%	22%	47%	54%	**	51%	9%	21%	**	**	33%
			a	a	a	a		a	a		a
Senior Management (Managing Director, Director, Business Owner)	379	375	3	*	**	3	203	88	**	**	6
	67%	69%	21%	7%	**	15%	88%	67%	**	**	40%
		bcd	cd				bce	e			
Sales	3	2	*	*	**	1	-	*	**	**	*
	*%	*%	3%	1%	**	3%	-%	*%	**	**	1%
			a		a	a					
Company Secretary	1	1	-	-	**	-	-	1	**	**	-
	*%	*%	-%	-%	**	-%	-%	1%	**	**	-%
General manager / site manager	6	5	*	-	**	1	4	*	**	**	*
	1%	1%	2%	-%	**	2%	2%	*%	**	**	2%
					ac						
Refused	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Don't know	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Other answers	9	8	*	*	**	*	-	1	**	**	*
	2%	2%	2%	3%	**	2%	-%	1%	**	**	1%
									ab		

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

C6. Please could you tell me which type of department you work in?**Base: All**

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Marketing	2	**	**	-	**	**	*	-	**	**	*	1	1	-
	*%	**	**	-%	**	**	*%	-%	**	**	*%	3%	3%	-%
												j	j	
Customer Relationship Management	2	**	**	-	**	**	2	-	**	**	2	-	-	-
	*%	**	**	-%	**	**	2%	-%	**	**	*%	-%	-%	-%
Customer Service	5	**	**	-	**	**	*	*	**	**	5	*	-	-
	1%	**	**	-%	**	**	*%	*%	**	**	1%	*%	-%	-%
Procurement	*	**	**	*	**	**	*	-	**	**	*	-	-	-
	*%	**	**	*%	**	**	*%	-%	**	**	*%	-%	-%	-%
Finance / Accounts	21	**	**	4	**	**	2	4	**	**	18	1	1	1
	4%	**	**	8%	**	**	2%	5%	**	**	4%	3%	5%	6%
Operations	4	**	**	*	**	**	*	-	**	**	3	1	*	*
	1%	**	j	*%	**	**	*%	-%	**	**	1%	3%	*%	*%
Facilities	1	**	**	*	**	**	*	*	**	**	*	1	-	-
	*%	**	**	*%	**	**	*%	*%	**	**	*%	3%	-%	-%
												j		
Mailroom	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Office Admin / Office Management	130	**	**	16	**	**	17	11	**	**	107	9	4	10
	23%	**	**	30%	**	fg	16%	14%	**	**	22%	29%	17%	47%
				g								g		fghijkl
Senior Management (Managing Director, Director, Business Owner)	379	**	**	33	**	**	79	60	**	**	333	18	18	10
	67%	**	**	62%	**	**	75%	77%	**	**	69%	56%	68%	46%
							ekm	ekm	m		km		m	
Sales	3	**	**	*	**	**	*	2	**	**	3	*	-	*
	*%	**	**	*%	**	**	*%	3%	**	**	1%	*%	-%	*%
Company Secretary	1	**	**	-	**	**	-	-	**	**	-	1	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	-%	3%	-%	-%
												j		
General manager / site manager	6	**	**	*	**	**	2	-	**	**	5	*	1	*
	1%	**	**	*%	**	**	2%	-%	**	**	1%	*%	3%	*%
Refused	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Don't know	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Other answers	9	**	**	*	**	**	2	*	**	**	8	-	1	*
	2%	**	**	*%	**	**	2%	*%	**	**	2%	-%	3%	*%

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

C6. Please could you tell me which type of department you work in?**Base: All**

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Marketing	2	**	**	-	**	**	*	-	**	**	1	1	-	-
	*%	**	**	-%	**	**	*%	-%	**	**	*%	3%	-%	-%
												j		
Customer Relationship Management	2	**	**	-	**	**	-	-	**	**	2	-	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%
Customer Service	5	**	**	-	**	**	*	*	**	**	5	*	*	-
	1%	**	**	-%	**	**	*%	*%	**	**	1%	*%	1%	-%
Procurement	*	**	**	*	**	**	*	-	**	**	*	-	-	-
	*%	**	**	*%	**	**	*%	-%	**	**	*%	-%	-%	-%
Finance / Accounts	21	**	**	4	**	**	2	4	**	**	18	1	1	1
	4%	**	**	8%	**	**	2%	6%	**	**	4%	3%	6%	5%
Operations	4	**	**	*	**	**	*	-	**	**	3	1	*	*
	1%	**	**	*%	**	**	*%	-%	**	**	1%	3%	*%	*%
Facilities	1	**	**	*	**	**	*	*	**	**	*	1	-	-
	*%	**	**	*%	**	**	*%	*%	**	**	*%	3%	-%	-%
												j		
Mailroom	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Office Admin / Office Management	130	**	**	20	**	**	16	9	**	**	107	9	4	10
	23%	**	**	39%	**	**	17%	12%	**	**	22%	27%	18%	43%
				afgjl		fgjl				g		g		afgjl
Senior Management (Managing Director, Director, Business Owner)	379	**	**	27	**	**	73	59	**	**	330	20	17	12
	67%	**	**	52%	**	**	76%	79%	**	**	69%	59%	68%	51%
		cem					cekm	cekm			cem		e	
Sales	3	**	**	*	**	**	*	2	**	**	3	*	*	*
	*%	**	**	*%	**	**	*%	3%	**	**	1%	*%	*%	*%
Company Secretary	1	**	**	-	**	**	-	-	**	**	-	1	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	-%	3%	-%	-%
												j		
General manager / site manager	6	**	**	*	**	**	2	-	**	**	5	*	1	*
	1%	**	**	*%	**	**	2%	-%	**	**	1%	*%	3%	*%
						j								
Refused	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Don't know	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Other answers	9	**	**	-	**	**	2	*	**	**	8	-	1	*
	2%	**	**	-%	**	**	2%	*%	**	**	2%	-%	3%	*%

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

Ofcom; Business Postal Tracker April 2018

Table 7 (continuation)

Page 112

C6. Please could you tell me which type of department you work in?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Marketing

Customer Relationship

Management

Customer Service

Procurement

Finance / Accounts

Operations

Facilities

Mailroom

Office Admin / Office

Management

Senior Management

(Managing Director,

Director, Business

Owner)

Sales

Company Secretary

General manager / site

manager

Refused

Don't know

Other answers

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	a 9	b 64	c 14	d 69	e 145	f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
2	**	-	**	-	1	**	**	1	1	1	2	-	2	**
%	**	-%	**	-%	1%	**	**	%	%	1%	%	-%	%	**
2	**	-	**	-	2	**	**	-	2	-	-	2	2	**
%	**	-%	**	-%	1%	**	**	-%	1%	-%	-%	4%	%	**
5	**	*	**	2	*	**	**	2	5	*	5	*	5	**
1%	**	%	**	3%	%	**	**	1%	1%	%	1%	%	1%	**
*	**	*	**	e	*	**	**	-	*	-	*	-	*	**
%	**	%	**	%	-%	**	**	-%	%	-%	%	-%	%	**
21	**	1	**	1	11	**	**	5	15	7	16	6	21	**
4%	**	2%	**	1%	6%	**	dh	3%	4%	4%	3%	10%	4%	**
4	**	*	**	-	*	**	**	4	3	1	4	*	4	**
1%	**	%	**	-%	%	**	**	2%	1%	1%	1%	1%	1%	**
1	**	-	**	-	*	**	**	1	*	1	1	*	1	**
%	**	-%	**	-%	%	**	**	%	%	1%	%	%	%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
130	**	13	**	21	32	**	**	53	97	33	119	12	126	**
23%	**	23%	**	31%	19%	**	**	27%	25%	19%	23%	20%	24%	**
379	**	39	**	40	119	**	**	120	250	129	345	34	338	**
67%	**	70%	**	60%	71%	**	**	62%	65%	71%	68%	59%	65%	**
3	**	*	**	*	*	**	**	2	3	*	3	*	3	**
%	**	%	**	%	%	**	**	1%	1%	%	1%	%	1%	**
1	**	-	**	-	-	**	**	1	-	1	-	1	1	**
%	**	-%	**	-%	-%	**	**	%	-%	%	-%	2%	%	**
6	**	2	**	3	*	**	**	*	3	3	5	*	6	**
1%	**	4%	**	5%	%	**	**	%	1%	2%	1%	%	1%	**
-	**	eh	**	eh	*	**	**	*	3	3	5	*	6	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
9	**	*	**	-	3	**	**	6	5	4	6	2	9	**
2%	**	%	**	-%	2%	**	**	3%	1%	2%	1%	4%	2%	**

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

Produced by OLR
Issue date: 11/05/18

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Marketing	2	1	-	1	1	*	**	**	**	**	**	**	1	**	-	1	1
	*%	*%	-%	1%	*%	*%	**	**	**	**	**	**	*%	**	-%	*%	1%
Customer Relationship Management	2	2	-	-	2	-	**	**	**	**	**	**	2	**	-	2	-
	*%	1%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	1%	-%
Customer Service	5	5	*	*	5	*	**	**	**	**	**	**	5	**	-	5	*
	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	1%	**	-%	2%	1%
Procurement	*	*	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	*%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
Finance / Accounts	21	6	8	7	15	6	**	**	**	**	**	**	21	**	5	11	6
	4%	2%	10%	6%	3%	8%	**	**	**	**	**	**	4%	**	2%	5%	7%
Operations	4	3	*	1	4	*	**	**	**	**	**	**	4	**	3	1	*
	1%	1%	*%	1%	1%	*%	**	**	**	**	**	**	1%	**	1%	*%	*%
Facilities	1	1	*	*	1	*	**	**	**	**	**	**	1	**	1	*	*
	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	*%	*%	*%
Mailroom	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Office Admin / Office Management	130	83	27	20	115	14	**	**	**	**	**	**	130	**	39	76	15
	23%	23%	33%	18%	24%	22%	**	**	**	**	**	**	24%	**	16%	33%	19%
Senior Management (Managing Director, Director, Business Owner)	379	247	45	80	321	45	**	**	**	**	**	**	367	**	193	128	57
	67%	68%	55%	70%	67%	68%	**	**	**	**	**	**	67%	**	77%	55%	71%
Sales	3	3	*	*	3	*	**	**	**	**	**	**	3	**	*	2	*
	*%	1%	*%	*%	1%	*%	**	**	**	**	**	**	*%	**	*%	1%	*%
Company Secretary	1	-	-	1	1	-	**	**	**	**	**	**	1	**	1	-	-
	*%	-%	-%	1%	*%	-%	**	**	**	**	**	**	*%	**	*%	-%	-%
General manager / site manager	6	5	*	*	6	*	**	**	**	**	**	**	6	**	5	*	*
	1%	2%	*%	*%	1%	*%	**	**	**	**	**	**	1%	**	2%	*%	*%
Refused	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Don't know	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other answers	9	5	1	3	8	*	**	**	**	**	**	**	8	**	3	6	*
	2%	1%	1%	3%	2%	*%	**	**	**	**	**	**	2%	**	1%	2%	1%

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

Ofcom; Business Postal Tracker April 2018

Table 7 (continuation)

Page 114

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g		a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-		186	7	3	1	1	1	-	2
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-		168	5	2	*	*	*	-	*
Marketing	2	2	2	2	2	1	1	2	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	*%	1%	1%	1%	1%	1%	*%	1%	**	**	**	**	**	**		1%	**	**	**	**	**	**	**
Customer Relationship Management	2	-	-	-	2	-	-	-	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	*%	-%	-%	-%	1%	-%	-%	-%	**	**	**	**	**	**		1%	**	**	**	**	**	**	**
				acf																			
Customer Service	5	3	3	3	3	*	3	3	**	**	**	**	**	**		3	**	**	**	**	**	**	**
	1%	1%	2%	1%	2%	*%	1%	1%	**	**	**	**	**	**		2%	**	**	**	**	**	**	**
Procurement	*	*	*	*	*	*	*	*	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
Finance / Accounts	21	13	10	16	7	6	18	12	**	**	**	**	**	**		7	**	**	**	**	**	**	**
	4%	4%	5%	4%	4%	5%	5%	4%	**	**	**	**	**	**		4%	**	**	**	**	**	**	**
Operations	4	1	1	1	1	1	4	*	**	**	**	**	**	**		1	**	**	**	**	**	**	**
	1%	*%	1%	*%	1%	1%	1%	*%	**	**	**	**	**	**		1%	**	**	**	**	**	**	**
								a															
Facilities	1	1	*	1	*	*	1	1	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
Mailroom	-	-	-	-	-	-	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Office Admin / Office Management	130	80	51	89	38	35	82	76	**	**	**	**	**	**		38	**	**	**	**	**	**	**
	23%	26%	27%	25%	22%	29%	23%	23%	**	**	**	**	**	**		22%	**	**	**	**	**	**	**
								a															
Senior Management (Managing Director, Director, Business Owner)	379	193	117	229	116	75	244	217	**	**	**	**	**	**		109	**	**	**	**	**	**	**
	67%	63%	61%	65%	66%	62%	68%	67%	**	**	**	**	**	**		65%	**	**	**	**	**	**	**
								b															
Sales	3	*	*	*	*	*	1	*	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
Company Secretary	1	1	1	1	-	1	1	1	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	1%	*%	*%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
General manager / site manager	6	3	1	3	*	1	3	3	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	1%	1%	1%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
Refused	-	-	-	-	-	-	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Don't know	-	-	-	-	-	-	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Other answers	9	9	4	9	5	*	3	8	**	**	**	**	**	**		5	**	**	**	**	**	**	**
	2%	3%	2%	2%	3%	*%	1%	3%	**	**	**	**	**	**		3%	**	**	**	**	**	**	**
		ef			e																		

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

Produced by OLR
Issue date: 11/05/18

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Marketing	2	*	1	-	*	**	*	**	**	**	**	1	**	*	1	1
	%	%	1%	-%	%	**	%	**	**	**	**	1%	**	%	%	2%
Customer Relationship Management	2	-	-	-	-	**	-	**	**	**	**	2	**	-	-	2
	%	-%	-%	-%	-%	**	-%	**	**	**	**	2%	**	-%	-%	3%
Customer Service	5	*	2	*	*	**	2	**	**	**	**	*	**	2	3	2
	1%	%	3%	1%	1%	**	4%	**	**	**	**	%	**	5%	1%	4%
Procurement	*	-	*	*	-	**	*	**	**	**	**	*	**	*	-	*
	%	-%	%	%	-%	**	%	**	**	**	**	%	**	%	-%	%
Finance / Accounts	21	4	3	6	3	**	3	**	**	**	**	7	**	*	15	7
	4%	3%	3%	8%	7%	**	5%	**	**	**	**	6%	**	%	3%	11%
Operations	4	*	1	*	*	**	1	**	**	**	**	1	**	*	4	*
	1%	%	1%	%	%	**	1%	**	**	**	**	1%	**	%	1%	%
Facilities	1	1	*	*	*	**	*	**	**	**	**	-	**	*	1	-
	%	1%	%	%	%	**	%	**	**	**	**	-%	**	%	%	-%
Mailroom	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Office Admin / Office Management	130	32	21	21	14	**	15	**	**	**	**	12	**	23	112	19
	23%	23%	23%	28%	35%	**	23%	d	**	**	**	10%	**	48% a	22%	30%
Senior Management (Managing Director, Director, Business Owner)	379	96	61	45	23	**	41	**	**	**	**	90	**	22	350	29
	67%	68%	67%	59%	56%	**	63%	**	**	**	**	77% c	**	45%	70% b	47%
Sales	3	-	*	*	*	**	*	**	**	**	**	*	**	*	3	-
	%	-%	%	%	%	**	%	**	**	**	**	%	**	%	1%	-%
Company Secretary	1	1	-	-	-	**	-	**	**	**	**	-	**	-	1	-
	%	1%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	%	-%
General manager / site manager	6	2	1	-	*	**	-	**	**	**	**	*	**	*	6	-
	1%	2%	1%	-%	%	**	-%	**	**	**	**	%	**	1%	1%	-%
Refused	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Don't know	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%

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

C6. Please could you tell me which type of department you work in?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
9	5	*	4	*	**	2	**	**	**	**	3	**	*	7	2
2%	3%	*%	5%	*%	**	3%	**	**	**	**	2%	**	*%	1%	3%

Significance Level: 95%

Unweighted total

Weighted total

Other answers

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

C6. Please could you tell me which type of department you work in?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	41	324	28	125	50	97	280	39	-
Marketing	2	1	**	1	1	**	1	1	2	1	2	**
	1%	1%	**	1%	2%	**	1%	2%	2%	1%	4%	**
Customer Relationship Management	2	-	**	-	2	**	-	2	-	-	-	**
	1%	-%	**	-%	5%	**	-%	4%	-%	-%	-%	**
Customer Service	5	3	**	1	2	**	1	2	*	3	*	**
	1%	1%	**	1%	5%	**	1%	4%	1%	1%	1%	**
Procurement	*	*	**	-	*	**	-	*	*	*	*	**
	1%	1%	**	-%	1%	**	-%	1%	1%	1%	1%	**
Finance / Accounts	21	13	**	2	5	**	13	5	3	12	4	**
	4%	4%	**	2%	11%	**	4%	9%	3%	4%	11%	**
Operations	4	1	**	1	*	**	1	*	*	1	*	**
	1%	1%	**	1%	1%	**	1%	1%	1%	1%	1%	**
Facilities	1	1	**	-	*	**	-	*	*	1	*	**
	1%	1%	**	-%	1%	**	-%	1%	1%	1%	1%	**
Mailroom	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Office Admin / Office Management	130	77	**	24	14	**	77	13	23	74	11	**
	23%	23%	**	18%	33%	**	24%	26%	24%	27%	28%	**
Senior Management (Managing Director, Director, Business Owner)	379	220	**	102	15	**	215	24	66	173	22	**
	67%	67%	**	76%	36%	**	66%	48%	68%	62%	56%	**
Sales	3	*	**	*	*	**	*	*	*	*	*	**
	1%	1%	**	1%	1%	**	1%	1%	1%	1%	1%	**
Company Secretary	1	1	**	-	-	**	-	-	-	1	-	**
	1%	1%	**	-%	-%	**	-%	-%	-%	1%	-%	**
General manager / site manager	6	3	**	*	*	**	*	*	-	3	-	**
	1%	1%	**	1%	1%	**	1%	1%	-%	1%	-%	**
Refused	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**

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

C6. Please could you tell me which type of department you work in?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other answers

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	b	a	b	a	b	c	*d
563	387	25	146	53	382	30	144	55	120	354	61	-
563	331	21	134	41	324	28	125	50	97	280	39	-
9	9	**	3	2	9	**	3	2	3	9	-	**
2%	3%	**	2%	5%	3%	**	2%	4%	3%	3%	~%	**

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

C6. Please could you tell me which type of department you work in?**Base: All**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Marketing	2	2	1	**	**	2	1	**	**	1	1	1	*	*	**
	%	2%	1%		**	1%	1%	**	**	%	1%	1%	%	%	**
				b											
Customer Relationship Management	2	-	-	**	**	2	2	**	**	-	-	2	-	-	**
	%	-%	-%	**	**	2%	2%	**	**	-%	-%	1%	-%	-%	**
												a			
Customer Service	5	*	3	**	**	2	1	**	**	3	3	3	3	1	**
	1%	%	2%	**	**	2%	1%	**	**	1%	2%	2%	1%	%	**
Procurement	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	%	%	%	**	**	%	%	**	**	%	%	%	%	%	**
Finance / Accounts	21	4	9	**	**	6	6	**	**	11	8	7	11	8	**
	4%	5%	5%	**	**	5%	5%	**	**	4%	4%	5%	4%	4%	**
Operations	4	1	1	**	**	*	1	**	**	1	1	1	1	1	**
	1%	1%	1%	**	**	%	1%	**	**	%	1%	1%	%	%	**
Facilities	1	*	*	**	**	*	*	**	**	1	*	*	*	1	**
	%	%	%	**	**	%	%	**	**	%	%	%	%	%	**
Mailroom	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Office Admin / Office Management	130	18	47	**	**	26	31	**	**	75	43	26	64	49	**
	23%	22%	29%	**	**	21%	25%	**	**	26%	25%	18%	24%	23%	**
				a											
Senior Management (Managing Director, Director, Business Owner)	379	54	95	**	**	80	80	**	**	184	111	100	180	147	**
	67%	65%	59%	**	**	66%	64%	**	**	63%	64%	70%	67%	68%	**
		c	c												
Sales	3	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	%	%	%	**	**	%	%	**	**	%	%	%	%	%	**
Company Secretary	1	1	-	**	**	-	-	**	**	1	1	-	1	-	**
	%	1%	-%	**	**	-%	-%	**	**	%	1%	-%	%	-%	**
General manager / site manager	6	-	1	**	**	*	*	**	**	3	1	*	3	1	**
	1%	-%	1%	**	**	%	%	**	**	1%	1%	%	1%	1%	**
Refused	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other answers	9	3	4	**	**	2	3	**	**	9	4	3	6	8	**
	2%	3%	2%	**	**	2%	2%	**	**	3%	2%	2%	2%	4%	**

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

C6. Please could you tell me which type of department you work in?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
2	1	1	1	**	**	*	*	**	**	**	**	2	2	2	2	2
1%	1%	2%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
			abc													
2	2	-	-	**	**	2	-	**	**	**	**	-	-	-	-	2
1%	2%	-	-	**	**	1%	-	**	**	**	**	-	-	-	-	1%
5	3	*	*	**	**	3	1	**	**	**	**	5	5	5	5	5
1%	2%	1%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
*	*	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
1%	1%	-	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
21	6	4	4	**	**	12	10	**	**	**	**	21	21	21	18	21
4%	6%	6%	5%	**	**	5%	4%	**	**	**	**	4%	6%	4%	4%	4%
4	1	1	*	**	**	1	1	**	**	**	**	4	4	4	4	4
1%	1%	2%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
1	*	-	-	**	**	*	1	**	**	**	**	1	*	1	*	1
1%	1%	-	-	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
130	23	14	18	**	**	59	47	**	**	**	**	114	85	116	90	130
23%	21%	23%	23%	e	**	22%	21%	**	**	**	**	23%	22%	23%	22%	24%
379	68	37	58	**	**	176	151	**	**	**	**	338	245	340	275	360
67%	63%	62%	71% d	**	**	67%	69%	**	**	**	**	67%	65%	67%	68%	66%
3	*	-	*	**	**	*	*	**	**	**	**	3	2	3	3	3
1%	1%	-	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
1	-	-	-	**	**	1	-	**	**	**	**	1	1	1	1	1
1%	-	-	-	**	**	1%	-	**	**	**	**	1%	1%	1%	1%	1%
6	*	*	*	**	**	3	1	**	**	**	**	6	5	6	3	6
1%	1%	1%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
9	3	3	*	**	**	6	6	**	**	**	**	9	9	9	6	6
2%	3%	5%	1%	**	**	2%	3%	**	**	**	**	2%	2%	2%	1%	1%

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

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Marketing	2	1	2	2	**	1	**	-	1	2	**	**	2	1	*	1
	2%	1%	2%	2%	**	1%	**	-%	1%	2%	**	**	2%	2%	1%	1%
Customer Relationship Management	2	-	-	-	**	2	**	-	2	2	**	**	2	-	2	-
	2%	-%	-%	-%	**	2%	**	-%	2%	2%	**	**	2%	-%	2%	-%
Customer Service	5	5	5	3	**	5	**	-	5	-	**	**	2	*	5	*
	1%	2%	1%	2%	**	1%	**	-%	1%	-%	**	**	2%	1%	1%	1%
Procurement	*	*	*	*	**	*	**	-	*	*	**	**	*	-	*	*
	1%	1%	1%	1%	**	1%	**	-%	1%	1%	**	**	1%	-%	1%	1%
Finance / Accounts	21	17	21	4	**	19	**	3	16	7	**	**	3	3	14	4
	4%	6%	4%	3%	**	4%	**	4%	4%	6%	**	**	3%	7%	3%	4%
Operations	4	4	4	*	**	1	**	-	4	*	**	**	*	*	4	*
	1%	1%	1%	1%	**	1%	**	-%	1%	1%	**	**	1%	1%	1%	1%
Facilities	1	*	1	*	**	1	**	-	1	*	**	**	*	*	1	*
	1%	1%	1%	1%	**	1%	**	-%	1%	1%	**	**	1%	1%	1%	1%
Mailroom	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Office Admin / Office Management	130	55	114	33	**	100	**	11	103	24	**	**	21	12	103	15
	23%	20%	22%	29%	**	23%	**	16%	23%	23%	**	**	24%	25%	25%	15%
Senior Management (Managing Director, Director, Business Owner)	379	185	344	71	**	286	**	57	305	65	**	**	58	32	268	79
	67%	67%	67%	63%	**	66%	**	80%	67%	64%	**	**	64%	65%	65%	78%
Sales	3	2	3	*	**	3	**	-	3	*	**	**	*	*	3	*
	1%	1%	1%	1%	**	1%	**	-%	1%	1%	**	**	1%	1%	1%	1%
Company Secretary	1	-	1	-	**	1	**	-	1	-	**	**	-	-	1	-
	1%	-%	1%	-%	**	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%
General manager / site manager	6	*	6	*	**	6	**	-	6	*	**	**	*	*	3	2
	1%	1%	1%	1%	**	1%	**	-%	1%	1%	**	**	1%	1%	1%	2%
Refused	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Don't know	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Other answers	9	8	9	-	**	9	**	*	9	2	**	**	2	*	8	-
	2%	3%	2%	-%	**	2%	**	1%	2%	2%	**	**	2%	1%	2%	-%

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

Ofcom; Business Postal Tracker April 2018

Table 7 (continuation)

Page 122

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Marketing	2	1	**	1	2	*	2	-	2	1	2	1	1	1
	%	1%	**	%	1%	%	1%	-%	1%	1%	2%	2%	%	1%
Customer Relationship Management	2	2	**	-	-	2	-	-	2	-	-	-	-	-
	%	2%	**	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%
		c							a					
Customer Service	5	2	**	3	5	*	3	*	1	*	1	*	3	*
	1%	3%	**	1%	2%	%	1%	%	%	%	%	1%	2%	%
Procurement	*	*	**	-	*	-	*	*	*	*	*	-	*	-
	%	%	**	-%	%	-%	%	%	%	%	%	-%	%	-%
Finance / Accounts	21	5	**	14	17	4	13	4	7	1	7	*	7	1
	4%	6%	**	3%	5%	2%	4%	13%	5%	1%	6%	1%	4%	1%
				b				acd		d				
Operations	4	*	**	4	4	1	1	*	1	*	-	1	*	1
	1%	%	**	1%	1%	%	%	%	1%	%	-%	2%	%	1%
												c		
Facilities	1	*	**	1	*	1	1	*	*	*	*	-	*	1
	%	%	**	%	%	%	%	1%	%	%	%	-%	%	1%
Mailroom	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Office Admin / Office Management	130	13	**	109	91	40	83	16	29	24	20	7	39	23
	23%	15%	**	24%	28%	17%	25%	45%	19%	33%	18%	14%	22%	21%
				b				ac		c				
Senior Management (Managing Director, Director, Business Owner)	379	64	**	298	199	180	211	13	105	47	78	34	121	77
	67%	73%	**	67%	61%	76%	65%	38%	70%	63%	72%	74%	69%	72%
				a			b		b	b				
Sales	3	*	**	3	2	*	*	*	*	*	*	-	*	-
	%	%	**	1%	1%	%	%	%	%	%	%	-%	%	-%
Company Secretary	1	-	**	1	-	1	1	-	-	-	-	-	1	-
	%	-%	**	%	-%	%	%	-%	-%	-%	-%	-%	%	-%
General manager / site manager	6	-	**	6	3	3	1	1	*	*	*	*	*	*
	1%	-%	**	1%	1%	1%	%	3%	%	%	%	%	%	%
								a						
Refused	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	9	-	**	9	2	6	9	*	3	*	*	3	2	3
	2%	-%	**	2%	1%	3%	3%	1%	2%	%	%	6%	1%	2%
												ac		

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

C6. Please could you tell me which type of department you work in?**Base: All**

Significance Level: 95%

Unweighted total

Weighted total

Marketing

Customer Relationship
Management

Customer Service

Procurement

Finance / Accounts

Operations

Facilities

Mailroom

Office Admin / Office
ManagementSenior Management
(Managing Director,
Director, Business
Owner)

Sales

Company Secretary

General manager / site
manager

Refused

Don't know

Other answers

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
2	*	1	**	1	2
*%	*%	*%	**	1%	*%
2	-	-	**	2	2
*%	-%	-%	**	1%	*%
5	*	3	**	2	5
1%	*%	1%	**	1%	1%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%
21	4	14	**	*	21
4%	4%	6%	**	*%	4%
	d	d			
4	*	4	**	*	4
1%	*%	1%	**	*%	1%
1	*	*	**	1	1
*%	*%	*%	**	1%	*%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
130	29	63	**	31	130
23%	29%	26%	**	20%	23%
379	67	145	**	117	379
67%	66%	60%	**	74% b	67%
3	-	2	**	*	3
*%	-%	1%	**	*%	*%
1	-	1	**	-	1
*%	-%	*%	**	-%	*%
6	*	3	**	2	6
1%	*%	1%	**	1%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
9	1	5	**	*	9
2%	1%	2%	**	*%	2%
		abd			

Columns Tested: a,b,c,d

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
	540	13	6	3	23	230	131	28	15	15
362										
64%	350	8	2	**	12	150	76	**	**	10
	65%	60%	41%	**	53%	65%	58%	**	**	65%
	cde	c								
81	77	2	2	**	4	19	28	**	**	4
14%	14%	14%	35%	**	19%	8%	21%	**	**	30%
			abde				a	a		a
114	108	4	1	**	6	54	27	**	**	1
20%	20%	27%	24%	**	27%	24%	21%	**	**	5%
						ce	ce			
7	7	-	-	**	*	7	-	**	**	-
1%	1%	-%	-%	**	1%	3%	-%	**	**	-%
				be						

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
563	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
	27	56	54	30	54	105	78	52	28	484	32	26	21
362	**	**	36	**	**	82	38	**	**	317	18	12	14
64%	**	**	67% gl	**	** bgjkl	78% bgjkl	49%	**	**	65% gl	58%	47%	67% l
81	**	**	7	**	**	17	17	**	**	67	4	7	3
14%	**	**	13%	**	**	16%	21% e	**	**	14%	12%	28% cehjk	14%
114	**	**	11	**	**	7	21	**	**	94	9	7	4
20%	**	**	20% f	**	**	6%	27% f	** f	**	19% f	30% ef	25% f	19% f
7	**	**	-	**	**	-	2	**	**	7	-	-	-
1%	**	**	-%	**	**	-%	3%	**	**	1%	-%	-%	-%

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
563	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
	66	30	51	23	38	96	74	53	49	481	34	25	23
362	**	**	34	**	**	72	38	**	**	313	20	12	16
64%	**	**	66% l	**	** cghijkl	75% gl	52%	**	**	65% l	61%	47%	70% l
81	**	**	7	**	**	13	13	**	**	67	4	7	3
14%	**	**	13%	**	**	13%	17%	**	**	14%	12%	30% cetjkm	13%
114	**	**	11	**	**	11	21	**	**	94	9	6	4
20%	**	**	21%	**	**	12%	28% ef	** ef	**	20%	28% ef	24% e	17%
7	**	**	-	**	**	-	2	**	**	7	-	-	-
1%	**	**	-%	**	**	-%	3%	**	**	1%	-%	-%	-%
								cfjklm					

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
362	**	37	**	51	87	**	**	139	257	105	324	38	328	**
64%	**	65%	**	75% eg	52%	**	**	71% eg	67% b	58%	64%	66%	63%	**
81	**	4	**	10	29	**	**	20	55	26	78	3	78	**
14%	**	7%	**	15%	17%	**	bdeh	10%	14%	14%	15% b	5%	15%	**
114	**	16	**	6	50	**	**	31	66	47	97	17	107	**
20%	**	28% dh	**	9%	30% dgh	**	**	16%	17%	26% a	19%	29% a	21%	**
7	**	-	**	-	2	**	**	4	5	2	7	*	4	**
1%	**	-%	**	-%	1%	**	**	2%	1%	1%	1%	*%	1%	**

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150	
	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81	
362																	
64%	362	-	-	354	7	**	**	**	**	**	**	362	**	213	141	8	
	100%	-%	-%	73%	11%	**	**	**	**	**	**	66%	**	85%	61%	9%	
	bc			bi								b		bc	c		
81																	
14%	-	81	-	68	13	**	**	**	**	**	**	81	**	24	44	13	
	-%	100%	-%	14%	19%	**	**	**	**	**	**	15%	**	10%	19%	16%	
		ac													a		
114																	
20%	-	-	114	53	47	**	**	**	**	**	**	100	**	10	43	60	
	-%	-%	100%	11%	70%	**	**	**	**	**	**	18%	**	4%	18%	75%	
			ab		ai							a			a	ab	
7																	
1%	-	-	-	7	-	**	**	**	**	**	**	7	**	2	4	-	
	-%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	2%	-%	

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
362	185	91	211	75	50	206	202	**	**	**	**	**	**	75	**	**	**	**	**	**	**	
64%	60%	48%	59%	43%	41%	57%	62%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**	
	bde		bde			bde	b															
81	58	48	68	24	35	65	61	**	**	**	**	**	**	24	**	**	**	**	**	**	**	
14%	19%	25%	19%	14%	29%	18%	19%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**	
		df			acdf																	
114	64	49	74	77	37	87	59	**	**	**	**	**	**	69	**	**	**	**	**	**	**	
20%	21%	26%	21%	44%	31%	24%	18%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**	
			abcef		ac		a															
7	-	2	2	-	-	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
1%	-%	1%	1%	-%	-%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
		a																				

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
362	107	58	39	6	**	38	**	**	**	**	34	**	32	321	41
64%	76%	64%	52%	15%	**	59%	**	**	**	**	29%	**	68%	64%	65%
	cd	d	d			cd	cd	d					a		
81	8	22	12	22	**	8	**	**	**	**	18	**	6	75	6
14%	6%	24%	15%	55%	**	13%	**	**	**	**	15%	**	13%	15%	10%
		a	a	abc											
114	26	9	25	12	**	18	**	**	**	**	65	**	9	98	15
20%	18%	10%	33%	30%	**	28%	**	**	**	**	56%	**	20%	20%	24%
			ab	ab				ab	abc		c				
7	-	2	-	-	**	-	**	**	**	**	-	**	-	7	-
1%	-%	2%	-%	-%	**	-%	**	**	**	**	-%	**	-%	1%	-%

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	^b	a	b	a	b	a	b	a	b	c	^d
563	387	25	146	53	382	30	144	55	120	354	61	-
563	331	21	134	41	324	28	125	50	97	280	39	-
362	197	**	50	24	192	**	49	26	62	169	21	**
64%	60%	**	37%	59% a	59%	**	39%	51%	64%	60%	55%	**
81	61	**	22	2	61	**	22	2	16	56	8	**
14%	19%	**	16%	6%	19%	**	17% b	5%	16%	20%	21%	**
114	70	**	62	15	68	**	55	22	19	54	9	**
20%	21%	**	46%	35%	21%	**	44%	44%	20%	19%	24%	**
7	2	**	-	-	2	**	-	-	-	-	-	**
1%	1%	**	-%	-%	1%	**	-%	-%	-%	-%	-%	**

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
563	a 105	b 239	c 45	*d -	a 136	b 139	c 50	*d -	a 357	b 248	c 160	a 331	b 261	*c 6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
362	40	79	**	**	55	52	**	**	175	82	61	166	137	**
64%	48%	49%	**	**	45% c	42% c	**	**	60% bc	48%	43%	62%	63%	**
81	20	44	**	**	13	16	**	**	54	45	17	50	44	**
14%	24% c	27% c	**	**	11% c	13% c	**	**	19% c	26% ac	12%	18%	20%	**
114	23	36	**	**	53	56	**	**	60	43	66	52	37	**
20%	28%	22%	** b	**	44%	45%	** ab	**	21%	25%	46% ab	19%	17%	**
7	-	2	**	**	-	-	**	**	-	2	-	2	-	**
1%	-%	1%	**	**	-%	-%	**	**	-%	1% a	-%	1%	-%	**

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
362	44	29	39	**	**	152	130	**	**	**	**	320	228	322	246	348
64%	41%	48% e	47% e	**	**	57%	60%	**	**	**	**	64%	60%	63%	60%	64%
81	16	9	11	**	**	45	44	**	**	**	**	78	67	78	65	79
14%	15% d	14%	13%	**	**	17%	20%	**	**	**	**	16%	18%	15%	16%	15%
114	47	23	32	**	**	65	44	**	**	**	**	101	85	103	94	108
20%	44%	38%	39%	**	** abc	25%	20%	**	**	**	**	20%	22%	20%	23%	20%
7	-	-	-	**	**	2	-	**	**	**	**	4	-	4	2	7
1%	-%	-%	-%	**	**	1%	-%	**	**	**	**	1%	-%	1%	1%	1% b

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	^d	a	^b	a	b	a	^b	^a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
362	173	322	65	**	281	**	26	314	62	**	**	62	16	272	74
64%	62%	63%	57%	**	65%	**	37%	69% a	60%	**	**	69%	32%	66% a	73% a
81	47	79	19	**	60	**	13	62	9	**	**	9	14	60	6
14%	17%	15%	17%	**	14%	**	18%	14%	9%	**	**	10%	30% bc	15% c	6% 6%
114	58	105	29	**	88	**	30	76	32	**	**	19	19	76	19
20%	21%	21%	26%	**	20%	**	43% b	17%	31%	**	**	21%	39% bc	18%	19% 19%
7	-	4	-	**	4	**	2	5	-	**	**	-	-	4	2
1%	-%	1%	-%	**	1%	**	3%	1%	-%	**	**	-%	-%	1%	2%

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

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for administrative needs and is not core to our service delivery

Post is critical for our customer communications and/or statements but is not core to our business

Post is core to our business operations (i.e. our business could not function without it)

Don't Know

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
563	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
	88	25	448	325	238	325	35	151	74	108	46	175	108
362	53	**	299	208	153	192	27	61	30	45	21	104	59
64%	60%	**	67%	64%	65%	59%	79%	40%	40%	41%	46%	60%	54%
						cd	acd					a	a
81	5	**	73	61	20	61	5	19	5	17	5	27	21
14%	6%	**	16%	19%	8%	19%	14%	13%	7%	16%	11%	16%	19%
			a	b		d							
114	29	**	69	56	58	71	3	71	39	46	20	41	28
20%	34%	**	15%	17%	24%	22%	7%	47%	53%	43%	43%	24%	26%
	c				a	b		ab	ab	cd	cd		
7	-	**	7	-	7	2	-	-	-	-	-	2	-
1%	-%	**	1%	-%	3%	1%	-%	-%	-%	-%	-%	1%	-%
					a								

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

C7. Which one of the following statements best describes the role of postal services to your organisation?**Base: All**

Significance Level: 95%

Unweighted total

Weighted total

Post is used mainly for
administrative needs and
is not core to our
service delivery

Post is critical for our
customer communications
and/or statements but is
not core to our business

Post is core to our
business operations
(i.e. our business could
not function without it)

Don't Know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
362	51	158	**	113	362
64%	51%	66%	**	72%	64%
		a		a	
81	19	32	**	20	81
14%	18%	13%	**	13%	14%
114	32	45	**	22	114
20%	31%	19%	**	14%	20%
	bd				
7	-	4	**	2	7
1%	-%	2%	**	1%	1%

Columns Tested: a,b,c,d

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
25	22	2	1	**	3	6	11	**	**	1
4%	4%	13%	18%	**	15%	3%	9%	**	**	4%
		a	a	a	a		a			
516	498	11	4	**	18	217	114	**	**	14
92%	92%	82%	74%	**	78%	95%	87%	**	**	96%
	bcde					b		b		
22	21	1	*	**	2	6	6	**	**	*
4%	4%	6%	8%	**	7%	3%	5%	**	**	1%

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
25	**	**	2	**	**	*	6	**	**	21	3	1	*
4%	**	**	5%	**	**	*%	8%	**	**	4%	9%	5%	1%
		efjm					f				f		
516	**	**	51	**	**	99	67	**	**	442	28	25	21
92%	**	**	95%	**	**	94%	86%	**	**	91%	88%	95%	98%
			b			b		b				b	bgk
22	**	**	*	**	**	6	4	**	**	21	1	*	*
4%	**	**	1%	**	**	6%	5%	**	**	4%	3%	1%	1%
					l								

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
25	**	**	2	**	**	2	4	**	**	22	3	*	*
4%	**	**	5%	**	**	2%	6%	**	**	5%	8%	1%	1%
									lm				
516	**	**	49	**	**	87	66	**	**	438	30	25	23
92%	**	**	95%	**	**	91%	88%	**	**	91%	89%	98%	98%
												aegjk	aegk
22	**	**	*	**	**	6	4	**	**	21	1	*	*
4%	**	**	1%	**	**	7%	6%	**	**	4%	3%	1%	1%
	l				chilm								

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
25	**	3	**	*	7	**	**	8	14	11	23	2	25	**
4%	**	5%	**	*%	4%	**	deh	4%	4%	6%	4%	4%	5%	**
516	**	54	**	61	148	**	**	185	353	163	463	52	470	**
92%	**	95%	**	91%	88%	**	**	95%	92%	90%	92%	91%	91%	**
22	**	*	**	6	13	**	**	3	16	7	20	3	22	**
4%	**	*%	**	9%	8%	**	**	1%	4%	4%	4%	5%	4%	**
				bh	bh									

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
25	5	3	18	6	10	**	**	**	**	**	**	16	**	1	5	19
4%	1%	3%	16%	1%	15%	**	**	**	**	**	**	3%	**	1%	2%	23%
			ab		ai											ab
516	343	72	93	457	54	**	**	**	**	**	**	510	**	242	215	59
92%	95%	89%	82%	95%	81%	**	**	**	**	**	**	93%	**	97%	92%	73%
	c			b								b		c	c	
22	14	6	3	19	3	**	**	**	**	**	**	22	**	7	13	3
4%	4%	7%	2%	4%	4%	**	**	**	**	**	**	4%	**	3%	5%	4%

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
25	13	14	20	16	14	17	14	**	**	**	**	**	**	11	**	**	**	**	**	**	**
4%	4%	7%	6%	9%	11%	5%	4%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
				af	acf																
516	278	167	316	145	106	330	295	**	**	**	**	**	**	143	**	**	**	**	**	**	**
92%	90%	88%	89%	83%	87%	92%	91%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**
	d		d			d	b														
22	16	9	18	14	3	13	15	**	**	**	**	**	**	14	**	**	**	**	**	**	**
4%	5%	5%	5%	8%	2%	4%	5%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
				ef			a														

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
25	7	1	5	6	**	1	**	**	**	**	15	**	1	18	7
4%	5%	2%	7%	14%	**	2%	**	**	**	**	13%	**	2%	4%	11%
				ab					abc		c				a
516	130	85	67	30	**	62	**	**	**	**	97	**	38	467	49
92%	92%	93%	88%	73%	**	95%	**	**	**	**	83%	**	80%	93%	79%
	d	d	d			bcd								b	
22	4	5	4	5	**	2	**	**	**	**	5	**	9	16	6
4%	3%	5%	5%	13%	**	3%	**	**	**	**	4%	**	18%	3%	10%
				a			ad	d					a		a

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	41	324	28	125	50	97	280	39	-
Yes	25	15	**	3	13	**	11	5	5	10	1	**
	4%	5%	**	6%	4%	**	9%	10%	6%	3%	3%	**
						a						
No	516	301	**	32	297	**	107	39	87	254	33	**
	92%	91%	**	78%	92%	**	85%	77%	89%	91%	85%	**
					b							
Don't know	22	14	**	6	14	**	8	6	5	16	5	**
	4%	4%	**	16%	4%	**	6%	13%	5%	6%	12%	**
				a		a						

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
25	7	10	**	**	13	9	**	**	11	11	13	9	10	**
4%	9%	6%	**	**	11%	7%	**	**	4%	6%	9% a	3%	5%	**
516	71	143	**	**	100	102	**	**	265	156	123	250	198	**
92%	86%	88%	**	**	82%	82%	**	**	91%	90%	86%	93%	91%	**
	c	c												
22	4	9	**	**	9	14	**	**	14	7	8	11	9	**
4%	5%	5%	**	**	8%	11%	**	**	5%	4%	5%	4%	4%	**

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
25	7	7	8	**	**	11	12	**	**	**	**	23	17	23	19	23
4%	6%	11%	10%	**	**	4%	5%	**	**	**	**	5%	5%	4%	5%	4%
516	93	51	69	**	**	242	200	**	**	**	**	463	345	465	374	496
92%	87%	85%	85%	**	**	92%	92%	**	**	**	**	92%	91%	92%	92%	92%
					d											
22	7	3	5	**	**	11	7	**	**	**	**	18	18	20	15	22
4%	7%	4%	6%	**	**	4%	3%	**	**	**	**	4%	5%	4%	4%	4%
				be												

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
563	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Yes	25	12	25	12	15	**	12	8	13	**	**	10	5	15	5
4%	4%	5%	11%	**	4%	**	17%	2%	12%	**	**	12%	10%	4%	5%
			ab				b						b		
No	516	252	465	91	403	**	58	432	83	**	**	73	41	383	91
92%	91%	91%	81%	**	93%	**	82%	95%	81%	**	**	81%	84%	93%	90%
	c	c					a						a		
Don't know	22	14	20	10	15	**	*	16	7	**	**	7	3	15	5
4%	5%	4%	9%	**	3%	**	1%	3%	6%	**	**	7%	5%	4%	5%
			b												

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	88	25	448	325	238	325	35	151	74	108	46	175	108
Yes	25	16	6	14	11	20	4	13	15	7	9	9	11
	4%	19%	1%	4%	5%	6%	10%	9%	20%	6%	19%	5%	10%
	c								ac		ac		
No	516	71	419	299	216	287	31	128	52	93	35	156	92
	92%	81%	94%	92%	91%	88%	89%	85%	71%	87%	76%	89%	86%
			a			d	d	d				b	
Don't know	22	*	22	12	10	18	*	10	7	7	2	10	5
	4%	%	5%	4%	4%	6%	1%	7%	10%	7%	5%	6%	4%
									b				

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

C8. Do you have an Account Manager with your postal services provider?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
25	7	10	**	6	25
4%	7%	4%	**	4%	4%
516	92	220	**	142	516
92%	91%	92%	**	90%	92%
22	3	9	**	10	22
4%	2%	4%	**	6%	4%

Columns Tested: a,b,c,d

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All

		TOTAL	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		563	294	160	70	39	269	138	95	33	20	57
Weighted total		563	540	13	6	3	23	230	131	28	15	15
Under £10 (under £120 pa)		(5)	250 44%	246 46%	3 21%	* 6%	** 15%	137 60%	49 37%	** e	** e	1 4%
£10 - £24 (£120 - £299 pa)		(17)	108 19%	105 19%	2 16%	1 17%	** 16%	30 13%	26 20%	** a	** a	5 35%
£25 - £49 (£300 - £599 pa)		(37)	60 11%	57 11%	2 14%	1 12%	** 13%	19 8%	13 10%	** a	** a	3 18%
£50 - £99 (£600 - £1,199 pa)		(75)	64 11%	60 11%	2 15%	1 12%	** 14%	11 5%	23 18%	** a	** a	3 19%
£100 - £199 (£1,200 - £2,399 pa)		(150)	22 4%	19 3%	2 13%	1 12%	** a	6 3%	5 4%	** a	** a	2 11%
£200 - £499 (£2,400 - £5,999 pa)		(350)	33 6%	30 6%	1 8%	1 17%	** abe	18 8%	7 5%	** a	** a	1 5%
£500 - £999 (£6,000 - £11,999 pa)		(750)	11 2%	10 2%	1 6%	1 9%	** a	3 1%	4 3%	** a	** a	* 3%
£1,000 - £1,999 (£12,000 - £23,999 pa)		(1500)	1 *%	- -%	* 2%	1 11%	** a	* *%	- -%	** a	** a	* 2%
£2,000 - £2,999 (£24,000 - £35,999 pa)		(2500)	5 1%	5 1%	* *%	* 1%	** 1%	- -%	2 2%	** a	** a	- -%
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	8 1%	7 1%	* 1%	- -%	** 1%	5 2%	3 2%	** a	** a	- -%
£5,000 - £7,499 (£60,000 - £89,999 pa)		(6250)	* *%	- -%	* 1%	- -%	** a	- -%	- -%	** a	** a	* 1%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%			a	b	c	d	e	a	b	c	d	e
Unweighted total		563	294	160	70	39	269	138	95	33	20	57
Weighted total		563	540	13	6	3	23	230	131	28	15	15
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	-	*	-	**	*	-	-	**	**	*
		***	-%	***	-%	**	***	-%	-%	**	**	***
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	*	**	*	-	-	**	**	-
		***	-%	-%	2% a	**	1%	-%	-%	**	**	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	-%	-%	-%	**	**	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Don't know	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Net: <£100	482	469	9	3	**	13	198	110	**	**	12
	86%	87%	67%	48%	**	59%	86%	84%	**	**	76%
		bcde	cd						e		
Net: £100 -<£1000	67	59	4	2	**	8	27	16	**	**	3
	12%	11%	27%	38%	**	33%	12%	12%	**	**	20%
			a	a	abe	a					
Net: £1000 -<£5000	14	13	1	1	**	1	5	5	**	**	*
	2%	2%	4%	12%	**	6%	2%	4%	**	**	2%
				ab		a					
Net: £5000 -<£10,000	*	-	*	-	**	*	-	-	**	**	*
	*%	-%	2%	-%	**	2%	-%	-%	**	**	2%
			a		a	a					
Net: £10,000 -<£25,000	*	-	-	*	**	*	-	-	**	**	-
	*%	-%	-%	2%	**	1%	-%	-%	**	**	-%
				a							
Net: £25,000 -<£50,000	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Net: £50,000 -<£100,000	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Net: >£100,000	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Answered	563	540	13	6	**	23	230	131	**	**	15
Mean	148.21	135.30	334.61	758.30	**	458.16	138.15	191.54	**	**	234.37
			a	a	a	a					

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total		563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total		563	27	56	54	30	54	105	78	52	28	484	32	26	21
Under £10 (under £120 pa)	(5)	250 44%	** **	** **	25 46%	** **	** **	56 53% b	31 40%	** ** b	** **	216 45%	12 39%	11 41%	11 50% b
£10 - £24 (£120 - £299 pa)	(17)	108 19%	** **	** **	13 24% k	** **	** fjkm	15 14%	17 22%	** **	** **	98 20% k	3 10%	5 18%	3 14%
£25 - £49 (£300 - £599 pa)	(37)	60 11%	** **	** **	* *%	** **	** c	15 14% c	8 11% c	** ** c	** **	46 10% cbcfghjlm	9 28%	3 11% c	2 9% c
£50 - £99 (£600 - £1,199 pa)	(75)	64 11%	** **	** **	7 12%	** **	** **	11 10%	11 14%	** **	** **	56 12%	4 12%	2 8%	2 9%
£100 - £199 (£1,200 - £2,399 pa)	(150)	22 4%	** **	** **	4 8% g	** **	** **	2 2%	* *%	** **	** **	16 3%	2 7%	2 8% g	2 10% fgj
£200 - £499 (£2,400 - £5,999 pa)	(350)	33 6%	** **	** cefk	* *%	** **	** **	4 4%	6 8% c	** **	** **	30 6%	* 1%	2 7%	1 7%
£500 - £999 (£6,000 - £11,999 pa)	(750)	11 2%	** **	** **	2 4%	** **	** **	2 2%	4 5%	** **	** **	9 2%	1 3%	1 4%	* 1%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	1 *%	** **	** **	* 1%	** **	** **	* *%	- -%	** **	** **	1 *% -	- -%	- -%	* *%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	5 1%	** **	** **	2 4%	** **	** **	- -%	* *%	** **	** **	4 1%	* *%	1 3%	- -%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	8 1%	** **	** cfghklm	- -%	** **	** **	- -%	- -%	** **	** **	8 2%	- -%	- -%	- -%
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	* *%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	* *% -	- -%	- -%	- -%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%															
Unweighted total		563	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total		563	16	31	58	23	46	84	58	34	21	371	70	64	58
£7,500 - £9,999 (£90,000 - £119,999 pa)		(8750)	*	**	**	-	**	*	**	**	*	-	-	-	-
			%	**	**	-%	**	-%	%	**	**	%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)		(12500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)		(17500)	*	**	**	-	**	-	-	**	**	*	-	-	-
			%	**	**	-%	**	-%	-%	**	**	%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)		(22500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)		(27500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)		(35000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)		(45000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)		(62500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		(87500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		(200000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)		(400000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)		(600000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	105	78	52	28	484	32	26	21
Don't know	-	**	**	-	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
Net: <£100	482	**	**	44	**	96	67	**	**	416	28	21	17
	86%	**	**	83%	**	92%	86%	**	**	86%	89%	78%	82%
					b	bl				b	b		
Net: £100													
~<£1000	67	**	**	7	**	9	11	**	**	55	3	5	4
	12%	**	**	13%	**	8%	14%	**	**	11%	11%	19%	17%
Net: £1000													
~<£5000	14	**	**	2	**	*	*	**	**	13	*	1	*
	2%	**	**	5%	**	*/	*/	**	**	3%	*/	3%	*/
		fgjkm											
Net: £5000													
~<£10,000	*	**	**	-	**	-	*	**	**	*	-	-	-
	*/	**	**	-%	**	-%	*/	**	**	*/	-%	-%	-%
Net: £10,000 -													
<£25,000	*	**	**	-	**	-	-	**	**	*	-	-	-
	*/	**	**	-%	**	-%	-%	**	**	*/	-%	-%	-%
Net: £25,000													
<£50,000	-	**	**	-	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
Net: £50,000 -													
<£100,000	-	**	**	-	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
Net: >£100,000													
	-	**	**	-	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
Answered	563	**	**	54	**	105	78	**	**	484	32	26	21
Mean	48.21	**	**	165.91	**	53.25	98.66	**	**	156.46	64.38	162.66	65.95
		fgjkm											
											f		

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	GOR (sample)													
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%				a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total			563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total			563	66	30	51	23	38	96	74	53	49	481	34	25	23
Under £10 (under £120 pa)			(5)	250 44%	** **	** **	25 48%	** **	42 43%	29 39%	** **	** **	214 44%	14 43%	11 43%	11 46%
£10 - £24 (£120 - £299 pa)			(17)	108 19%	** **	** **	9 17%	** **	20 21%	17 23% k	** ** k	** **	96 20% k	3 9%	4 16%	5 22% k
£25 - £49 (£300 - £599 pa)			(37)	60 11%	** **	** **	2 4%	** **	11 11%	11 15%	** **	** **	46 10%	9 27% cefhijlm	3 12%	2 8%
£50 - £99 (£600 - £1,199 pa)			(75)	64 11%	** **	** **	7 13%	** **	13 14%	8 11%	** **	** hijlm	56 12%	4 11%	2 8%	2 8%
£100 - £199 (£1,200 - £2,399 pa)			(150)	22 4%	** **	** **	4 9% g	** **	2 2%	* *% **	** **	** **	16 3%	2 6%	2 9% gi	2 9% gi
£200 - £499 (£2,400 - £5,999 pa)			(350)	33 6%	** **	** **	2 4%	** **	4 4%	4 6%	** **	** k	29 6%	* 1%	2 8% k	1 6%
£500 - £999 (£6,000 - £11,999 pa)			(750)	11 2%	** **	** **	2 4%	** **	2 2%	4 6%	** **	** **	9 2%	1 3%	1 4%	* 1%
£1,000 - £1,999 (£12,000 - £23,999 pa)			(1500)	1 *%	** **	** **	* *% **	** **	* *% **	- -% **	** **	** **	1 *% **	- -% **	- -% **	* *% **
£2,000 - £2,999 (£24,000 - £35,999 pa)			(2500)	5 1%	** **	** **	- -% **	** **	2 2%	* *% **	** **	** **	5 1%	* *% **	- -% **	- -% **
£3,000 - £4,999 (£36,000 - £59,999 pa)			(4000)	8 1%	** **	** **	- -% **	** **	- -% **	- -% **	** **	** f	8 2%	- -% **	- -% **	- -% **
£5,000 - £7,499 (£60,000 - £89,999 pa)			(6250)	* *%	** **	** **	- -% **	** **	- -% **	- -% **	** **	** **	* *%	- -% **	- -% **	- -% **

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (sample)													
TOTAL		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%															
Unweighted total		563	a	*b	c	*d	e	f	g	h	i	j	k	l	m
Weighted total		563	38	18	55	18	33	77	54	38	35	366	71	67	59
			66	30	51	23	38	96	74	53	49	481	34	25	23
£7,500 - £9,999 (£90,000 - £119,999 pa)		(8750)	*	**	**	-	**	-	*	**	**	*	-	-	-
			*%	**	**	-%	**	-%	*%	**	**	*%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)		(12500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)		(17500)	*	**	**	-	**	-	-	**	**	*	-	-	-
			*%	**	**	-%	**	-%	-%	**	**	*%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)		(22500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)		(27500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)		(35000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)		(45000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)		(62500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		(87500)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		(200000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)		(400000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)		(600000)	-	**	**	-	**	-	-	**	**	-	-	-	-
			-%	**	**	-%	**	-%	-%	**	**	-%	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Don't know	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Net: <£100	482	**	**	42	**	**	85	65	**	**	413	30	20	20
	86%	**	**	82%	**	**	89%	88%	**	**	86%	90%	79%	84%
Net: £100														
<£1000	67	**	**	9	**	**	9	9	**	**	54	3	5	4
	12%	**	**	17%	**	**	9%	12%	**	**	11%	10%	21%	15%
													a)	
Net: £1000														
<£5000	14	**	**	*	**	**	2	*	**	**	14	*	-	*
	2%	**	**	*%	**	**	2%	*%	**	**	3%	*%	-%	*%
									cgjklm					
Net: £5000														
<£10,000	*	**	**	-	**	**	-	*	**	**	*	-	-	-
	*%	**	**	-%	**	**	-%	*%	**	**	*%	-%	-%	-%
Net: £10,000 -														
<£25,000	*	**	**	-	**	**	-	-	**	**	*	-	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%
Net: £25,000														
<£50,000	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Net: £50,000 -														
<£100,000	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Net: >£100,000														
	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Answered	563	**	**	51	**	**	96	74	**	**	481	34	25	23
Mean	48.21	**	**	82.34	**	**	112.89	93.19	**	**	161.75	60.73	86.08	61.26
									cfgklm					

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Industry							Urbanity		Location		Internet connection		
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non- Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%																
Unweighted total		563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
Weighted total		563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
Under £10 (under £120 pa)		(5)	250 44%	** 18 32%	** 32%	30 44%	62 37%	** 37%	** 37%	104 53% beg	172 45%	77 43%	231 46% b	19 33%	216 42%	** 33%
£10 - £24 (£120 - £299 pa)		(17)	108 19%	** 5 9%	** 5 9%	21 31% beh	29 17%	** 17%	** 17%	37 19%	78 20%	30 17%	98 19%	11 19%	103 20%	** 20%
£25 - £49 (£300 - £599 pa)		(37)	60 11%	** 10 17%	** 10 17%	7 10%	20 12%	** 12%	** 12%	20 10%	37 10%	23 13%	49 10%	11 20% a	56 11%	** 11%
£50 - £99 (£600 - £1,199 pa)		(75)	64 11%	** 8 14%	** 8 14%	5 7%	22 13%	** 13%	** 13%	17 9%	41 11%	23 13%	58 12%	5 9%	64 12%	** 12%
£100 - £199 (£1,200 - £2,399 pa)		(150)	22 4%	** 5 8% h	** 5 8% h	5 8% h	7 4%	** 4%	** 4%	3 2%	13 3%	9 5%	22 4%	* 9%	22 4%	** 4%
£200 - £499 (£2,400 - £5,999 pa)		(350)	33 6%	** 3 6%	** 3 6%	* 9%	19 11% dh	** 11%	** 11%	7 3%	26 7%	7 4%	29 6%	4 6%	31 6%	** 6%
£500 - £999 (£6,000 - £11,999 pa)		(750)	11 2%	** 5 9% deh	** 5 9% deh	- 9%	5 3%	** 3%	** 3%	1 1%	7 2%	4 2%	7 1%	4 8% a	11 2%	** 2%
£1,000 - £1,999 (£12,000 - £23,999 pa)		(1500)	1 1%	** * 1%	** * 1%	- 1%	* 1%	** 1%	** 1%	* 1%	1 1%	* 1%	1 1%	* 1%	1 1%	** 1%
£2,000 - £2,999 (£24,000 - £35,999 pa)		(2500)	5 1%	** 2 4% e	** 2 4% e	- 4%	- 4%	** 4%	** 4%	3 2%	2 1%	3 2%	3 1%	2 4% a	5 1%	** 1%
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	8 1%	** * 1%	** * 1%	- 1%	5 3%	** 3%	** 3%	3 1%	5 1%	3 2%	8 2%	- 2%	8 1%	** 1%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Industry							Urbanity		Location		Internet connection		
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non- Financial	Urban	Rural	Head office	Branch local office	Yes	No
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total		563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total		563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
£5,000 - £7,499 (£60,000 - £89,999 pa)		(6250)	*	**	-	**	-	*	**	*	*	*	*	-	*	**
			*%	**	-%	**	-%	*%	**	*%	*%	*%	*%	-%	*%	**
£7,500 - £9,999 (£90,000 - £119,999 pa)		(8750)	*	**	*	**	-	-	**	-	*	-	*	-	*	**
			*%	**	*%	**	-%	-%	**	-%	*%	-%	*%	-%	*%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)		(12500)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)		(17500)	*	**	-	**	-	*	**	-	-	*	*	-	*	**
			*%	**	-%	**	-%	*%	**	-%	-%	*%	*%	-%	*%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)		(22500)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)		(27500)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)		(35000)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)		(45000)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)		(62500)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		(87500)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		(200000)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
			-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total	563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	-%	**	-%	**	**	-%	-%	-%	-%	-%	-%	**
£500,000+ (£6 ,000,000+ pa)	(600000)	-	**	-	**	-	-	**	-	-	-	-	-	-	**
		-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	**
Don't know	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Net: <£100	482	**	40	**	62	133	**	**	178	328	154	435	47	439	**
	86%	**	72%	**	92%	79%	**	**	91%	86%	85%	86%	81%	85%	**
					be				be						
Net: £100 -<£1000	67	**	13	**	5	30	**	**	11	46	20	58	8	64	**
	12%	**	23%	**	8%	18%	**	**	6%	12%	11%	12%	15%	12%	**
			dh			h									
Net: £1000 -<£5000	14	**	3	**	-	5	**	**	6	8	6	12	2	14	**
	2%	**	5%	**	-%	3%	**	**	3%	2%	3%	2%	4%	3%	**
Net: £5000 -<£10,000	*	**	*	**	-	*	**	**	*	*	*	*	-	*	**
	*%	**	*%	**	-%	*%	**	**	*%	*%	*%	*%	-%	*%	**
Net: £10,000 - -<£25,000	*	**	-	**	-	*	**	**	-	-	*	*	-	*	**
	*%	**	-%	**	-%	*%	**	**	-%	-%	*%	*%	-%	*%	**
Net: £25,000 -<£50,000	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Net: £50,000 - -<£100,000	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Net: >£100,000	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Answered	563	**	56	**	67	168	**	**	195	383	180	506	57	518	**
Mean	148.21	**	250.81	**	29.01	220.78	**	**	136.51	132.67	181.24	142.75	196.37	158.84	**
			d					d							

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		563	331	95	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total		563	362	81	482	67	14	*	*	-	-	-	549	14	250	232	81
Under £10 (under £120 pa)		(5)	250	213	24	10	250	-	**	**	**	**	250	**	250	-	-
		44%	59%	30%	52%	-%	**	**	**	**	**	**	46%	**	100%	-%	-%
			bc	c	b								b		bc		
£10 - £24 (£120 - £299 pa)		(17)	108	80	15	9	108	-	**	**	**	**	108	**	-	108	-
		19%	22%	18%	18%	8%	22%	-%	**	**	**	**	20%	**	-%	47%	-%
			c	c	b		b						b			ac	
£25 - £49 (£300 - £599 pa)		(37)	60	39	5	17	60	-	**	**	**	**	60	**	-	60	-
		11%	11%	6%	6%	15%	12%	-%	**	**	**	**	11%	**	-%	26%	-%
						b	b						b			ac	
£50 - £99 (£600 - £1,199 pa)		(75)	64	23	24	17	64	-	**	**	**	**	64	**	-	64	-
		11%	6%	30%	30%	15%	13%	-%	**	**	**	**	12%	**	-%	27%	-%
				ac	a		b						b			ac	
£100 - £199 (£1,200 - £2,399 pa)		(150)	22	5	2	14	-	22	**	**	**	**	22	**	-	-	22
		4%	2%	3%	3%	13%	-%	33%	**	**	**	**	4%	**	-%	-%	27%
						ab		ai					a				ab
£200 - £499 (£2,400 - £5,999 pa)		(350)	33	1	8	25	-	33	**	**	**	**	33	**	-	-	33
		6%	1%	10%	10%	22%	-%	50%	**	**	**	**	6%	**	-%	-%	41%
				a	a	ab		ai					a				ab
£500 - £999 (£6,000 - £11,999 pa)		(750)	11	1	2	8	-	11	**	**	**	**	11	**	-	-	11
		2%	1%	3%	3%	7%	-%	17%	**	**	**	**	2%	**	-%	-%	14%
				a	a	a		ai					a				ab
£1,000 - £1,999 (£12,000 - £23,999 pa)		(1500)	1	*	*	1	-	-	**	**	**	**	-	**	-	-	1
		1%	1%	1%	1%	1%	-%	-%	**	**	**	**	-%	**	-%	-%	1%
£2,000 - £2,999 (£24,000 - £35,999 pa)		(2500)	5	-	-	5	-	-	**	**	**	**	-	**	-	-	5
		1%	-%	-%	-%	5%	-%	-%	**	**	**	**	-%	**	-%	-%	7%
						ab											ab
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	8	-	-	8	-	-	**	**	**	**	-	**	-	-	8
		1%	-%	-%	-%	7%	-%	-%	**	**	**	**	-%	**	-%	-%	9%
						ab											ab

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
TOTAL		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Significance Level: 95%		563	331	95	413	125	21	3	1	-	-	-	538	25	171	242	150
Unweighted total		563	362	81	482	67	14	*	*	-	-	-	549	14	250	232	81
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	*	-	*	-	-	**	**	**	**	**	**	-	**	-	-	*
		*%	-%	*%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	-	*	-	-	**	**	**	**	**	**	-	**	-	-	*
		*%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	*%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	*	-	-	**	**	**	**	**	**	-	**	-	-	*
		*%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	*%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

Role of mail services				Monthly postal spend										Monthly Postal Spend (size)		
				<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
TOTAL	Administrative	Critical for communications	Core to business operations													
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	250	232	81
£500,000+ (£6 ,000,000+ pa)	-	-	-	-	-	-	**	**	**	**	**	-	**	-	-	-
(600000)	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	-%
Don't know	-	-	-	-	-	-	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	-%
Net: <£100	482	354	68	53	482	-	**	**	**	**	**	482	**	250	232	-
	86%	98%	84%	47%	100%	-%	**	**	**	**	**	88%	**	100%	100%	-%
		bc	c		bi							b		c	c	
Net: £100 -<£1000	67	7	13	47	-	67	**	**	**	**	**	67	**	-	-	67
	12%	2%	16%	41%	-%	100%	**	**	**	**	**	12%	**	-%	-%	82%
			a	ab		ai						a				ab
Net: £1000 -<£5000	14	*	*	13	-	-	**	**	**	**	**	-	**	-	-	14
	2%	*%	*%	12%	-%	-%	**	**	**	**	**	-%	**	-%	-%	17%
				ab												ab
Net: £5000 -<£10,000	*	-	*	*	-	-	**	**	**	**	**	-	**	-	-	*
	*%	-%	*%	*%	-%	-%	**	**	**	**	**	-%	**	-%	-%	*%
Net: £10,000 -<£25,000	*	-	-	*	-	-	**	**	**	**	**	-	**	-	-	*
	*%	-%	-%	*%	-%	-%	**	**	**	**	**	-%	**	-%	-%	*%
Net: £25,000 -<£50,000	-	-	-	-	-	-	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	-%
Net: £50,000 -<£100,000	-	-	-	-	-	-	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	-%
Net: >£100,000	-	-	-	-	-	-	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	-%
Answered	563	362	81	114	482	67	**	**	**	**	**	549	**	250	232	81
Mean	48.21	21.52	107.25	588.76	20.93	351.97	**	**	**	**	**	61.14	**	5.00	38.07	905.60
			a	ab		ai						a				b

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%																								
Unweighted total			563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Weighted total			563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
				307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
Under £10 (under £120 pa)			(5)	250 44%	116 38% bde	48 25% d	129 36% bd	28 16% d	36 29% d	132 37% bd	124 38% b	**	**	**	**	**	28 17%	**	**	**	**	**	**	**
£10 - £24 (£120 - £299 pa)			(17)	108 19%	66 22%	40 21%	82 23%	35 20%	20 17%	70 19%	79 24%	**	**	**	**	**	35 21%	**	**	**	**	**	**	**
£25 - £49 (£300 - £599 pa)			(37)	60 11%	35 11% e	37 19% acef	45 13% e	37 21% acef	5 4% e	32 9% e	44 13%	**	**	**	**	**	37 22%	**	**	**	**	**	**	**
£50 - £99 (£600 - £1,199 pa)			(75)	64 11%	43 14%	39 21% acd	47 13%	21 12%	25 21% acd	57 16%	47 14% b	**	**	**	**	**	21 12%	**	**	**	**	**	**	**
£100 - £199 (£1,200 - £2,999 pa)			(150)	22 4%	15 5%	6 3%	15 4%	12 7%	12 10% abc	21 6%	13 4%	**	**	**	**	**	12 7%	**	**	**	**	**	**	**
£200 - £499 (£2,400 - £5,999 pa)			(350)	33 6%	19 6%	9 5%	19 5%	20 11% abc	11 9% b	26 7%	10 3% a	**	**	**	**	**	20 12%	**	**	**	**	**	**	**
£500 - £999 (£6,000 - £11,999 pa)			(750)	11 2%	6 2%	6 3%	8 2%	8 5%	6 5%	9 3%	2 1% a	**	**	**	**	**	8 5%	**	**	**	**	**	**	**
£1,000 - £1,999 (£12,000 - £23,999 pa)			(1500)	1 *%	1 *%	* *%	1 1%	1 1%	1 *%	1 *%	* *%	**	**	**	**	**	1 *%	**	**	**	**	**	**	**
£2,000 - £2,999 (£24,000 - £35,999 pa)			(2500)	5 1%	1 *%	3 2%	3 1%	5 3% a	1 1%	5 1%	3 1%	**	**	**	**	**	3 2%	**	**	**	**	**	**	**
£3,000 - £4,999 (£36,000 - £59,999 pa)			(4000)	8 1%	5 2%	2 1%	5 1%	8 4% abc	5 4% c	8 2%	2 1%	**	**	**	**	**	3 2%	**	**	**	**	**	**	**
£5,000 - £7,499 (£60,000 - £89,999 pa)			(6250)	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -% a	**	**	**	**	**	* *%	**	**	**	**	**	**	**

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

£7,500 - £9

,999 (£90,000

- £119,999 pa)

(8750)

£10,000 - £14

,999 (£120,000

- £179,999 pa)

(12500)

£15,000 - £19

,999 (£180,000

- £239,999 pa)

(17500)

£20,000 - £24

,999 (£240,000

- £299,999 pa)

(22500)

£25,000 - £29

,999 (£300,000

- £359,999 pa)

(27500)

£30,000 - £39

,999 (£360,000

- £479,999 pa)

(35000)

£40,000 - £49

,999 (£480,000

- £599,999 pa)

(45000)

£50,000 - £74

,999 (£600,000

- £899,999 pa)

(62500)

£75,000 - £99

,999 (£900,000

- £1,199,999

pa)

(87500)

£100,000 -

£299,999 (£1

,200,000 - £3

,599,999 pa)

(200000)

£300,000 -

£499,999 (£3

,600,000 - £5

,999,999 pa)

(400000)

£500,000+ (£6

,000,000+ pa)

(600000)

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
£7,500 - £9,999 (£90,000 - £119,999 pa)	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£10,000 - £14,999 (£120,000 - £179,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£15,000 - £19,999 (£180,000 - £239,999 pa)	*	-	-	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	-%	-%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£20,000 - £24,999 (£240,000 - £299,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£25,000 - £29,999 (£300,000 - £359,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£30,000 - £39,999 (£360,000 - £479,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£40,000 - £49,999 (£480,000 - £599,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£50,000 - £74,999 (£600,000 - £899,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
£500,000+ (£6,000,000+ pa)	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		

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

Produced by OLR

Issue date: 11/05/18

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Don't know

Net: <£100

Net: £100

~<£1000

Net: £1000

~<£5000

Net: £5000

~<£10,000

Net: £10,000 -

<£25,000

Net: £25,000

<£50,000

Net: £50,000 -

<£100,000

Net: >£100,000

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
482	260	163	302	121	86	290	293	**	**	**	**	**	**	121	**	**	**	**	**	**	**	
86%	85%	86%	85%	69%	70%	81%	90%	**	**	**	**	**	**	72%	**	**	**	**	**	**	**	
	de	de	de			de	b															
67	40	21	43	40	29	56	25	**	**	**	**	**	**	40	**	**	**	**	**	**	**	
12%	13%	11%	12%	23%	24%	16%	8%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**	
			abcf	abcf			a															
14	6	6	9	14	6	14	6	**	**	**	**	**	**	7	**	**	**	**	**	**	**	
2%	2%	3%	2%	8%	5%	4%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	
			abcf																			
*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**	
*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	
							a															
*	-	-	-	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
*%	-%	-%	-%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
563	307	190	354	175	122	361	324	**	**	**	**	**	**	168	**	**	**	**	**	**	**	
148.21	146.40	174.81	150.42	389.31	328.50	211.28	97.72	**	**	**	**	**	**	233.5	**	**	**	**	**	**	**	
			abcf	ac			a															

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a 112	b 105	c 101	d 91	*e 3	a 64	b 42	c 47	d 42	*e 4	a 110	*b 12	c 76	a 506	b 57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
250 44%	87 62% bcd	27 29% cd	13 17% d	- -%	**	25 38% bcd	**	**	**	**	9 8%	**	14 29% a	239 48% b	11 18%
108 19%	21 15%	35 38% ad	23 30% ad	4 10%	**	18 27% d	** cd	** d	**	**	19 17%	**	14 29% a	90 18%	19 30% a
60 11%	15 11%	11 12%	13 17%	6 14%	**	10 15% d	** ad	** d	**	**	19 16%	**	15 30% a	52 10%	8 13%
64 11%	2 2%	12 13% a	20 26% ab	12 30% ab	**	6 9% d	** d	** ad	**	**	18 15% c	**	3 6%	55 11%	8 14%
22 4%	2 1%	6 6%	3 4%	5 12% ac	**	4 6%	**	** abd	**	**	10 9%	**	2 4%	18 4%	4 7%
33 6%	3 2%	* *% b	4 5% b	10 25% abc	**	* *% a	** a	** a	** abc	**	19 16% c	**	1 1%	29 6%	5 8%
11 2%	6 4%	* *% 1	1 1%	1 2%	**	3 5%	**	** abc	**	**	8 7% c	**	* *% 1	7 1%	4 7% a
1 *%	- -%	* *% 1	* *% 1	* 1%	**	* *% 1	**	** 1	**	**	1 1%	**	* *% 1	1 *%	* *%
5 1%	- -%	- -%	- -%	2 6% abc	**	- -%	**	** abc	**	**	5 5%	**	- -%	3 1%	2 3% a

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	8 1%	5 3%	- -%	- -%	- -%	- -%	**	**	**	abc	8 7%	**	- -%	7 1%	* -%
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	* *%	- -%	- -%	- -%	* 1%	- -%	**	**	**	**	* *%	**	* *%	* *%	- -%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	* *%	- -%	- -%	- -%	* *%	- -%	**	**	**	**	* *%	**	- -%	- -%	* *%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* *%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	* *%	**	- -%	* *%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	- -%	**	- -%	- -%	- -%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Don't know		-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Net: <£100	482	125	85	69	22	**	58	**	**	**	**	65	**	45	436	46
	86%	89% d	93% d	90% d	54%	**	89% cd	cd	d	**	**	56%	**	94% a	87% b	74%
Net: £100 -<£1000	67	11	6	7	15	**	7	**	**	**	**	37	**	3	53	13
	12%	8%	7%	10%	38% abc	**	10%	**	**	ab	abc	32% c	**	5%	11%	21% a
Net: £1000 -<£5000	14	5	*	*	3	**	*	**	**	**	**	14	**	*	11	3
	2%	3%	*%	*%	7% bc	**	*%	**	**	abc	**	12% c	**	*%	2%	4%
Net: £5000 -<£10,000	*	-	-	-	*	**	-	**	**	**	**	*	**	*	*	*
	*%	-%	-%	-%	1%	**	-%	**	**	**	**	*%	**	*%	*%	*%
Net: £10,000 -<£25,000	*	-	-	-	-	**	-	**	**	**	**	*	**	-	*	-
	*%	-%	-%	-%	-%	**	-%	**	**	**	**	*%	**	-%	*%	-%
Net: £25,000 -<£50,000	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Net: £50,000 -<£100,000	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Net: >£100,000

Answered

Mean

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
563	141	91	76	41	**	65	**	**	**	**	117	**	48	501	62
148.21	189.78	39.23	66.15	367.72	**	63.64	**	**	**	**	559.93	**	55.67	139.20	220.82
	b			bc					abc		c				

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

Ofcom; Business Postal Tracker April 2018

Table 10 (continuation)

Page 172

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
563	a	*b	a	b	a	b	a	b	a	b	c	*d
563	387	25	146	53	382	30	144	55	120	354	61	-
	331	21	134	41	324	28	125	50	97	280	39	-
250	129	**	26	3	127	**	28	-	32	104	8	**
44%	39%	**	19% b	6%	39% b	**	23% b	-%	33%	37% c	21%	**
108	72	**	21	14	70	**	19	16	22	66	6	**
19%	22%	**	16%	34% a	21%	** a	15%	32% a	22%	24%	16%	**
60	42	**	29	8	42	**	27	10	17	32	7	**
11%	13%	**	21%	20%	13%	**	21%	19%	18%	11%	18%	**
64	45	**	18	3	45	**	15	6	13	38	5	**
11%	13%	**	13%	8%	14%	**	12%	11%	14%	13%	14%	**
22	12	**	9	4	12	**	6	6	3	14	3	**
4%	4%	**	7%	9%	4%	** a	5%	12%	3%	5%	9%	**
33	15	**	17	3	14	**	17	3	6	14	4	**
6%	4%	**	13%	7%	4%	**	14%	5%	7%	5%	11%	**
11	8	**	4	4	8	**	4	4	3	6	1	**
2%	3%	**	3%	11% a	3%	**	3%	9%	3%	2%	3%	**
1	1	**	1	*	1	**	1	*	*	1	*	**
*%	*%	**	*%	1%	*%	**	*%	1%	*%	*%	1%	**
5	3	**	3	2	3	**	3	2	1	*	1	**
1%	1%	**	2%	5%	1%	**	3%	4%	1%	*%	2% b	**
8	5	**	7	*	2	**	5	3	-	5	2	**
1%	1%	**	6%	*%	1%	** a	4%	6%	-%	2%	6% a	**

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

 Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 10 (continuation)

Page 173

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b		a	b	a	b	a	b	c	d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
£5,000 - £7,999 (£60,000 - £89,999 pa)	(6250)	*	**	*	-	*	**	*	-	*	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	**	-	*	*	**	-	*	*	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	**	*	-	-	**	*	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	**	-	-	-	**	-	-	-	-	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**

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

Produced by OLR
Issue date: 11/05/18

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£500,000+ (£6,000,000+ pa)	(600000)	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: <£100	482	287	**	93	28	283	**	89	32	83	239	27	**
	86%	87%	**	69%	67%	87% b	**	71%	63%	86% c	86% c	69%	**
Net: £100 -<£1000	67	35	**	29	11	35	**	27	13	12	35	9	**
	12%	11%	**	22%	26%	11%	**	21%	26%	13%	12%	22% b	**
Net: £1000 -<£5000	14	9	**	11	3	6	**	9	5	1	5	3	**
	2%	3%	**	8%	6%	2%	a	7%	10%	1%	2%	9% ab	**
Net: £5000 -<£10,000	*	*	**	*	*	*	**	*	*	*	*	-	**
	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	-%	**
Net: £10,000 -<£25,000	*	-	**	*	-	-	**	*	-	-	-	-	**
	*%	-%	**	*%	-%	-%	**	*%	-%	-%	-%	-%	**
Net: £25,000 -<£50,000	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: £50,000 -<£100,000	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: >£100,000	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Answered	563	331	**	134	41	324	**	125	50	97	280	39	**
Mean	148.21	153.17	**	414.95	305.70	124.08	a	356.89	470.12	106.43	143.62	390.47 ab	**

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Under £10 (under £120 pa)	(5) 250	19	36	**	**	17	17	**	**	116	48	26	108	81	**
	44%	23%	22%	**	**	14% c	14% c	**	**	40% bc	28% c	18%	40%	37%	**
£10 - £24 (£120 - £299 pa)	(17) 108	16	37	**	**	24	22	**	**	60	33	24	60	47	**
	19%	19%	23%	**	**	19%	17%	**	**	21%	19%	16%	22%	22%	**
£25 - £49 (£300 - £599 pa)	(37) 60	23	31	**	**	28	28	**	**	34	34	32	38	29	**
	11%	27%	19%	**	**	23%	23%	**	**	12%	19% a	22% a	14%	13%	**
£50 - £99 (£600 - £1,199 pa)	(75) 64	17	36	**	**	15	16	**	**	43	33	19	33	34	**
	11%	21%	22%	**	**	12%	13%	**	**	15%	19%	13%	12%	16%	**
£100 - £199 (£1,200 - £2,399 pa)	(150) 22	2	5	**	**	8	11	**	**	12	5	9	10	8	**
	4%	2%	3%	**	**	6%	9%	**	**	4%	3%	6%	4%	4%	**
£200 - £499 (£2,400 - £5,999 pa)	(350) 33	4	6	**	**	14	15	**	**	14	8	19	11	8	**
	6%	4%	3%	**	**	11%	12%	**	**	5%	5%	13% ab	4%	4%	**
£500 - £999 (£6,000 - £11,999 pa)	(750) 11	1	6	**	**	8	5	**	**	4	6	6	4	3	**
	2%	1%	4%	ab	**	6%	4%	**	**	1%	3%	4%	2%	1%	**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500) 1	*	*	**	**	1	1	**	**	1	*	*	1	1	**
	*%	*%	*%	**	**	1%	*%	**	**	*%	*%	*%	*%	*%	**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500) 5	1	2	**	**	3	2	**	**	1	3	3	2	2	**
	1%	1%	1%	**	**	3%	2%	b	**	*%	2%	2% a	1%	1%	**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000) 8	-	2	**	**	5	8	**	**	5	2	5	3	5	**
	1%	-%	1%	ab	**	4%	6%	a	**	2%	1%	3%	1%	2%	**
£5,000 - £7,999 (£60,000 - £89,999 pa)	(6250) *	-	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total		563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	-	-	**	**	*	*	**	**	*	-	*	-	*	**
		*%	-%	-%	**	**	*%	*%	**	**	*%	-%	*%	-%	*%	**
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	**	**	*	-	**	**	-	-	-	-	-	**
		*%	-%	-%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: <£100	482	76	140	**	**	83	83	**	**	253	148	100	239	191	**
	86%	91%	86%	**	**	68%	67%	**	**	87%	85%	70%	89%	88%	**
		c	c			c	c			c	c				
Net: £100 -<£1000	67	7	17	**	**	29	31	**	**	31	19	34	25	19	**
	12%	8%	10%	**	**	24%	25%	**	**	11%	11%	24%	9%	9%	**
												ab			
Net: £1000 -<£5000	14	1	5	**	**	9	10	**	**	6	6	9	5	8	**
	2%	1%	3%	**	**	8%	8%	**	**	2%	3%	6%	2%	4%	**
				ab				ab				a			
Net: £5000 -<£10,000	*	-	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Net: £10,000 -<£25,000	*	-	-	**	**	*	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
Net: £25,000 -<£50,000	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: £50,000 -<£100,000	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: >£100,000	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Answered	563	83	162	**	**	122	124	**	**	290	173	143	270	217	**
Mean	148.21	89.55	180.71	**	**	397.81	416.10	**	**	141.69	186.46	318.63	121.65	181.36	**
				ab				ab				a			

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
Under £10 (under £120 pa)	(5)	250 44%	11 10%	13 22% ade	11 14% de	** **	90 34%	76 35%	** **	** **	** **	** **	217 43% b	137 36%	219 43% b	156 38%	236 44% b
£10 - £24 (£120 - £299 pa)	(17)	108 19%	24 23%	14 24%	15 18%	** **	57 21%	52 24%	** **	** **	** **	** **	100 20%	79 21%	100 20%	74 18%	106 20%
£25 - £49 (£300 - £599 pa)	(37)	60 11%	22 20% b	6 9%	17 21% b	** ** b	38 14%	23 10%	** **	** **	** **	** **	54 11%	55 14%	56 11%	53 13%	60 11%
£50 - £99 (£600 - £1,199 pa)	(75)	64 11%	17 16% e	11 18% e	17 21% e	** **	33 12%	37 17%	** **	** **	** **	** **	58 12%	55 14%	58 11%	57 14%	61 11%
£100 - £199 (£1,200 - £2,399 pa)	(150)	22 4%	9 8%	4 6%	7 9%	** ** ab	14 5%	8 4%	** **	** **	** **	** **	18 4%	13 3%	18 4%	17 4%	22 4%
£200 - £499 (£2,400 - £5,999 pa)	(350)	33 6%	15 14%	4 7%	6 7%	** ** d	18 7%	8 4%	** **	** **	** **	** **	31 6%	20 5%	31 6%	30 7%	30 6%
£500 - £999 (£6,000 - £11,999 pa)	(750)	11 2%	4 4%	1 1%	2 3%	** **	6 2%	5 2%	** **	** **	** **	** **	11 2%	7 2%	11 2%	9 2%	11 2%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	1 *%	1 1%	* 1%	* 1%	** **	1 *%	1 *%	** **	** **	** **	** **	1 *%	1 *%	1 *%	1 *%	1 *%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	5 1%	2 2%	2 4%	5 6%	** ** abce	2 1%	* *%	** **	** **	** **	** **	5 1%	5 1%	5 1%	5 1%	5 1%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	8 1%	3 3%	5 8% c	* *% c	** ** acd	5 2%	8 3%	** **	** **	** **	** **	8 2%	8 2%	8 1%	5 1%	8 1%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
*	-	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
*	-	*	*	**	**	-	*	**	**	**	**	*	*	*	*	*
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: <£100	482	74	43	60	**	**	217	188	**	**	**	**	429	327	433	340	464
	86%	69% e	73% de	74% de	**	**	82%	86%	**	**	**	**	85%	86%	85%	83%	86%
Net: £100 -<£1000	67	27	9	16	**	**	38	21	**	**	**	**	61	40	61	56	63
	12%	25%	15%	19%	**	**	15%	10%	**	**	**	**	12%	10%	12%	14%	12%
						bc											
Net: £1000 -<£5000	14	6	8	6	**	**	8	8	**	**	**	**	14	14	14	11	14
	2%	5%	13%	7%	**	**	3%	4%	**	**	**	**	3%	4%	3%	3%	3%
					ac	ac											
Net: £5000 -<£10,000	*	-	*	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	-%	*%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Net: £10,000 -<£25,000	*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
Net: £25,000 -<£50,000	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: £50,000 -<£100,000	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: >£100,000	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Answered	563	107	60	82	**	**	264	218	**	**	**	**	504	381	508	407	542
Mean	148.21	276.93	503.46	282.03	**	**	181.03	215.16	**	**	**	**	160.80	189.59	159.84	164.23	151.40
					ac	ac											

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	^d	a	^b	a	b	a	^b	^a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Under £10 (under £120 pa)	(5)	250	103	222	36	205	**	19	229	22	**	**	22	12	191	46
		44%	37%	44% c	**	47%	**	26%	50% a	22%	**	**	25%	25%	46% a	46% a
£10 - £24 (£120 - £299 pa)	(17)	108	61	96	19	77	**	9	85	24	**	**	24	9	81	18
		19%	22%	19%	**	18%	**	13%	19%	23%	**	**	27%	19%	20%	18%
£25 - £49 (£300 - £599 pa)	(37)	60	39	55	19	49	**	6	49	13	**	**	13	6	43	11
		11%	14%	11%	**	11%	**	9%	11%	13%	**	**	14%	11%	11%	11%
£50 - £99 (£600 - £1,199 pa)	(75)	64	39	59	12	48	**	7	53	17	**	**	14	6	51	7
		11%	14%	12%	**	11%	**	10%	12%	16%	**	**	16%	12%	12%	7%
£100 - £199 (£1,200 - £2,399 pa)	(150)	22	9	21	9	18	**	1	18	7	**	**	5	2	15	5
		4%	3%	4%	**	4%	**	2%	4%	7%	**	**	6%	5%	4%	5%
£200 - £499 (£2,400 - £5,999 pa)	(350)	33	17	31	6	22	**	14	16	8	**	**	7	7	20	6
		6%	6%	6%	**	5%	**	20% b	4%	7%	**	**	8%	15% b	5%	6%
£500 - £999 (£6,000 - £11,999 pa)	(750)	11	6	11	5	7	**	4	5	4	**	**	*	*	9	2
		2%	2%	2%	**	2%	**	6% b	1%	4%	**	**	%	%	2%	2%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	1	1	1	**	1	**	*	*	*	**	**	*	1	*	-
		%	%	%	**	%	**	%	%	%	**	**	%	1%	%	-%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	5	5	5	**	3	**	2	1	5	**	**	1	1	2	2
		1%	2%	1%	**	1%	**	3% b	%	5%	**	**	1%	2%	%	2%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	8	-	8	**	3	**	7	*	3	**	**	3	5	*	3
		1%	-%	1% a	**	1%	**	10% b	%	3%	**	**	3%	10% bc	%	3% b

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
£5,000 - £7,999 (£60,000 - £89,999 pa)	(6250)	*	*	-	**	*	-	*	-	**	**	-	-	*	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	*	-	**	*	-	*	*	**	**	*	-	*	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	*	**	*	-	*	-	**	**	-	-	-	*
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	**	-	-	-	-	**	**	-	-	-	-
	563	563	563	563	563	563	563	563	563	563	563	563	563	563	563

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

Ofcom; Business Postal Tracker April 2018

Table 10 (continuation)

Page 183

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
		-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
		-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Don't know		-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
		-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Net: <£100	482	242	432	87	**	379	**	41	415	75	**	**	73	33	366	83
	86%	87% c	85% c	77%	**	87%	**	58%	91% a	74%	**	**	81%	67%	89% a	82% a
Net: £100 -<£1000	67	31	63	20	**	48	**	20	39	19	**	**	13	10	43	14
	12%	11%	12%	17%	**	11%	**	28% b	9%	18%	**	**	14%	20% b	10%	13%
Net: £1000 -<£5000	14	6	14	6	**	7	**	10	2	8	**	**	4	6	3	5
	2%	2%	3%	5%	**	2%	**	14% b	1%	8%	**	**	4%	13% b	1%	5% b
Net: £5000 -<£10,000	*	*	*	-	**	*	**	-	*	*	**	**	*	-	*	-
	*%	*%	*%	-%	**	*%	**	-%	*%	*%	**	**	*%	-%	*%	-%
Net: £10,000 -<£25,000	*	-	*	*	**	*	**	-	*	-	**	**	-	-	-	*
	*%	-%	*%	*%	**	*%	**	-%	*%	-%	**	**	-%	-%	-%	*%
Net: £25,000 -<£50,000	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Net: £50,000 -<£100,000	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Net: >£100,000	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Answered	563	279	510	113	**	433	**	71	456	103	**	**	90	49	413	101
Mean	148.21	117.87	159.94	269.32 a	**	111.54	**	634.22 b	63.63	328.03	**	**	217.67	538.57 b	78.71	242.41 b

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

Ofcom; Business Postal Tracker April 2018

Table 10 (continuation)

Page 184

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Under £10 (under £120 pa)	(5) 250	25	**	219	126	124	114	7	26	5	16	9	60	28
	44%	29%	**	49% a	39%	52% a	35% bcd	21% d	17% d	6%	15%	18%	34% ab	26% a
£10 - £24 (£120 - £299 pa)	(17) 108	18	**	86	77	32	74	15	27	17	23	14	42	32
	19%	20%	**	19%	24% b	13%	23%	42% acd	18%	22%	21%	31%	24%	30%
£25 - £49 (£300 - £599 pa)	(37) 60	4	**	54	39	21	41	5	32	6	24	3	28	10
	11%	4%	**	12%	12%	9%	13%	13%	21% ad	8%	23% bd	6%	16%	10%
£50 - £99 (£600 - £1,199 pa)	(75) 64	14	**	48	45	18	47	7	19	12	14	5	22	15
	11%	16%	**	11%	14% b	8%	14%	19%	12%	17%	13%	10%	13%	14%
£100 - £199 (£1,200 - £2,399 pa)	(150) 22	3	**	16	10	12	15	1	11	7	9	3	5	7
	4%	4%	**	4%	3%	5%	5%	2%	8%	9%	8% c	6%	3%	7%
£200 - £499 (£2,400 - £5,999 pa)	(350) 33	8	**	16	16	17	17	*	20	13	12	6	8	7
	6%	9% c	**	4%	5%	7%	5%	1%	13% ab	18% ab	11% c	13% c	4%	6%
£500 - £999 (£6,000 - £11,999 pa)	(750) 11	4	**	6	6	6	8	*	6	2	6	*	6	1
	2%	5% c	**	1%	2%	2%	3%	1%	4%	3%	5% d	%	3%	1%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500) 1	*	**	*	*	1	1	*	1	1	1	*	*	*
	*%	%	**	%	%	%	%	1%	%	1%	%	%	%	%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500) 5	4	**	1	1	4	3	-	5	5	1	2	1	2
	1%	5% c	**	%	%	2%	1%	-%	3% a	7% ab	1%	5% c	1%	2%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000) 8	7	**	*	5	2	5	-	5	5	3	5	3	5
	1%	8% c	**	%	2%	1%	1%	-%	3%	7% ab	2%	10% ac	1%	4%

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

Produced by OLR
Issue date: 11/05/18

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
			Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%			a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total		563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total		563	88	25	448	325	238	325	35	151	74	108	46	175	108
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	*	-	**	*	-	*	*	-	*	*	*	-	*	*
		*%	-%	**	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	-	**	*	*	-	*	-	*	*	-	*	-	*
		*%	-%	**	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	**	*	*	-	-	-	*	*	-	-	-	-
		*%	-%	**	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

TOTAL		Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total		69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total		88	25	448	325	238	325	35	151	74	108	46	175	108
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		61	**	407	287	195	276	33	103	40	77	30	153	86
		86%	**	91% a	88% b	82%	85% cd	95% acd	68% d	54%	72%	65%	87% abd	79% b
Net: £100 -<£1000		67	**	39	32	35	41	1	37	22	26	9	18	15
		12%	**	9%	10%	15%	12%	4%	25% ab	30% ab	24% cd	19%	10%	14%
Net: £1000 -<£5000		14	**	2	7	7	9	*	11	11	4	7	4	7
		2%	**	*%	2%	3%	3%	1%	7% a	15% abc	4%	15% ac	2%	7% c
Net: £5000 -<£10,000		*	**	*	*	*	*	-	*	*	*	*	*	*
		*%	**	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
Net: £10,000 -<£25,000		*	**	*	*	-	-	-	*	*	-	-	-	-
		*%	**	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Net: £25,000 -<£50,000		-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £50,000 -<£100,000		-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		563	**	448	325	238	325	35	151	74	108	46	175	108
Mean		148.21	**	66.01	137.88	162.36	160.35	51.38	357.22 ab	651.99 abc	245.96	625.19 ac	145.96	303.47
				c										

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

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
		a	b	c	d	
Significance Level: 95%						
Unweighted total	563	112	256	36	134	563
Weighted total	563	102	240	32	158	563
Under £10 (under £120 pa)	(5) 250 44%	38 37%	101 42%	** **	83 52% a	250 44%
£10 - £24 (£120 - £299 pa)	(17) 108 19%	21 21%	60 25% d	** ** d	19 12%	108 19%
£25 - £49 (£300 - £599 pa)	(37) 60 11%	9 9%	20 9%	** **	24 15%	60 11%
£50 - £99 (£600 - £1,199 pa)	(75) 64 11%	14 14%	26 11%	** **	17 11%	64 11%
£100 - £199 (£1,200 - £2,399 pa)	(150) 22 4%	10 10% bd	8 3%	** ** d	2 1%	22 4%
£200 - £499 (£2,400 - £5,999 pa)	(350) 33 6%	1 1%	14 6% a	** **	12 8% a	33 6%
£500 - £999 (£6,000 - £11,999 pa)	(750) 11 2%	4 4% d	4 2%	** **	* *%	11 2%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500) 1 *%	* *%	* *%	** **	* *%	1 *%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500) 5 1%	2 2% b	* *%	** **	1 1%	5 1%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000) 8 1%	2 2%	5 2%	** **	* *%	8 1%
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250) * *%	* *%	- -%	** **	* *%	* *%

Columns Tested: a,b,c,d

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		TOTAL	Effect of postage prices				Month
			Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
			a	b	c	d	
Significance Level: 95%		563	112	256	36	134	563
Unweighted total		563	102	240	32	158	563
Weighted total							
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	*	*	-	**	-	*
		*%	*%	-%	**	-%	*%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	**	*	*
		*%	-%	-%	**	*%	*%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£100,000 - £239,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%

Columns Tested: a,b,c,d

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All

Significance Level: 95%

Unweighted total

Weighted total

£500,000+ (£6

,000,000+ pa)

(600000)

Don't know

Net: <£100

Net: £100

-<£1000

Net: £1000

-<£5000

Net: £5000

-<£10,000

Net: £10,000 -

<£25,000

Net: £25,000

<£50,000

Net: £50,000 -

<£100,000

Net: >£100,000

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
482	82	208	**	142	482
86%	80%	87%	**	90% a	86%
67	15	27	**	14	67
12%	15%	11%	**	9%	12%
14	5	6	**	1	14
2%	5%	2%	**	1%	2%
*	*	-	**	*	*
*%	*%	-%	**	*%	*%
*	-	-	**	*	*
*%	-%	-%	**	*%	*%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
563	102	240	**	158	563
148.21	230.67	146.60	**	87.62	148.21

Columns Tested: a,b,c,d

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Other everyday correspondence, such as invoices, one off bills etc.	308	292	9	4	**	16	94	85	**	**	12
	55%	54%	70%	75%	**	73%	41%	65%	**	**	81%
		a	a	a	a	a	a	a	a	a	ab
Letters	307	289	10	5	**	18	97	79	**	**	12
	55%	54%	73%	94%	**	79%	42%	60%	**	**	77%
		a	a	abde	a	a	a	a	a	a	ab
Large letters	190	176	8	4	**	14	70	46	**	**	8
	34%	33%	58%	73%	**	62%	31%	35%	**	**	52%
		a	a	ab	a	a					ab
Parcels and packets	175	167	5	3	**	9	70	36	**	**	4
	31%	31%	35%	50%	**	39%	31%	27%	**	**	27%
				ab	a	a					
Order fulfilment (sending ordered goods to customers)	95	90	3	1	**	5	42	20	**	**	1
	17%	17%	24%	23%	**	22%	18%	15%	**	**	8%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	74	4	2	**	7	26	23	**	**	7
	14%	14%	28%	42%	**	32%	11%	18%	**	**	49%
		a	a	ab	a	a			ab		ab
Advertising and promotional material, such as catalogues, brochures and direct mail	37	34	2	1	**	3	16	7	**	**	*
	7%	6%	15%	14%	**	14%	7%	5%	**	**	2%
		a	a	a	a	a					
Publications, such as magazines, periodicals, customer newsletters	27	26	1	*	**	2	16	6	**	**	*
	5%	5%	9%	6%	**	8%	7%	5%	**	**	2%
Legal / accounts documents / tax forms	2	2	-	-	**	*	-	2	**	**	*
	1%	1%	0%	0%	**	1%	0%	2%	**	**	1%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	**	-	-	-	**	**	-
	0%	0%	0%	0%	**	0%	0%	0%	**	**	0%
Refused	-	-	-	-	**	-	-	-	**	**	-
	0%	0%	0%	0%	**	0%	0%	0%	**	**	0%
None of These	54	54	*	-	**	1	35	8	**	**	*
	10%	10%	3%	0%	**	3%	15%	6%	**	**	1%
		bce					bce				

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

%

Don't Know

%

Net: Letters, large letters, packets and parcels

Net: Bulk mailings

TOTAL	Business Size					Turnover					
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000 +	
	a	b	c	d	e	a	b	c	d	e	
563	294	160	70	39	269	138	95	33	20	57	
563	540	13	6	3	23	230	131	28	15	15	
*	-	-	*	**	*	-	-	**	**	-	
1%	-%	-%	1%	**	1%	-%	-%	**	**	-%	
-	-	-	-	**	-	-	-	**	**	-	
Don't Know	-%	-%	-%	**	-%	-%	-%	**	**	-%	
Net: Letters, large letters, packets and parcels	401	381	11	6	**	19	144	101	**	**	12
71%	71%	81%	100%	**	86%	63%	77%	**	**	77%	
	a	a	abde	a	a	a	a	a	a	a	
Net: Bulk mailings	122	112	5	3	**	10	49	31	**	**	8
22%	21%	40%	50%	**	43%	21%	24%	**	**	51%	
	a	a	a	a	a	a	a	a	a	ab	

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m	
563	16	31	58	23	46	84	58	34	21	371	70	64	58	
563	27	56	54	30	54	105	78	52	28	484	32	26	21	
308	**	**	22	**	**	63	42	**	**	262	19	16	11	
55%	**	**	41%	**	**	60%	55%	**	**	54%	59%	62%	53%	
		h	h		ch	ch	h			h	ch	ch	h	
307	**	**	16	**	**	53	40	**	**	255	20	19	13	
55%	**	**	30%	**	**	51%	52%	**	**	53%	63%	72%	62%	
		c			c	c	c			c	c	cfghj	c	
190	**	**	14	**	**	34	28	**	**	159	16	9	6	
34%	**	**	26%	**	**	33%	36%	**	**	33%	51%	34%	30%	
		e				e	e	e		e	cefjlm	e		
175	**	**	14	**	**	32	17	**	**	151	12	7	5	
31%	**	**	26%	**	**	30%	22%	**	**	31%	39%	29%	24%	
											g			
95	**	**	9	**	**	11	10	**	**	79	7	7	1	
17%	**	**	16%	**		10%	14%	**	**	16%	23%	27%	6%	
					m			fm		m	lm	fjm		
81	**	**	1	**	**	11	17	**	**	66	5	6	4	
14%	**	**	2%	**	**	10%	22%	**	**	14%	16%	22%	21%	
		c			c	c	c	c		c	c	cf	c	
37	**	**	4	**	**	2	2	**	**	31	4	1	1	
7%	**	**	8%	**	**	2%	3%	**	**	6%	12%	4%	5%	
								efgilm			ef			
27	**	**	7	**	**	2	6	**	**	23	4	*	*	
5%	**	**	12%	**	**	2%	8%	**	**	5%	12%	1%	1%	
			efjlm				lm	befjlm			efjlm			
2	**	**	2	**	**	-	-	**	**	2	-	*	-	
*%	**	**	4%	**	**	-%	-%	**	**	*%	-%	*%	-%	
			j											
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
54	**	**	8	**	**	14	4	**	**	50	3	*	1	
10%	**	**	15%	**	**	14%	5%	**	**	10%	11%	*%	4%	
			lm			l		eglm		l	l			

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

Base: All

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	^a	^b	^c	^d	^e	^f	^g	^h	ⁱ	^j	^k	^l	^m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
*	**	**	*	**	**	-	-	**	**	*	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
401	**	**	31	**	**	72	61	**	**	341	24	22	14
71%	**	**	58%	**	**	68%	78% c	**	**	71% c	75% c	63% cfjm	66%
122	**	**	9	**	**	15	21	**	**	102	9	6	5
22%	**	**	18%	**	**	14%	27%	**	**	21%	28% f	23%	25%
							cefj						

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Other everyday correspondence, such as invoices, one off bills etc.	308	**	**	22	**	**	61	38	**	**	261	19	15	13
	55%	**	**	43%	**	**	63%	52%	**	**	54%	56%	60%	58%
		h			h	ch			ch		h	h	h	h
Letters	307	**	**	16	**	**	54	32	**	**	251	22	19	15
	55%	**	**	32%	**	**	57%	43%	**	**	52%	65%	74%	65%
		c			c	c	c	c	c	c	cgj	cgj	cgj	cg
Large letters	190	**	**	14	**	**	31	28	**	**	159	16	8	6
	34%	**	**	27%	**	**	32%	38%	**	**	33%	48%	33%	27%
		e		e		e	e	e	e	e	cefjm	e	e	e
Parcels and packets	175	**	**	14	**	**	28	18	**	**	151	12	7	5
	31%	**	**	26%	**	**	29%	24%	**	**	31%	36%	27%	22%
									m					
Order fulfilment (sending ordered goods to customers)	95	**	**	7	**	**	7	13	**	**	80	7	6	1
	17%	**	**	13%	**	**	7%	18%	**	**	17%	22%	25%	5%
		fm			fm		m	fm	m	fm	fm	fm	fm	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	**	**	3	**	**	9	15	**	**	66	5	5	4
	14%	**	**	5%	**	**	9%	20%	**	**	14%	15%	20%	19%
							c	c					c	c
Advertising and promotional material, such as catalogues, brochures and direct mail	37	**	**	4	**	**	*	2	**	**	31	4	1	1
	7%	**	**	9%	**	**	%	3%	**	**	6%	11%	4%	4%
		f		f				efgjlm	f	f	f			
Publications, such as magazines, periodicals, customer newsletters	27	**	**	7	**	**	2	6	**	**	23	4	*	*
	5%	**	**	13%	**	**	2%	8%	**	**	5%	11%	1%	%
			aefijlm				lm	aefijlm			afjlm			
Legal / accounts documents / tax forms	2	**	**	2	**	**	-	-	**	**	2	-	*	-
	%	**	**	4%	**	**	-%	-%	**	**	%	-%	%	-%
			j											
Goods / business supplies / large packets ordered via lorry	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Refused	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
None of These	54	**	**	4	**	**	17	4	**	**	50	3	*	1
	10%	**	**	8%	**	**	17%	6%	**	**	10%	10%	%	4%
		lm		l		lm		l			l	l		

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

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
563	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
	38	18	55	18	33	77	54	38	35	366	71	67	59	
	66	30	51	23	38	96	74	53	49	481	34	25	23	
	*	**	**	*	**	-	-	**	**	*	-	-	-	
	*%	**	**	*%	**	-%	-%	**	**	*%	-%	-%	-%	
	-	**	**	-	**	-	-	**	**	-	-	-	-	
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	
401 71%	**	**	31	**	**	67	55	**	**	338	26	21	16	
	**	**	60%	**	**	70%	75%	**	**	70%	76%	65%	69%	
122 22%	**	**	11	**	**	11	19	**	**	103	9	5	5	
	**	**	22%	**	**	11%	26%	**	**	21%	26%	21%	23%	

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

Ofcom; Business Postal Tracker April 2018

Table 11 (continuation)

Page 196

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?
Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other everyday correspondence, such as invoices, one off bills etc.

Letters

Large letters

Parcels and packets

Order fulfilment (sending ordered goods to customers)

Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.

Advertising and promotional material, such as catalogues, brochures and direct mail

Publications, such as magazines, periodicals, customer newsletters

Legal / accounts documents / tax forms

Goods / business supplies / large packets ordered via lorry

Refused

None of These

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
308	**	34	**	52	92	**	**	90	186	122	285	23	290	**
55%	**	60% h	**	77% begh	55%	**	**	46%	49%	68% a	56% b	40%	56%	**
307	**	25	**	49	79	**	**	114	196	112	277	30	285	**
55%	**	45%	**	73% begh	47%	**	**	58% e	51%	62% a	55%	52%	55%	**
190	**	19	**	20	36	**	**	80	111	79	171	19	183	**
34%	**	34%	**	29%	21%	**	**	41% e	29%	44% a	34%	33%	35%	**
175	**	24	**	21	68	**	**	56	129	46	149	27	165	**
31%	**	42% gh	**	31% g	41% gh	**	**	29% g	34% b	26%	29%	47% a	32%	**
95	**	17	**	6	44	**	**	23	65	30	83	12	91	**
17%	**	31% dgh	**	9%	26% dgh	**	**	12%	17%	17%	16%	20%	18%	**
81	**	12	**	6	31	**	**	15	48	33	74	7	80	**
14%	**	22% dh	**	8%	19% dh	**	**	8%	13%	18%	15%	12%	15%	**
37	**	3	**	6	5	**	**	19	24	13	34	3	35	**
7%	**	6%	**	9%	3%	**	**	10% e	6%	7%	7%	5%	7%	**
27	**	4	**	3	3	**	**	12	13	15	21	7	27	**
5%	**	7%	**	5%	2%	**	**	6%	3%	8% a	4%	12% a	5%	**
2	**	-	**	-	-	**	**	2	2	-	2	-	2	**
*%	**	-%	**	-%	-%	**	**	1%	1%	-%	*%	-%	*%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
54	**	2	**	3	15	**	**	23	38	17	52	2	45	**
10%	**	4%	**	4%	9%	**	**	12%	10%	9%	10%	4%	9%	**

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

 Produced by OLR
Issue date: 11/05/18

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

*%

Don't Know

Net: Letters, large
letters, packets and
parcels

Net: Bulk mailings

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
*	**	-	**	-	*	**	**	-	*	-	*	-	*	**
*%	**	-%	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
401	**	37	**	52	112	**	**	146	265	136	356	45	371	**
71%	**	66%	**	78%	67%	**	** be	75%	69%	75%	70%	79%	72%	**
122	**	17	**	11	38	**	**	34	72	50	108	14	119	**
22%	**	30% h	**	16%	23%	**	**	18%	19%	28% a	21%	25%	23%	**

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Other everyday correspondence, such as invoices, one off bills etc.	308 55%	193 53%	62 77% ac	50 44%	267 55%	36 54%	**	**	**	**	**	**	304 55%	**	125 50%	142 61% ac	41 50%
Letters	307 55%	185 51%	58 72% ac	64 56%	260 54%	40 61%	**	**	**	**	**	**	300 55%	**	116 47%	144 62% a	47 58% a
Large letters	190 34%	91 25%	48 59% ac	49 43% a	163 34%	21 31%	**	**	**	**	**	**	184 34%	**	48 19%	115 50% ac	27 33% a
Parcels and packets	175 31%	75 21%	24 30%	77 68% ab	121 25%	40 60% ai	**	**	**	**	**	**	161 29%	**	28 11%	93 40% a	54 67% ab
Order fulfilment (sending ordered goods to customers)	95 17%	21 6%	19 23% a	55 48% ab	48 10%	33 50% ai	**	**	**	**	**	**	81 15% a	**	14 5%	34 15% a	47 58% ab
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81 14%	27 7%	30 36% ac	24 22% a	59 12%	18 27% ai	**	**	**	**	**	**	77 14%	**	21 8%	38 16% a	22 27% ab
Advertising and promotional material, such as catalogues, brochures and direct mail	37 7%	15 4%	10 12% a	12 11% a	27 6%	7 10%	**	**	**	**	**	**	34 6%	**	14 6%	13 6%	10 12% ab
Publications, such as magazines, periodicals, customer newsletters	27 5%	16 4%	3 3%	9 8%	18 4%	9 13% ai	**	**	**	**	**	**	27 5%	**	5 2%	14 6% a	9 11% a
Legal / accounts documents / tax forms	2 *%	2 1%	- -%	- -%	2 *%	- -%	**	**	**	**	**	**	2 *%	**	* *%	2 1%	- -%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	**	- -%	**	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	**	- -%	**	- -%	- -%	- -%
None of These	54 10%	49 14% bc	- -%	3 2%	54 11% b	- -%	**	**	**	**	**	**	54 10% b	**	47 19% bc	7 3% c	- -%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Net: Letters, large letters, packets and parcels

Net: Bulk mailings

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
*	-	*	-	-	-	**	**	**	**	**	**	-	**	-	-	*
*%	-%	*%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	*%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
401	227	70	101	327	59	**	**	**	**	**	**	386	**	135	192	73
71%	63%	86% a	89% a	68% ai	89% a	**	**	**	**	**	**	70%	**	54% a	83% a	91% ab
122	50	35	37	86	29	**	**	**	**	**	**	115	**	36	50	36
22%	14%	43% a	33% a	18% ai	44% a	**	**	**	**	**	**	21%	**	14% a	22% a	45% ab

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

Ofcom; Business Postal Tracker April 2018

Table 11 (continuation)

Page 200

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%																							
Unweighted total	563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Weighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
		307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
Other everyday correspondence, such as invoices, one off bills etc.																							
	308																						
	55%	65% d	62% d	60% d	44%	67% d	85% abcde	60%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**	
Letters	307	307	143	307	110	81	220	280	**	**	**	**	**	**	107	**	**	**	**	**	**	**	
	55%	100% bcdef	75% def	87% bdef	63%	66% f	61%	86%	**	**	**	**	**	**	64%	**	**	**	**	**	**	**	
Large letters	190	143	190	190	90	60	136	177	**	**	**	**	**	**	86	**	**	**	**	**	**	**	
	34%	47% f	100% acdef	54% af	52% f	49% f	38%	54%	**	**	**	**	**	**	51%	**	**	**	**	**	**	**	
Parcels and packets	175	110	90	129	175	32	122	116	**	**	**	**	**	**	168	**	**	**	**	**	**	**	
	31%	36% e	48% acef	36% e	100% abcef	26% f	34%	36%	**	**	**	**	**	**	100%	**	**	**	**	**	**	**	
Order fulfilment (sending ordered goods to customers)	95	55	47	64	79	33	95	52	**	**	**	**	**	**	71	**	**	**	**	**	**	**	
	17%	18% ac	25% ac	18% abcef	45% ac	27% ac	26% ac	16%	**	**	**	**	**	**	42%	**	**	**	**	**	**	**	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	53	44	54	22	81	72	45	**	**	**	**	**	**	20	**	**	**	**	**	**	**	
	14%	17% cd	23% cd	15% ab	13% ab	66% ab	20% d	14%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**	
Advertising and promotional material, such as catalogues, brochures and direct mail	37	29	19	30	12	37	26	24	**	**	**	**	**	**	12	**	**	**	**	**	**	**	
	7%	10% ab	10% ab	9% ab	7% ab	30% ab	7% ab	7%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	
Publications, such as magazines, periodicals, customer newsletters	27	17	15	22	7	27	19	15	**	**	**	**	**	**	7	**	**	**	**	**	**	**	
	5%	6% a	8% a	6% a	4% a	23% a	5% a	5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	
Legal / accounts documents / tax forms	2	-	-	-	-	-	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	*%	-%	-%	-%	-%	-%	1%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Refused	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
None of These	54	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	10%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	

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

Base: All

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563 563	a 379 307	b 269 190	c 413 354	d 199 175	e 177 122	f 400 361	a 349 324	b 38 14	*c 11 5	*d 8 4	*e 6 5	*f - -	*g - -	a 186 168	*b 7 5	*c 3 2	*d 1 *	*e 1 *	*f 1 *	*g - -	*h 2 *
*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
%	%	%	%	%	%	%	-%	**	**	**	**	**	**	%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
401 71%	307 100% ef	190 100% ef	354 100% ef	175 100% ef	87 71% ab	264 73% cd	324 100%	**	**	**	**	**	**	168 100%	**	**	**	**	**	**	**
122 22%	81 26% d	60 32% cd	86 24% ef	32 18% abcd	122 100% d	95 26% d	66 20%	**	**	**	**	**	**	29 17%	**	**	**	**	**	**	**

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	563	a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
Weighted total	563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Other everyday correspondence, such as invoices, one off bills etc.		141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
	308	54	64	56	36	**	36	**	**	**	**	49	**	28	286	22
	55%	38%	70%	73%	88%	**	55%	**	**	**	**	42%	**	58%	57%	35%
		a	a	a	abc		bd							a	b	
Letters	307	115	79	71	36	**	46	**	**	**	**	72	**	30	285	22
	55%	82%	87%	94%	89%	**	71%	**	**	**	**	62%	**	62%	57%	35%
		a	a	a	a									a	b	
Large letters	190	60	50	48	28	**	37	**	**	**	**	56	**	31	174	16
	34%	43%	55%	63%	70%	**	58%	**	**	**	**	48%	**	64%	35%	26%
		a	a	a	ab									a		
Parcels and packets	175	45	34	26	21	**	65	**	**	**	**	117	**	48	143	32
	31%	32%	37%	34%	52%	**	100%	**	**	**	**	100%	**	100%	29%	52%
					abc										a	
Order fulfilment (sending ordered goods to customers)	95	20	14	13	12	**	21	**	**	**	**	74	**	4	79	15
	17%	14%	16%	17%	31%	**	33%	**	**	**	**	64%	**	9%	16%	25%
					abc			ab	ab			c				
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	10	17	6	18	**	6	**	**	**	**	17	**	5	76	5
	14%	7%	18%	8%	45%	**	9%	**	**	**	**	15%	**	11%	15%	8%
			ac		abc			b	ab							
Advertising and promotional material, such as catalogues, brochures and direct mail	37	8	8	7	7	**	2	**	**	**	**	11	**	2	37	*
	7%	5%	9%	10%	17%	**	3%	**	**	**	**	9%	**	3%	7%	*%
					a			ab							b	
Publications, such as magazines, periodicals, customer newsletters	27	11	4	5	2	**	3	**	**	**	**	7	**	*	25	2
	5%	8%	4%	6%	4%	**	5%	**	**	**	**	6%	**	1%	5%	4%
Legal / accounts documents / tax forms	2	-	-	-	-	**	-	**	**	**	**	-	**	-	2	-
	*%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Refused

None of These

Other

Don't Know

Net: Letters, large
letters, packets and
parcels

Net: Bulk mailings

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Refused	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
None of These	54	-	-	-	**	-	**	**	**	**	-	**	-	48	7
10%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	10%	11%
Other	*	-	-	*	**	-	**	**	**	**	*	**	-	*	-
*%	-%	-%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	-%
Don't Know	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Net: Letters, large letters, packets and parcels	401	141	91	76	41	65	**	**	**	**	117	**	48	355	46
71%	100%	100%	100%	100%	**	100%	**	**	**	**	100%	**	100%	71%	74%
Net: Bulk mailings	122	26	20	14	22	8	**	**	**	**	26	**	6	114	7
22%	19%	22%	19%	54%	**	13%	**	**	**	**	22%	**	12%	23%	12%
				abc				b	ab						

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	563	a	a	b	a	b	a	b	a	b	c	*d
Weighted total	563	387	146	53	382	30	144	55	120	354	61	-
		331	134	41	324	28	125	50	97	280	39	-
Other everyday correspondence, such as invoices, one off bills etc.	308	201	64	14	201	**	64	14	55	189	22	**
	55%	61%	48%	33%	62%	**	51%	27%	57%	68%	58%	**
Letters	307	292	89	21	287	**	84	26	97	280	39	**
	55%	88%	66%	51%	89%	**	67%	51%	100%	100%	100%	**
Large letters	190	177	78	13	172	**	72	18	65	122	19	**
	34%	53%	58%	31%	53%	**	58%	36%	67%	44%	49%	**
Parcels and packets	175	119	134	41	114	**	125	50	50	92	22	**
	31%	36%	100%	100%	35%	**	100%	100%	52%	33%	57%	**
Order fulfilment (sending ordered goods to customers)	95	59	67	11	56	**	57	22	22	44	9	**
	17%	18%	50%	28%	17%	**	45%	43%	23%	16%	24%	**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	49	22	1	49	**	22	1	18	52	10	**
	14%	15%	16%	1%	15%	**	17%	1%	19%	19%	27%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	37	30	12	*	28	**	7	5	6	27	3	**
	7%	9%	9%	9%	9%	**	6%	11%	6%	10%	9%	**
Publications, such as magazines, periodicals, customer newsletters	27	19	7	*	19	**	4	3	4	15	3	**
	5%	6%	5%	1%	6%	**	4%	6%	4%	5%	7%	**
Legal / accounts documents / tax forms	2	-	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Refused	-	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
None of These	54	-	**	-	-	**	-	-	-	-	-	**
	10%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Other	*	*	**	*	-	**	*	-	*	*	*	**
	%	%	**	%	-%	**	%	-%	%	%	%	**
Don't Know	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Net: Letters, large letters, packets and parcels	401	331	**	134	41	324	**	125	97	280	39	**
	71%	100%	**	100%	100%	100%	**	100%	100%	100%	100%	**
Net: Bulk mailings	122	79	**	31	1	76	**	26	21	77	15	**
	22%	24%	**	23%	2%	23%	**	21%	22%	27%	40%	**
				b							a	

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Other everyday correspondence, such as invoices, one off bills etc.	308 55%	50 60% c	104 64% c	** **	** **	49 40%	63 51% c	** **	** **	185 64% c	113 65% c	66 46%	162 60%	142 65%	** **
Letters	307 55%	57 69% c	118 73% c	** **	** **	77 63%	79 64%	** **	** **	290 100% bc	135 78% c	93 65%	238 88%	200 92%	** **
Large letters	190 34%	83 100%	162 100%	** **	** **	58 48%	61 49% c	** **	** **	138 48%	173 100% ac	77 54%	146 54%	111 51%	** **
Parcels and packets	175 31%	47 56% b	71 44%	** **	** **	122 100%	124 100%	** **	** **	103 35%	81 47% a	143 100% ab	101 37%	76 35%	** **
Order fulfilment (sending ordered goods to customers)	95 17%	25 30%	35 22%	** **	** **	54 44%	53 43%	** **	** **	48 16%	43 25% a	62 43% ab	42 15%	37 17%	** **
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81 14%	15 18%	37 23%	** **	** **	13 10%	14 11%	** **	** **	48 17%	40 23% c	17 12%	39 15%	35 16%	** **
Advertising and promotional material, such as catalogues, brochures and direct mail	37 7%	7 8%	14 9%	** **	** **	11 9%	5 4%	** **	** **	29 10%	16 9%	10 7%	27 10%	19 9%	** **
Publications, such as magazines, periodicals, customer newsletters	27 5%	6 8%	12 7%	** b	** **	3 3%	5 4%	** **	** **	17 6%	10 6%	7 5%	13 5%	14 6%	** **
Legal / accounts documents / tax forms	2 *%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
Refused	- -%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
None of These	54 10%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Net: Letters, large
letters, packets and
parcels

Net: Bulk mailings

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
401	83	162	**	**	122	124	**	**	290	173	143	270	217	**
71%	100%	100%	**	**	100%	100%	**	**	100%	100%	100%	100%	100%	**
122	20	50	**	**	19	21	**	**	76	51	26	61	53	**
22%	24%	31%	**	**	15%	17%	**	**	26%	30%	18%	23%	24%	**
			a							c				

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

Ofcom; Business Postal Tracker April 2018

Table 11 (continuation)

Page 208

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																
Unweighted total	563															
Weighted total	563															
Other everyday correspondence, such as invoices, one off bills etc.	308															
	55%															
Letters	307															
	55%															
Large letters	190															
	34%															
Parcels and packets	175															
	31%															
Order fulfilment (sending ordered goods to customers)	95															
	17%															
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81															
	14%															
Advertising and promotional material, such as catalogues, brochures and direct mail	37															
	7%															
Publications, such as magazines, periodicals, customer newsletters	27															
	5%															
Legal / accounts documents / tax forms	2															
	1%															
Goods / business supplies / large packets ordered via lorry	-															
	-1%															
Refused	-															
	-1%															
None of These	54															
	10%															

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

Produced by OLR
Issue date: 11/05/18

Base: All

[illegible]

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Other everyday correspondence, such as invoices, one off bills etc.	308 55%	159 57% c	283 56% c	44 39% c	** **	243 56%	** **	32 44%	261 57% a	38 37%	** **	** **	34 37%	25 51%	218 53%	65 64% b
Letters	307 55%	154 55%	295 58%	58 51%	** **	238 55%	** **	43 61%	251 55%	42 41%	** **	** **	43 48%	34 70% bc	223 54%	50 50%
Large letters	190 34%	111 40%	178 35%	42 37%	** **	144 33%	** **	40 57% b	137 30%	36 35%	** **	** **	33 36%	31 63% bc	124 30%	36 35%
Parcels and packets	175 31%	111 40%	169 33%	51 45% b	** **	135 31%	** **	41 58% b	116 26%	63 62%	** **	** **	50 55%	31 63% bc	120 29%	24 24%
Order fulfilment (sending ordered goods to customers)	95 17%	62 22%	92 18%	27 24%	** **	67 15%	** **	31 43% b	54 12%	38 37%	** **	** **	28 31%	24 48% bc	56 14%	15 15%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81 14%	38 14%	71 14%	13 12%	** **	65 15%	** **	16 23% b	60 13%	7 7%	** **	** **	9 10%	14 29% b	47 11%	19 19% b
Advertising and promotional material, such as catalogues, brochures and direct mail	37 7%	21 8%	35 7%	11 9%	** **	29 7%	** **	9 13% b	27 6%	11 11%	** **	** **	11 12%	8 16% bc	24 6%	5 5%
Publications, such as magazines, periodicals, customer newsletters	27 5%	14 5%	25 5%	9 8%	** **	18 4%	** **	7 10% b	18 4%	7 7%	** **	** **	7 8%	3 6%	21 5%	3 3%
Legal / accounts documents / tax forms	2 *%	- -%	- -%	- -%	** **	2 *%	** **	- -%	2 *%	- -%	** **	** **	- -%	- -%	2 1%	- -%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of These

Other

Don't Know

Net: Letters, large letters, packets and parcels

Net: Bulk mailings

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
54	17	46	12	**	36	**	1	51	6	**	**	6	3	44	7
10%	6%	9%	10%	**	8%	**	1%	11% a	5%	**	**	6%	5%	11%	7%
*	*	*	*	**	-	**	*	-	-	**	**	-	*	-	-
*%	*%	*%	*%	**	-%	**	*%	-%	-%	**	**	-%	*%	-%	-%
-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
401	210	380	89	**	306	**	65	306	78	**	**	67	43	294	63
71%	75%	75%	78%	**	71%	**	92% b	67%	76%	**	**	74%	88% bc	71%	62%
122	60	110	28	**	93	**	27	88	19	**	**	21	20	75	27
22%	21%	22%	24%	**	22%	**	37% b	19%	19%	**	**	24%	40% b	18%	27%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Other everyday correspondence, such as invoices, one off bills etc.	308	28	**	266	202	106	197	20	73	35	57	26	94	76
	55%	32%	**	59% a	62% b	45%	61% cd	58%	48%	47%	53%	55%	54%	70% abc
Letters	307	40	**	250	187	120	283	26	98	49	78	38	153	94
	55%	46%	**	56%	57%	51%	87% bcd	76%	68%	67%	73%	82%	87% a	87% a
Large letters	190	28	**	153	115	75	180	24	80	38	65	19	104	51
	34%	32%	**	34%	35%	32%	55% cd	68%	53%	51%	60% bd	42%	59% bd	47%
Parcels and packets	175	48	**	110	97	78	129	6	151	74	108	46	97	53
	31%	55% c	**	25%	30%	33%	40% b	19%	100% ab	100% ab	100% cd	100% cd	55%	49%
Order fulfilment (sending ordered goods to customers)	95	36	**	50	50	45	62	1	73	36	47	26	40	31
	17%	41% c	**	11%	15%	19%	19% b	1%	48% ab	49% ab	43% cd	56% cd	23%	29%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	81	14	**	60	52	29	54	7	22	11	14	8	23	26
	14%	16%	**	13%	16%	12%	17%	20%	15%	15%	13%	17%	13%	24% ac
Advertising and promotional material, such as catalogues, brochures and direct mail	37	9	**	27	24	13	28	3	12	8	10	5	15	10
	7%	11%	**	6%	7%	6%	9%	8%	8%	10%	10%	10%	9%	9%
Publications, such as magazines, periodicals, customer newsletters	27	5	**	22	14	13	21	5	7	6	6	1	9	6
	5%	6%	**	5%	4%	6%	7%	15% ac	5%	8%	6%	3%	5%	5%
Legal / accounts documents / tax forms	2	-	**	2	2	*	-	-	-	-	-	-	-	-
	*%	-%	**	*%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of These

Other

Don't Know

Net: Letters, large letters, packets and parcels

Net: Bulk mailings

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
54	7	**	47	21	34	-	-	-	-	-	-	-	-
10%	8%	**	10%	6%	14% a	-%	-%	-%	-%	-%	-%	-%	-%
*	-	**	*	-	*	*	*	-	*	-	-	-	-
*%	-%	**	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%
-	-	**	-	-	-	-	-	-	-	-	-	-	-
-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
401	67	**	309	234	167	325	35	151	74	108	46	175	108
71%	76%	**	69%	72%	70%	100%	100%	100%	100%	100%	100%	100%	100%
122	24	**	92	76	46	83	14	31	20	24	11	39	32
22%	27%	**	20%	23%	19%	26%	41% ac	21%	27%	22%	23%	22%	30%

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

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other everyday correspondence, such as invoices, one off bills etc.

Letters

Large letters

Parcels and packets

Order fulfilment (sending ordered goods to customers)

Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.

Advertising and promotional material, such as catalogues, brochures and direct mail

Publications, such as magazines, periodicals, customer newsletters

Legal / accounts documents / tax forms

Goods / business supplies / large packets ordered via lorry

Refused

None of These

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
308	55	137	**	85	308
55%	55%	57%	**	54%	55%
307	60	127	**	83	307
55%	59%	53%	**	52%	55%
			bd		
190	42	70	**	58	190
34%	42%	29%	**	37%	34%
	b				
175	36	76	**	42	175
31%	36%	32%	**	26%	31%
95	22	44	**	19	95
17%	21%	18%	**	12%	17%
81	16	41	**	15	81
14%	16%	17%	**	9%	14%
		d			
37	7	20	**	2	37
7%	7%	8%	**	1%	7%
	d	d	d		
27	5	15	**	*	27
5%	5%	6%	**	*%	5%
	d	d	abd		
2	-	2	**	*	2
*%	-%	1%	**	*%	*%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
54	3	26	**	17	54
10%	3%	11%	**	11%	10%
		a		a	

Columns Tested: a,b,c,d

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Net: Letters, large letters, packets and parcels

Net: Bulk mailings

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
*	-	-	**	-	*
*%	-%	-%	**	-%	*%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
401	83	158	**	115	401
71%	81%	66%	**	72%	71%
	b				
122	25	61	**	16	122
22%	25%	26%	**	10%	22%
	d	d	d		

Columns Tested: a,b,c,d

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)
Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
412	184	128	67	33	228	75	69	29	13	49
352	334	10	6	3	18	116	92	23	10	12
0-24%	56	53	1	1	**	21	15	**	**	**
16%	16%	11%	23%	**	14%	18%	17%	**	**	**
			b							
25-49%	33	32	1	*	**	10	11	**	**	**
9%	9%	10%	8%	**	9%	9%	12%	**	**	**
50-74%	75	71	2	1	**	18	23	**	**	**
21%	21%	23%	19%	**	21%	15%	25%	**	**	**
										ab
75-100%	188	178	6	3	**	68	43	**	**	**
53%	53%	56%	50%	**	56%	58%	47%	**	**	**
						e	e			
Answered	352	334	10	6	**	116	92	**	**	**
Mean	66.16	66.14	68.28	61.07	**	67.21	63.60	**	**	**
						e	e			

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
412	10	23	43	18	33	56	39	22	13	257	57	52	46
352	16	38	27	23	36	59	50	33	14	297	22	19	14
56	**	**	**	**	**	11	**	**	**	50	2	1	**
16%	**	**	**	**	**	18%	**	**	**	17%	9%	5%	**
					l	l				l			kl
33	**	**	**	**	**	2	**	**	**	30	1	1	**
9%	**	**	**	**	**	4%	**	**	**	10%	5%	5%	**
										9			
75	**	**	**	**	**	15	**	**	**	60	8	4	**
21%	**	**	**	**	**	25%	**	**	**	20%	37%	21%	**
											gjm		
188	**	**	**	**	**	32	**	**	**	157	11	13	**
53%	**	**	**	**	**	53%	**	**	**	53%	49%	69%	**
							jk					jk	
352	**	**	**	**	**	59	**	**	**	297	22	19	**
66.16	**	**	**	**	**	67.15	**	**	**	65.34	68.12	79.18	**
												fjkm	

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
412	23	13	42	13	22	54	35	25	25	252	58	55	47
352	39	19	27	14	22	59	45	36	33	293	24	19	16
56	**	**	**	**	**	15	**	**	**	50	2	*	**
16%	**	**	**	**	**	26%	**	**	**	17%	8%	1%	**
			l			kl	l			l			l
33	**	**	**	**	**	2	**	**	**	30	1	1	**
9%	**	**	**	**	**	4%	**	**	**	10%	5%	6%	**
75	**	**	**	**	**	13	**	**	**	60	8	4	**
21%	**	**	**	**	**	22%	**	**	**	21%	34%	22%	**
											cjm		
188	**	**	**	**	**	28	**	**	**	153	13	13	**
53%	**	**	**	**	**	48%	**	**	**	52%	54%	72%	**
												fjk	
352	**	**	**	**	**	59	**	**	**	293	24	19	**
66.16	**	**	**	**	**	60.45	**	**	**	64.73	70.87	81.73	**
												fjkm	

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

16%

25-49%

9%

50-74%

21%

75-100%

188

53%

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
412	*a 6	b 47	*c 10	d 57	e 85	*f 19	g 32	h 156	a 257	b 155	a 345	b 67	a 396	*b 16
352	3	32	4	51	78	12	33	139	220	132	316	36	328	24
56	**	**	**	3	19	**	**	15	35	21	46	10	50	**
16%	**	**	**	5%	25%	**	**	11%	16%	16%	15%	26% a	15%	**
		deg			dgh									
33	**	**	**	3	8	**	**	18	18	16	30	4	33	**
9%	**	**	**	6%	11%	**	**	13% g	8%	12%	9%	10%	10%	**
75	**	**	**	25	21	**	**	18	45	30	72	2	72	**
21%	**	**	**	48% beg	27% bgh	**	**	13% b	20%	22%	23% b	7%	22%	**
188	**	**	**	21	29	**	**	87	123	65	167	21	173	**
53%	**	**	**	40%	38%	**	**	63% bdeh bde	56%	49%	53%	57%	53%	**
352	**	**	**	51	78	**	**	139	220	132	316	36	328	**
66.16	**	**	**	69.00 be	54.16	**	**	70.94 be	67.66	63.67	66.37	64.34	65.98	**

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	352	211	66	74	302	41	9	*	-	-	-	-	343	9	129	173	50
0-24%	56	21	13	23	37	15	**	**	**	**	**	**	53	**	4	33	19
	16%	10%	19%	31%	12%	38%	**	**	**	**	**	**	15%	**	3%	19%	38%
			a	a		ai										a	ab
25-49%	33	7	3	23	17	11	**	**	**	**	**	**	28	**	3	14	17
	9%	3%	4%	31%	6%	28%	**	**	**	**	**	**	8%	**	2%	8%	33%
				ab		ai											ab
50-74%	75	52	17	6	71	4	**	**	**	**	**	**	74	**	21	49	4
	21%	25%	25%	8%	23%	9%	**	**	**	**	**	**	22%	**	17%	28%	8%
		c	c		b								b			ac	
75-100%	188	131	33	22	178	10	**	**	**	**	**	**	188	**	100	78	10
	53%	62%	51%	30%	59%	25%	**	**	**	**	**	**	55%	**	78%	45%	21%
		c	c		b								b		bc	c	
Answered	352	211	66	74	302	41	**	**	**	**	**	**	343	**	129	173	50
Mean	66.16	73.71	63.36	46.11	70.45	43.61	**	**	**	**	**	**	67.26	**	82.77	61.29	40.15
		bc	c		b								b		bc	c	

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
412 352	a 378 305	b 269 190	c 412 352	d 166 129	e 146 86	f 302 235	a 349 324	b 38 14	*c 11 5	*d 8 4	*e 6 5	*f - -	*g - -	a 158 124	*b 4 2	*c 2 2	*d 1 2	*e - -	*f 1 *	*g - -	*h 1 *		
	56 16%	44 14%	33 17%	56 16%	38 30%	22 25%	43 18%	53 16%	** **	** **	** **	** **	** **	36 29%	** **	** **	** **	** **	** **	** **	** **		
33 9%	31 10%	21 11%	33 9%	27 21%	14 16%	33 14%	24 7%	** **	** **	** **	** **	** **	** **	25 20%	** **	** **	** **	** **	** **	** **	** **		
	75 21%	67 22%	46 24%	75 21%	33 25%	15 18%	60 25%	73 23%	** **	** **	** **	** **	** **	33 26%	** **	** **	** **	** **	** **	** **	** **		
188 53%		163 53%	89 47%	188 53%	31 24%	35 40%	99 42%	175 54%	** **	** **	** **	** **	** **	31 25%	** **	** **	** **	** **	** **	** **	** **		
	352 66.16	305 66.65	190 61.78	352 66.16	129 44.87	86 54.85	235 58.04	324 66.39	** **	** **	** **	** **	** **	124 45.84	** **	** **	** **	** **	** **	** **	** **		
		def	de	def	d	d	d																

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	412	112	105	101	91	55	38	38	32	3	87	11	68	375	37
Weighted total	352	141	91	76	41	53	28	28	17	2	83	9	37	322	30
0-24%	56	30	12	3	10	11	**	**	**	**	31	**	5	46	**
	16%	21%	14%	4%	25%	21%	**	**	**	**	37%	**	13%	14%	**
		c	c	bc					a		c				a
25-49%	33	4	10	12	8	5	**	**	**	**	27	**	*	31	**
	9%	3%	11%	16%	19%	10%	**	**	**	**	32%	**	1%	10%	**
		a	a	a				ab	ab		c				
50-74%	75	21	28	18	7	19	**	**	**	**	12	**	20	67	**
	21%	15%	31%	24%	17%	36%	**	**	**	**	14%	**	54%	21%	**
		ad				d	d	d					a		
75-100%	188	86	41	43	16	18	**	**	**	**	14	**	12	179	**
	53%	61%	45%	57%	39%	33%	**	**	**	**	17%	**	32%	56%	**
		bd		d		d	d	d					a	b	
Answered	352	141	91	76	41	53	**	**	**	**	83	**	37	322	**
Mean	66.16	69.03	62.88	71.84	53.33	55.44	**	**	**	**	36.13	**	60.04	67.92	**
		d	d	bd		cd	d	d					a	b	

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

Letters and large letters (WRITE IN:.) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	412	387	25	41	382	30	123	43	120	354	61	-
Weighted total	352	331	21	25	324	28	96	33	97	280	39	-
0-24%	56	50	**	30	50	**	28	**	15	40	12	**
	16%	15%	**	29%	15%	**	29%	**	16%	14%	32%	**
25-49%	33	31	**	24	28	**	19	**	10	23	5	**
	9%	9%	**	24%	9%	**	20%	**	10%	8%	12%	**
50-74%	75	69	**	25	67	**	22	**	26	64	9	**
	21%	21%	**	24%	21%	**	23%	**	27%	23%	23%	**
75-100%	188	181	**	24	179	**	27	**	46	153	13	**
	53%	55%	**	23%	55%	**	28%	**	48%	55%	33%	**
Answered	352	331	**	104	324	**	96	**	97	280	39	**
Mean	66.16	67.19	**	44.84	67.42	**	47.30	**	63.43	67.73	51.28	**
					b				c	c		

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	352	83	162	27	-	87	97	20	-	290	173	108	270	217	3
0-24%	56	19	26	**	**	28	28	**	**	38	30	30	43	32	**
	16%	23%	16%	**	**	32%	29%	**	**	13%	17%	28%	16%	15%	**
				b				ab				ab			
25-49%	33	11	15	**	**	22	21	**	**	29	19	24	23	16	**
	9%	13%	9%	**	**	25%	21%	**	**	10%	11%	22%	9%	8%	**
						c	c					ab			
50-74%	75	26	42	**	**	21	26	**	**	64	41	29	60	49	**
	21%	32%	26%	**	**	24%	27%	**	**	22%	23%	27%	22%	23%	**
75-100%	188	27	79	**	**	16	22	**	**	160	84	25	144	119	**
	53%	32%	49%	**	**	19%	22%	**	**	55%	49%	23%	53%	55%	**
			a				c			c	c				
Answered	352	83	162	**	**	87	97	**	**	290	173	108	270	217	**
Mean	66.16	52.26	63.69	**	**	40.79	44.50	**	**	68.19	62.80	45.77	66.65	67.39	**
			ac			c	c			bc	c				

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	412	121	71	83	30	24	299	10	6	4	1	398	345	403	339	405
Weighted total	352	89	54	65	9	7	244	9	3	7	*	335	280	339	270	344
0-24%	56	22	16	24	**	**	39	**	**	**	**	53	49	55	46	55
	16%	24%	29%	36%	**	**	16%	**	**	**	**	16%	18%	16%	17%	16%
25-49%	33	19	12	13	**	**	23	**	**	**	**	33	30	33	33	33
	9%	22%	23%	20%	**	**	9%	**	**	**	**	10%	11%	10%	12%	10%
50-74%	75	32	13	16	**	**	56	**	**	**	**	74	61	74	65	75
	21%	35%	25%	25%	**	**	23%	**	**	**	**	22%	22%	22%	24%	22%
				bc												
75-100%	188	17	12	12	**	**	126	**	**	**	**	175	140	177	127	181
	53%	19%	23%	19%	**	**	52%	**	**	**	**	52%	50%	52%	47%	53%
Answered	352	89	54	65	**	**	244	**	**	**	**	335	280	339	270	344
Mean	66.16	46.41	43.93	40.35	**	**	66.12	**	**	**	**	65.49	63.17	65.35	61.57	65.62

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

Ofcom; Business Postal Tracker April 2018

Table 12 (continuation)

Page 226

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
412	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
352	228	395	108	-	334	13	50	340	66	3	14	62	48	291	72
	181	334	72	-	269	11	54	277	58	*	13	55	38	257	57
56	29	53	12	**	41	**	**	41	18	**	**	15	**	34	12
16%	16%	16%	16%	**	15%	**	**	15%	32%	**	**	28%	b	13%	20%
25-49%	33	22	33	11	26	**	**	16	15	**	**	13	**	25	2
9%	12%	10%	15%	**	10%	**	**	6%	26%	**	**	23%	**	10%	4%
50-74%	75	50	74	17	58	**	**	63	9	**	**	9	**	47	18
21%	28%	22%	24%	**	21%	**	**	23%	16%	**	**	17%	**	18%	31%
75-100%	188	79	174	33	145	**	**	158	16	**	**	18	**	150	25
53%	44%	52%	45%	**	54%	**	**	57%	27%	**	**	32%	**	58%	44%
Answered	352	181	334	72	269	**	**	277	58	**	**	55	**	257	57
Mean	66.16	60.89	65.41	62.06	66.92	**	**	69.18	44.42	**	**	49.12	**	69.20	62.53
								a						a	

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

Ofcom; Business Postal Tracker April 2018

Table 12 (continuation)

Page 227

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	412	43	15	234	178	387	59	150	79	115	53	208	134
Weighted total	352	47	18	208	144	325	35	112	55	90	42	175	108
0-24%	56	**	**	36	20	51	6	33	15	28	11	29	20
	16%	**	**	18%	14%	16%	17%	29% a	28% a	31% cd	25%	17%	19%
25-49%	33	**	**	14	19	31	2	27	18	17	15	21	12
	9%	**	**	7%	13% a	10%	7%	24% ab	32% ab	19%	35% acd	12%	12%
50-74%	75	**	**	52	22	74	10	26	14	24	7	42	24
	21%	**	**	25% b	15%	23%	28%	23%	25%	27%	16%	24%	22%
75-100%	188	**	**	105	84	168	17	26	8	22	10	84	51
	53%	**	**	50%	58%	52% cd	48% cd	23%	15%	24%	25%	48% ab	47% ab
Answered	352	**	**	208	144	325	35	112	55	90	42	175	108
Mean	66.16	**	**	63.99	69.29	65.23 cd	63.41 cd	44.66	40.87	46.01	44.11	63.42 ab	61.19 ab

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

Letters and large letters (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)
Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
412	91	185	31	91	412
352	73	135	24	105	352
56	11	25	**	14	56
16%	15%	19%	**	14%	16%
	c	c			
33	7	13	**	5	33
9%	10%	10%	**	5%	9%
			d		
75	16	31	**	21	75
21%	22%	23%	**	20%	21%
188	38	66	**	65	188
53%	52%	48%	**	62%	53%
			b		
352	73	135	**	105	352
66.16	66.97	62.01	**	71.00	66.16
			b		

Columns Tested: a,b,c,d

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)
Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
199	90	54	39	16	109	42	25	12	8	22
175	167	5	3	1	9	70	36	9	2	4
0-24%	41	37	1	**	**	4	**	**	**	**
24%	22%	32%	**	**	45%	**	**	**	**	**
			a		a					
25-49%	28	27	1	**	**	2	**	**	**	**
16%	16%	23%	**	**	18%	**	**	**	**	**
50-74%	30	29	1	**	**	1	**	**	**	**
17%	17%	17%	**	**	14%	**	**	**	**	**
75-100%	76	74	1	**	**	2	**	**	**	**
43%	44%	29%	**	**	23%	**	**	**	**	**
	ce									
Answered	175	167	5	**	**	9	**	**	**	**
Mean	57.54	58.54	45.54	**	**	38.72	**	**	**	**
	bce									

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
199	4	12	27	7	14	30	17	14	9	134	29	18	18
175	6	21	14	9	21	32	17	19	12	151	12	7	5
41	**	**	**	**	**	**	**	**	**	32	**	**	**
24%	**	**	**	**	**	**	**	**	**	21%	**	**	**
28	**	**	**	**	**	**	**	**	**	25	**	**	**
16%	**	**	**	**	**	**	**	**	**	16%	**	**	**
30	**	**	**	**	**	**	**	**	**	24	**	**	**
17%	**	**	**	**	**	**	**	**	**	16%	**	**	**
76	**	**	**	**	**	**	**	**	**	70	**	**	**
43%	**	**	**	**	**	**	**	**	**	46%	**	**	**
175	**	**	**	**	**	**	**	**	**	151	**	**	**
57.54	**	**	**	**	**	**	**	**	**	59.93	**	**	**

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
199	13	8	24	5	8	27	18	15	16	134	29	18	18
175	19	13	14	7	14	28	18	18	21	151	12	7	5
41	**	**	**	**	**	**	**	**	**	32	**	**	**
24%	**	**	**	**	**	**	**	**	**	21%	**	**	**
28	**	**	**	**	**	**	**	**	**	25	**	**	**
16%	**	**	**	**	**	**	**	**	**	16%	**	**	**
30	**	**	**	**	**	**	**	**	**	24	**	**	**
17%	**	**	**	**	**	**	**	**	**	16%	**	**	**
76	**	**	**	**	**	**	**	**	**	71	**	**	**
43%	**	**	**	**	**	**	**	**	**	47%	**	**	**
175	**	**	**	**	**	**	**	**	**	151	**	**	**
57.54	**	**	**	**	**	**	**	**	**	60.12	**	**	**

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
199	*a 2	b 31	*c 4	*d 18	e 64	*f 9	*g 7	h 64	a 136	b 63	a 166	b 33	a 193	*b 6
175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
41	**	**	**	**	10	**	**	14	27	14	35	**	39	**
24%	**	**	**	**	14%	**	**	24%	21%	30%	23%	**	24%	**
28	**	**	**	**	7	**	**	11	15	13	26	**	26	**
16%	**	**	**	**	10%	**	**	19% b	12%	28% a	17%	**	16%	**
30	**	**	**	**	10	**	**	17	21	9	27	**	30	**
17%	**	**	**	**	14%	**	**	30% be	16%	19%	18%	**	18%	**
76	**	**	**	**	42	**	**	15	65	11	61	**	69	**
43%	**	**	**	**	61% h	**	**	27% b	51% b	23%	41%	**	42%	**
175	**	**	**	**	68	**	**	56	129	46	149	**	165	**
57.54	**	**	**	**	71.06 h	**	**	50.15	61.63 b	46.13	56.24	**	57.17	**

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
199	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
175	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
41	25	**	7	38	3	**	**	**	**	**	**	41	**	**	20	3
24%	33%	**	9%	32%	7%	**	**	**	**	**	**	25%	**	**	22%	6%
	c	c		b								b			c	
28	15	**	9	27	1	**	**	**	**	**	**	28	**	**	22	1
16%	20%	**	12%	22%	2%	**	**	**	**	**	**	17%	**	**	24%	2%
				b								b			c	
30	12	**	15	15	10	**	**	**	**	**	**	25	**	**	13	15
17%	17%	**	20%	12%	25%	**	**	**	**	**	**	15%	**	**	14%	27%
				a											b	
76	22	**	46	41	27	**	**	**	**	**	**	67	**	**	37	35
43%	30%	**	60%	34%	66%	**	**	**	**	**	**	42%	**	**	40%	65%
			ab		ai										b	
175	75	**	77	121	40	**	**	**	**	**	**	161	**	**	93	54
57.54	46.14	**	72.62	48.73	75.81	**	**	**	**	**	**	55.48	**	**	54.66	77.08
			ab		ai										b	

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

Ofcom; Business Postal Tracker April 2018

Table 13 (continuation)

Page 234

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
199	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
175	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
41	36	29	40	41	10	32	38	**	**	**	**	**	**	41	**	**	**	**	**	**	**
24%	33%	32%	31%	24%	30%	27%	33%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**
28	26	17	26	28	4	23	25	**	**	**	**	**	**	28	**	**	**	**	**	**	**
16%	24%	19%	20%	16%	14%	19%	21%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
30	25	23	29	30	8	23	23	**	**	**	**	**	**	27	**	**	**	**	**	**	**
17%	22%	26%	23%	17%	24%	19%	19%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**
76	24	21	33	76	10	43	31	**	**	**	**	**	**	71	**	**	**	**	**	**	**
43%	21%	23%	26%	43%	32%	36%	27%	**	**	**	**	**	**	42%	**	**	**	**	**	**	**
			abc			ab															
175	110	90	129	175	32	122	116	**	**	**	**	**	**	168	**	**	**	**	**	**	**
57.54	43.03	45.23	45.87	57.54	50.52	51.57	45.08	**	**	**	**	**	**	56.33	**	**	**	**	**	**	**
			abc			a															

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

Ofcom; Business Postal Tracker April 2018

Table 13 (continuation)

Page 235

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	199	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
Weighted total	175	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
0-24%	41	**	**	**	10	**	25	**	**	**	**	21	**	15	40	**
	24%	**	**	**	45%	**	39%	**	**	**	**	18%	**	32%	28%	**
					c		bd	d	d				a		b	
25-49%	28	**	**	**	3	**	12	**	**	**	**	16	**	12	28	**
	16%	**	**	**	15%	**	18%	**	**	**	**	14%	**	26%	20%	**
				abd			d	d	d				a		b	
50-74%	30	**	**	**	6	**	9	**	**	**	**	20	**	9	22	**
	17%	**	**	**	28%	**	14%	**	**	**	**	17%	**	18%	15%	**
								ab								
75-100%	76	**	**	**	3	**	19	**	**	**	**	60	**	12	53	**
	43%	**	**	**	12%	**	29%	**	**	**	**	51%	**	25%	37%	**
		bcd	c		c		a		ac		c				a	
Answered	175	**	**	**	21	**	65	**	**	**	**	117	**	48	143	**
Mean	57.54	**	**	**	39.02	**	43.81	**	**	**	**	63.66	**	44.69	52.31	**
		bcd					a		abc		c				a	

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	199	151	146	53	147	19	144	55	70	134	43	-
Weighted total	175	119	134	41	114	15	125	50	50	92	22	-
0-24%	41	39	36	5	39	**	39	2	20	28	**	**
	24%	33%	27%	12%	34%	**	31%	4%	39%	31%	**	**
			b				b					
25-49%	28	26	23	5	26	**	18	10	10	23	**	**
	16%	22%	17%	12%	23%	**	15%	20%	21%	25%	**	**
50-74%	30	24	22	8	19	**	19	11	10	21	**	**
	17%	20%	16%	19%	16%	**	15%	21%	20%	23%	**	**
75-100%	76	30	53	23	30	**	48	28	10	19	**	**
	43%	25%	39%	57%	26%	**	39%	55%	20%	21%	**	**
			a				a					
Answered	175	119	134	41	114	**	125	50	50	92	**	**
Mean	57.54	44.82	54.15	68.57	44.12	**	52.63	69.76	41.25	43.19	**	**
			a				a					

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
0-24%	41	13	21	**	**	27	29	**	**	35	28	34	36	29	**
	24%	28%	29%	**	**	22%	24%	**	**	34%	34%	24%	36%	39%	**
		c	c			c	c								
25-49%	28	7	14	**	**	15	23	**	**	26	15	25	21	16	**
	16%	14%	20%	**	**	12%	18%	**	**	25%	18%	18%	21%	20%	**
50-74%	30	15	20	**	**	22	22	**	**	21	20	24	18	14	**
	17%	31%	28%	**	**	18%	18%	**	**	21%	25%	17%	18%	19%	**
				ab											
75-100%	76	12	16	**	**	58	50	**	**	20	18	59	25	17	**
	43%	26%	23%	**	**	48%	40%	**	**	20%	23%	41%	25%	22%	**
						ab					ab				
Answered	175	47	71	**	**	122	124	**	**	103	81	143	101	76	**
Mean	57.54	49.02	45.60	**	**	61.51	55.49	**	**	41.50	43.83	55.96	43.09	40.69	**
				ab				ab				ab			

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

Ofcom; Business Postal Tracker April 2018

Table 13 (continuation)

Page 238

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location					
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	
Significance Level: 95%																	
Unweighted total	199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
		107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
0-24%	41	26	17	23	**	**	29	27	**	**	**	**	41	36	41	39	41
	24%	24%	28% d	28% d	**	**	26%	35%	**	**	**	**	25%	24%	25%	24%	24%
25-49%	28	21	12	11	**	**	21	15	**	**	**	**	28	26	28	26	28
	16%	20% e	20% e	14%	**	**	19%	19%	**	**	**	**	17%	18%	17%	16%	16%
50-74%	30	23	13	12	**	**	17	9	**	**	**	**	28	22	28	26	29
	17%	21%	22%	15%	**	**	16%	12%	**	**	**	**	17%	15%	17%	16%	17%
75-100%	76	37	18	35	**	**	44	26	**	**	**	**	66	62	68	69	74
	43%	35%	29%	43%	**	**	40%	34%	**	**	**	**	40%	42%	41%	43%	43%
				ab	ab	abc											
Answered	175	107	60	82	**	**	111	78	**	**	**	**	164	146	166	160	172
Mean	57.54	52.51	47.71	55.30	ab	abc	53.81	46.18	**	**	**	**	55.46	56.20	55.85	57.05	56.98

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

Ofcom; Business Postal Tracker April 2018

Table 13 (continuation)

Page 239

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
199	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
175	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
41	25	41	7	**	36	**	**	35	7	**	**	7	**	32	**
24%	23%	24%	13%	**	27%	**	**	30%	11%	**	**	14%	**	27%	**
	c							a							
28	19	28	6	**	28	**	**	25	10	**	**	10	**	21	**
16%	17%	17%	12%	**	21%	**	**	22%	15%	**	**	20%	**	18%	**
								a							
30	24	29	12	**	17	**	**	12	13	**	**	11	**	13	**
17%	21%	17%	24%	**	13%	**	**	11%	20%	**	**	22%	**	11%	**
							b						b		
76	43	71	26	**	54	**	**	43	34	**	**	22	**	54	**
43%	39%	42%	50%	**	40%	**	**	37%	53%	**	**	44%	**	44%	**
175	111	169	51	**	135	**	**	116	63	**	**	50	**	120	**
57.54	56.38	56.53	65.82	**	54.19	**	**	50.52	66.76	**	**	60.61	**	56.42	**
			b				b								

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	199	39	16	143	105	94	22	177	91	126	57	111	66
Weighted total	175	48	17	110	97	78	6	151	74	108	46	97	53
0-24%	41	**	**	34	27	14	**	39	13	33	14	31	20
	24%	**	**	31% a	28%	18%	**	26%	17%	31%	30%	32%	37%
25-49%	28	**	**	25	8	20	**	26	13	23	8	22	7
	16%	**	**	23% a	9%	26% a	**	17%	18%	21%	17%	23%	13%
50-74%	30	**	**	14	18	12	**	23	17	12	14	19	13
	17%	**	**	13%	19%	15%	**	15%	24%	11%	31% a	19%	24% a
75-100%	76	**	**	37	43	33	**	63	30	40	10	25	14
	43%	**	**	34%	45%	42%	**	42% a	41% a	38% b	23%	26%	26%
Answered	175	**	**	110	97	78	**	151	74	108	46	97	53
Mean	57.54	**	**	48.88	55.95	59.51	**	55.85	58.49	50.40	46.53	44.83	45.04
	c							a	a				

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

Parcels and packets (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)
Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
41	**	14	**	**	41
24%	**	18%	**	**	24%
28	**	11	**	**	28
16%	**	14%	**	**	16%
30	**	18	**	**	30
17%	**	23%	**	**	17%
	a				
76	**	34	**	**	76
43%	**	45%	**	**	43%
175	**	76	**	**	175
57.54	**	60.06	**	**	57.54

Columns Tested: a,b,c,d

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
423	202	127	60	34	221	91	73	25	17	50
386	367	11	5	3	19	148	93	18	13	12
192	181	6	3	**	10	72	43	**	**	**
50%	49%	53%	63%	**	56%	48%	46%	**	**	**
						e	e			
14	12	1	1	**	2	5	6	**	**	**
4%	3%	12%	10%	**	11%	4%	6%	**	**	**
		a	a		a					
46	44	1	1	**	2	12	14	**	**	**
12%	12%	12%	17%	**	12%	8%	15%	**	**	**
										a
134	130	3	1	**	4	58	31	**	**	**
35%	35%	24%	11%	**	21%	40%	33%	**	**	**
	bce	c								
386	367	11	5	**	19	148	93	**	**	**
44.81	45.38	36.48	27.36	**	33.48	48.11	45.95	**	**	**
	ce									

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
423	12	24	42	19	35	57	44	23	15	271	52	53	47
386	21	43	35	26	38	68	53	26	19	328	22	21	15
192	**	**	**	**	**	32	**	**	**	163	11	10	**
50%	**	**	**	**	**	47%	**	**	**	50%	51%	50%	**
14	**	**	**	**	**	4	**	**	**	10	3	1	**
4%	**	**	**	**	**	6%	**	**	**	3%	12%	5%	**
											cejm		
46	**	**	**	**	**	8	**	**	**	39	2	4	**
12%	**	**	**	**	**	12%	**	**	**	12%	8%	18%	**
134	**	**	**	**	**	23	**	**	**	115	6	5	**
35%	**	**	**	**	**	34%	**	**	**	35%	29%	26%	**
			l										gkl
386	**	**	**	**	**	68	**	**	**	328	22	21	**
44.81	**	**	**	**	**	45.44	**	**	**	45.06	38.50	39.35	**
													kl

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
423	26	13	39	14	23	55	41	28	29	268	52	55	48
386	46	19	32	16	26	65	51	30	40	327	22	19	17
192	**	**	**	**	**	35	**	**	**	162	11	10	**
50%	**	**	**	**	**	54%	**	**	**	50%	51%	50%	**
14	**	**	**	**	**	4	**	**	**	10	3	1	**
4%	**	**	**	**	**	7%	**	**	**	3%	12%	6%	**
											jm		
46	**	**	**	**	**	4	**	**	**	39	2	4	**
12%	**	**	**	**	**	6%	**	**	**	12%	8%	20%	**
							c			c		cf	
134	**	**	**	**	**	22	**	**	**	115	6	5	**
35%	**	**	**	**	**	33%	**	**	**	35%	29%	25%	**
			fgjkl										
386	**	**	**	**	**	65	**	**	**	327	22	19	**
44.81	**	**	**	**	**	41.52	**	**	**	45.35	38.50	38.74	**
			fjkl										

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

Ofcom; Business Postal Tracker April 2018

Table 14 (continuation)

Page 245

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
423	*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	6	53	12	59	115	18	27	133	265	158	362	61	407	16
Weighted total	386	5	45	8	55	122	11	25	247	139	351	35	362	24
192	**	22	**	24	60	**	**	60	125	67	171	21	182	**
50%	**	49%	**	43%	49%	**	**	53%	51%	48%	49%	60%	50%	**
25-49%	14	*	**	3	1	**	**	9	6	8	14	*	14	**
4%	**	1%	**	6%	*%	**	**	8%	3%	6%	4%	1%	4%	**
				e				e						
50-74%	46	3	**	12	11	**	**	10	25	21	46	*	42	**
12%	**	6%	**	22%	9%	**	**	9%	10%	15%	13%	1%	12%	**
				beh							b			
75-100%	134	20	**	16	50	**	**	34	91	42	120	13	124	**
35%	**	44%	**	29%	41%	**	**	30%	37%	31%	34%	38%	34%	**
Answered	386	45	**	55	122	**	**	114	247	139	351	35	362	**
Mean	44.81	49.13	**	43.25	49.74	**	**	40.34	46.41	41.96	45.21	40.83	44.26	**

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
423	230	81	111	287	111	21	3	1	-	-	-	398	25	104	183	136
386	223	71	89	314	57	14	*	*	-	-	-	371	14	145	169	71
192	86	39	67	138	39	**	**	**	**	**	**	178	**	49	89	53
50%	38%	54%	76%	44%	69%	**	**	**	**	**	**	48%	**	34%	53%	75%
		a	ab		ai										a	ab
14	7	3	4	11	3	**	**	**	**	**	**	14	**	2	9	3
4%	3%	5%	5%	4%	5%	**	**	**	**	**	**	4%	**	1%	6%	4%
46	34	11	2	43	3	**	**	**	**	**	**	46	**	20	23	4
12%	15%	15%	2%	14%	6%	**	**	**	**	**	**	12%	**	14%	14%	5%
	c	c		b								b		c	c	
134	97	18	16	122	11	**	**	**	**	**	**	134	**	74	48	11
35%	43%	26%	18%	39%	20%	**	**	**	**	**	**	36%	**	51%	28%	16%
	bc			b								b		bc	c	
386	223	71	89	314	57	**	**	**	**	**	**	371	**	145	169	71
44.81	54.96	37.45	23.89	49.60	28.73	**	**	**	**	**	**	46.39	**	60.35	40.34	23.76
	bc	c		b								b		bc	c	

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	423	298	223	317	156	177	399	259	36	11	6	5	-	-	143	7	3	1	1	1	-	2	
Weighted total	386	229	148	251	122	122	359	226	14	5	1	5	-	-	114	5	2	*	*	*	-	*	
0-24%	192	155	105	169	105	51	179	148	**	**	**	**	**	**	97	**	**	**	**	**	**	**	
	50%	67%	71%	67%	86%	41%	50%	66%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**	
		ef	ef	ef	abcef				a														
25-49%	14	14	9	14	7	9	14	14	**	**	**	**	**	**	7	**	**	**	**	**	**	**	
	4%	6%	6%	6%	5%	7%	4%	6%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**	
50-74%	46	38	22	43	6	13	44	40	**	**	**	**	**	**	6	**	**	**	**	**	**	**	
	12%	17%	15%	17%	5%	11%	12%	18%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	
		d	d	d		d	d	b															
75-100%	134	23	12	25	4	49	122	24	**	**	**	**	**	**	4	**	**	**	**	**	**	**	
	35%	10%	8%	10%	4%	40%	34%	10%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	
		d		d		abcd	abcd																
Answered	386	229	148	251	122	122	359	226	**	**	**	**	**	**	114	**	**	**	**	**	**	**	
Mean	44.81	23.68	21.48	23.94	13.76	48.27	44.44	25.06	**	**	**	**	**	**	14.46	**	**	**	**	**	**	**	
		d	d	d		abcd	abcd	b															

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	*b	c	d	*e	a	*b	c	a	b
Unweighted total	423	62	86	82	84	42	29	43	38	4	98	6	52	386	37
Weighted total	386	74	74	62	38	44	16	34	24	4	92	1	29	353	33
0-24%	192	53	43	44	27	**	**	**	**	**	80	**	25	174	**
	50%	71%	57%	71%	71%	**	**	**	**	**	87%	**	85%	49%	**
									ac						
25-49%	14	1	6	5	2	**	**	**	**	**	6	**	*	14	**
	4%	1%	9%	9%	4%	**	**	**	**	**	7%	**	1%	4%	**
								d							
50-74%	46	13	19	8	3	**	**	**	**	**	3	**	3	43	**
	12%	18%	26%	13%	7%	**	**	**	**	**	3%	**	10%	12%	**
			cd				c								
75-100%	134	7	6	4	7	**	**	**	**	**	3	**	1	122	**
	35%	10%	9%	7%	18%	**	**	**	**	**	4%	**	3%	34%	**
				c				d							
Answered	386	74	74	62	38	**	**	**	**	**	92	**	29	353	**
Mean	44.81	22.15	27.38	20.46	28.24	**	**	**	**	**	13.43	**	14.81	44.71	**
						d		d							

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	423	298	119	37	296	21	115	41	87	283	48	-
Weighted total	386	237	102	20	234	17	91	30	66	212	28	-
0-24%	192	160	85	**	157	**	78	**	45	145	**	**
	50%	68%	84%	**	67%	**	85%	**	68%	68%	**	**
				a								
25-49%	14	14	6	**	14	**	4	**	5	12	**	**
	4%	6%	6%	**	6%	**	4%	**	8%	5%	**	**
50-74%	46	40	5	**	40	**	5	**	11	33	**	**
	12%	17%	5%	**	17%	**	6%	**	17%	16%	**	**
75-100%	134	22	4	**	22	**	4	**	5	23	**	**
	35%	9%	4%	**	9%	**	5%	**	8%	11%	**	**
Answered	386	237	102	**	234	**	91	**	66	212	**	**
Mean	44.81	23.26	14.89	**	23.53	**	15.13	**	22.33	23.83	**	**
			b									

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	423	82	202	35	-	106	112	39	-	279	208	124	250	212	6
Weighted total	386	64	126	17	-	82	91	26	-	215	138	101	183	161	3
0-24%	192	41	93	**	**	70	80	**	**	146	101	87	120	104	**
	50%	63%	73%	**	**	85%	89%	**	**	68%	73%	86%	66%	65%	**
							a				ab				
25-49%	14	5	6	**	**	5	4	**	**	14	6	7	9	10	**
	4%	8%	5%	**	**	6%	4%	**	**	7%	5%	7%	5%	6%	**
50-74%	46	11	19	**	**	3	5	**	**	35	19	6	34	31	**
	12%	17%	15%	**	**	4%	5%	**	**	16%	14%	6%	19%	19%	**
										c	c				
75-100%	134	8	8	**	**	4	2	**	**	20	12	2	20	16	**
	35%	12%	6%	**	**	4%	2%	**	**	9%	8%	2%	11%	10%	**
										c	c				
Answered	386	64	126	**	**	82	91	**	**	215	138	101	183	161	**
Mean	44.81	26.11	20.86	**	**	14.13	13.43	**	**	23.07	21.09	13.68	25.37	24.84	**
						c			c	c					

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

Ofcom; Business Postal Tracker April 2018

Table 14 (continuation)

Page 251

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	423	109	69	77	28	238	217	13	5	6	4	395	335	399	339	417
Weighted total	386	79	45	57	11	180	167	10	3	11	4	349	280	352	287	378
0-24%	192	72	38	45	**	123	106	**	**	**	**	181	160	183	148	188
	50%	91%	84%	79%	**	68%	63%	**	**	**	**	52%	57%	52%	51%	50%
		c											e			
25-49%	14	4	1	5	**	9	10	**	**	**	**	14	12	14	14	14
	4%	5%	1%	9%	**	5%	6%	**	**	**	**	4%	4%	4%	5%	4%
			b													
50-74%	46	3	4	3	**	30	34	**	**	**	**	45	34	45	41	46
	12%	3%	10%	6%	**	17%	21%	**	**	**	**	13%	12%	13%	14%	12%
75-100%	134	1	2	4	**	17	16	**	**	**	**	109	73	109	84	129
	35%	1%	4%	6%	**	10%	10%	**	**	**	**	31%	26%	31%	29%	34%
							b									b
Answered	386	79	45	57	**	180	167	**	**	**	**	349	280	352	287	378
Mean	44.81	11.82	17.29	17.65	**	23.79	26.28	**	**	**	**	42.04	37.32	41.77	41.79	44.54
		a	a	a												b

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

Ofcom; Business Postal Tracker April 2018

Table 14 (continuation)

Page 252

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
423	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
386	230	397	103	-	344	13	52	349	67	2	16	59	50	291	81
	198	352	67	-	298	12	57	306	69	*	16	59	40	267	79
192	101	183	43	**	137	**	44	135	39	**	**	30	**	129	30
50%	51%	52%	63%	**	46%	**	77%	44%	57%	**	**	51%	**	48%	38%
			ab				b						bc		
14	8	14	2	**	14	**	2	12	3	**	**	3	**	13	1
4%	4%	4%	2%	**	5%	**	4%	4%	4%	**	**	5%	**	5%	2%
46	25	46	6	**	35	**	6	38	3	**	**	3	**	35	10
12%	13%	13%	9%	**	12%	**	10%	12%	5%	**	**	6%	**	13%	12%
														a	
134	65	109	17	**	112	**	5	122	24	**	**	23	**	89	38
35%	33%	31%	25%	**	38%	**	9%	40%	34%	**	**	39%	**	34%	49%
								a						a	ab
386	198	352	67	**	298	**	57	306	69	**	**	59	**	267	79
44.81	44.07	42.00	34.01	**	47.68	**	20.38	49.69	41.81	**	**	46.79	**	45.17	56.61
	c							a						a	ab

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	423	51	17	350	248	175	301	48	142	75	103	45	155	112
Weighted total	386	58	17	307	242	143	236	27	111	56	82	35	120	85
0-24%	192	37	**	139	112	80	161	**	94	47	70	**	93	59
	50%	64%	**	45%	46%	56%	68%	**	85%	83%	85%	**	77%	70%
		c				b	b		ab	ab	d			
25-49%	14	*	**	14	7	8	14	**	7	4	6	**	9	8
	4%	1%	**	4%	3%	5%	6%	**	6%	7%	8%	**	8%	9%
50-74%	46	6	**	40	35	11	43	**	6	5	2	**	14	11
	12%	11%	**	13%	14%	8%	18%	**	5%	8%	3%	**	12%	13%
					b		cd	acd					a	a
75-100%	134	14	**	115	89	45	18	**	4	1	3	**	4	6
	35%	24%	**	37%	37%	31%	8%	**	4%	2%	4%	**	3%	8%
								acd						
Answered	386	58	**	307	242	143	236	**	111	56	82	**	120	85
Mean	44.81	34.07	**	47.69	47.48	40.31	22.94	**	14.94	14.02	14.50	**	17.11	20.88
				a			cd	acd						a

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

Other post items (WRITE IN:) (QV1c Approximately what percentage of your monthly postal spend is allocated to each of the following types of post.)

Base: All sending other postal items (QV6a=4-8 or 98)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
423	90	196	26	94	423
386	80	164	24	100	386
192	44	76	**	51	192
50%	55%	46%	**	51%	50%
14	1	6	**	*	14
4%	1%	4%	**	*%	4%
46	11	14	**	17	46
12%	14%	9%	**	17%	12%
			b		
134	24	68	**	32	134
35%	30%	42%	**	31%	35%
386	80	164	**	100	386
44.81	39.61	49.99	**	43.38	44.81

Columns Tested: a,b,c,d

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e	a	b	*c	*d	e
Unweighted total		412	184	128	67	33	228	75	69	29	13	49
Weighted total		352	334	10	6	3	18	116	92	23	10	12
1-24	(12.5)	324	310	8	4	**	14	114	79	**	**	**
		92%	93%	83%	74%	**	78%	98%	86%	**	**	**
		bcde					be					
25 - 49	(37.0)	14	11	1	1	**	3	3	4	**	**	**
		4%	3%	14%	12%	**	14%	2%	4%	**	**	**
				a	a	a	a					
50 - 99	(75.0)	5	5	*	*	**	1	-	2	**	**	**
		1%	1%	1%	6%	**	3%	-%	2%	**	**	**
100 - 249	(175.0)	4	3	*	*	**	1	-	2	**	**	**
		1%	1%	1%	7%	**	3%	-%	2%	**	**	**
				ab								a
250 - 499	(375.0)	5	5	*	*	**	*	-	5	**	**	**
		1%	1%	2%	1%	**	1%	-%	5%	**	**	**
500 - 4,999	(2750.0)	-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
5,000 - 49,999	(27500.0)	-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
500,000 - 4,999,999	(2750000.0)	-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
5m +	(5500000.0)	-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
Don't know		-	-	-	-	**	-	-	-	**	**	**
		-%	-%	-%	-%	**	-%	-%	-%	**	**	**
Net: 0-49		338	321	10	5	**	17	116	83	**	**	**
		96%	96%	97%	86%	**	92%	100%	90%	**	**	**
			c	cd			be					
Net: 50+		14	12	*	1	**	1	-	9	**	**	**
		4%	4%	3%	14%	**	8%	-%	10%	**	**	**
				ab		b			a			a
Answered		352	334	10	6	**	18	116	92	**	**	**
Mean		21.03	20.68	23.36	33.76	**	27.40	13.06	37.03	**	**	**
									a			a

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

		GOR (QC3)												
TOTAL		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total		412	10	23	43	18	33	56	39	22	13	257	57	46
Weighted total		352	16	38	27	23	36	59	50	33	14	297	22	14
1-24	(12.5)	324	**	**	**	**	**	57	**	**	**	275	20	**
		92%	**	**	**	**	**	96%	**	**	**	93%	90%	**
25 - 49	(37.0)	14	**	**	**	**	**	-	**	**	**	10	2	**
		4%	**	**	**	**	**	-%	**	**	**	3%	9%	**
												fj	11%	
50 - 99	(75.0)	5	**	**	**	**	**	*	**	**	**	5	*	**
		1%	**	**	**	**	**	*%	**	**	**	2%	*%	**
100 - 249	(175.0)	4	**	**	**	**	**	2	**	**	**	3	*	**
		1%	**	**	**	**	**	3%	**	**	**	1%	*%	**
													j	
250 - 499	(375.0)	5	**	**	**	**	**	-	**	**	**	5	*	**
		1%	**	**	**	**	**	-%	**	**	**	2%	*%	**
500 - 4,999	(2750.0)	-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
5,000 - 49,999	(27500.0)	-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
50,000 - 499,999	(275000.0)	-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
5m +	(5500000.0)	-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
Don't know		-	**	**	**	**	**	-	**	**	**	-	-	**
		-%	**	**	**	**	**	-%	**	**	**	-%	-%	**
Net: 0-49		338	**	**	**	**	**	57	**	**	**	285	22	**
		96%	**	**	**	**	**	96%	**	**	**	96%	99%	**
Net: 50+		14	**	**	**	**	**	2	**	**	**	12	*	**
		4%	**	**	**	**	**	4%	**	**	**	4%	1%	**
Answered		352	**	**	**	**	**	59	**	**	**	297	22	**
Mean		21.03	**	**	**	**	**	18.26	**	**	**	21.49	16.30	**

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

		GOR (sample)												
TOTAL		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total		412	23	13	42	13	22	54	35	25	252	58	55	47
Weighted total		352	39	19	27	14	22	59	45	33	293	24	19	16
1-24	(12.5)	324	**	**	**	**	56	**	**	**	272	22	15	**
		92%	**	**	**	**	96%	**	**	**	93%	91%	82%	**
25 - 49	(37.0)	14	**	**	**	**	-	**	**	**	10	2	2	**
		4%	**	**	**	**	-%	**	**	**	3%	8%	11%	**
											f	cfjm		
50 - 99	(75.0)	5	**	**	**	**	*	**	**	**	5	*	*	**
		1%	**	**	**	**	*%	**	**	**	2%	*%	1%	**
100 - 249	(175.0)	4	**	**	**	**	2	**	**	**	3	*	1	**
		1%	**	**	**	**	4%	**	**	**	1%	*%	5%	**
												j		
250 - 499	(375.0)	5	**	**	**	**	-	**	**	**	5	*	*	**
		1%	**	**	**	**	-%	**	**	**	2%	*%	1%	**
500 - 4,999	(2750.0)	-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
5,000 - 49,999	(27500.0)	-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
5m +	(5500000.0)	-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
Don't know		-	**	**	**	**	-	**	**	**	-	-	-	**
		-%	**	**	**	**	-%	**	**	**	-%	-%	-%	**
Net: 0-49		338	**	**	**	**	56	**	**	**	281	24	17	**
		96%	**	**	**	**	96%	**	**	**	96%	99%	94%	**
											g			
Net: 50+		14	**	**	**	**	2	**	**	**	12	*	1	**
		4%	**	**	**	**	4%	**	**	**	4%	1%	6%	**
								k						
Answered		352	**	**	**	**	59	**	**	**	293	24	19	**
Mean		21.03	**	**	**	**	18.35	**	**	**	21.58	15.98	25.53	**

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Industry							Urbanity		Location		Internet connection		
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total		412	6	47	10	57	85	19	32	156	257	155	345	67	396	16
Weighted total		352	3	32	4	51	78	12	33	139	220	132	316	36	328	24
1-24	(12.5)	324	**	**	**	51	71	**	**	126	202	122	296	28	300	**
		92%	**	**	**	99%	91%	**	**	91%	92%	93%	94%	77%	92%	**
						beh			b				b			
25 - 49	(37.0)	14	**	**	**	*	3	**	**	8	10	4	8	6	14	**
		4%	**	**	**	%	4%	**	**	6%	5%	3%	3%	16%	4%	**
														a		
50 - 99	(75.0)	5	**	**	**	-	3	**	**	*	2	3	3	2	5	**
		1%	**	**	**	-%	4%	**	**	%	1%	2%	1%	6%	2%	**
				dh			h							a		
100 - 249	(175.0)	4	**	**	**	*	1	**	**	2	3	1	3	*	4	**
		1%	**	**	**	1%	1%	**	**	2%	1%	1%	1%	1%	1%	**
250 - 499	(375.0)	5	**	**	**	-	-	**	**	3	3	2	5	-	5	**
		1%	**	**	**	-%	-%	**	**	2%	1%	2%	2%	-%	1%	**
				e												
500 - 4,999	(2750.0)	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
5,000 - 49,999	(27500.0)	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Don't know		-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Net: 0-49		338	**	**	**	51	74	**	**	134	213	126	304	34	314	**
		96%	**	**	**	99%	95%	**	**	96%	97%	95%	96%	93%	96%	**
						b			b							
Net: 50+		14	**	**	**	*	4	**	**	5	7	6	11	2	13	**
		4%	**	**	**	1%	5%	**	**	4%	3%	5%	4%	7%	4%	**
				dgh												
Answered		352	**	**	**	51	78	**	**	139	220	132	316	36	328	**
Mean		21.03	**	**	**	13.65	17.59	**	**	23.77	20.60	21.76	21.03	21.09	21.64	**
				de												

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
TOTAL		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95% Unweighted total Weighted total		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
		222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
1-24	(12.5)	352	211	74	302	41	9	*	-	-	-	-	343	9	129	173	50
		324	202	59	293	25	**	**	**	**	**	**	319	**	124	169	31
		92%	96%	81%	97%	62%	**	**	**	**	**	**	93%	**	96%	98%	63%
		c	c		bl								b		c	c	
25 - 49	(37.0)	14	6	7	7	6	**	**	**	**	**	**	13	**	3	4	7
		4%	3%	9%	2%	16%	**	**	**	**	**	**	4%	**	2%	2%	14%
				ab		ai											ab
50 - 99	(75.0)	5	*	2	-	5	**	**	**	**	**	**	5	**	-	-	5
		1%	*%	3%	-%	13%	**	**	**	**	**	**	2%	**	-%	-%	11%
				a		ai							a		-%	-%	ab
100 - 249	(175.0)	4	2	*	2	1	**	**	**	**	**	**	3	**	2	-	1
		1%	1%	*%	1%	3%	**	**	**	**	**	**	1%	**	2%	-%	3%
						a											b
250 - 499	(375.0)	5	-	5	*	2	**	**	**	**	**	**	2	**	-	*	5
		1%	-%	7%	*%	5%	**	**	**	**	**	**	1%	**	-%	*%	10%
				ab		ai											ab
500 - 4,999	(2750.0)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
5,000 - 49,999	(27500.0)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Don't know		-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Net: 0-49		338	208	66	300	32	**	**	**	**	**	**	332	**	127	173	38
		96%	99%	90%	99%	78%	**	**	**	**	**	**	97%	**	98%	100%	77%
			bc		bl								b		c	c	
Net: 50+		14	2	7	2	9	**	**	**	**	**	**	11	**	2	*	12
		4%	1%	10%	1%	22%	**	**	**	**	**	**	3%	**	2%	*%	23%
				a		ai							a				ab
Answered		352	211	74	302	41	**	**	**	**	**	**	343	**	129	173	50
Mean		21.03	14.90	40.98	14.22	49.78	**	**	**	**	**	**	18.44	**	15.59	13.21	62.39
				ab		ai											ab

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%			a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total		412	378	269	412	166	146	302	349	38	11	8	6	-	-	158	4	2	1	-	1	-	1	
Weighted total		352	305	190	352	129	86	235	324	14	5	4	5	-	-	124	2	2	*	-	*	-	*	
1-24	(12.5)	324	280	177	324	116	66	215	324	**	**	**	**	**	**	112	**	**	**	**	**	**	**	
		92%	92%	93%	92%	90%	77%	91%	100%	**	**	**	**	**	**	90%	**	**	**	**	**	**	**	
			e	e	e	e		e	b															
25 - 49	(37.0)	14	14	7	14	7	9	11	-	**	**	**	**	**	**	7	**	**	**	**	**	**	**	
		4%	5%	4%	4%	5%	10%	5%	-%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	
						abcf			a															
50 - 99	(75.0)	5	5	2	5	2	5	5	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**	
		1%	2%	1%	1%	2%	6%	2%	-%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	
						abc																		
100 - 249	(175.0)	4	4	1	4	*	1	1	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**	
		1%	1%	1%	1%	*%	1%	1%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	
250 - 499	(375.0)	5	3	2	5	3	5	3	-	**	**	**	**	**	**	3	**	**	**	**	**	**	**	
		1%	1%	1%	1%	2%	6%	1%	-%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	
						abcf																		
500 - 4,999	(2750.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
5m +	(5500000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Don't know		-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Net: 0-49		338	294	184	338	123	75	226	324	**	**	**	**	**	**	119	**	**	**	**	**	**	**	
		96%	96%	97%	96%	96%	87%	96%	100%	**	**	**	**	**	**	96%	**	**	**	**	**	**	**	
			e	e	e	e		e																
Net: 50+		14	11	6	14	5	11	9	-	**	**	**	**	**	**	5	**	**	**	**	**	**	**	
		4%	4%	3%	4%	4%	13%	4%	-%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	
						abcdf																		
Answered		352	305	190	352	129	86	235	324	**	**	**	**	**	**	124	**	**	**	**	**	**	**	
Mean		21.03	19.87	19.73	21.03	22.92	41.00	20.20	12.50	**	**	**	**	**	**	23.18	**	**	**	**	**	**	**	
						abcdf																		

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

Ofcom; Business Postal Tracker April 2018

Table 15 (continuation)

Page 261

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total		412	112	105	101	91	3	55	38	38	32	3	87	11	68	375	37
Weighted total		352	141	91	76	41	3	53	28	28	17	2	83	9	37	322	30
1-24	(12.5)	324	129	88	71	33	**	50	**	**	**	**	73	**	35	295	**
		92%	92%	96%	94%	81%	**	94%	**	**	**	**	88%	**	95%	92%	**
			d	d	d			d	d	d							
25 - 49	(37.0)	14	3	2	4	5	**	3	**	**	**	**	5	**	2	14	**
		4%	2%	2%	5%	12%	**	5%	**	**	**	**	6%	**	4%	4%	**
						ab					bc						
50 - 99	(75.0)	5	2	*	*	3	**	*	**	**	**	**	2	**	*	5	**
		1%	1%	*%	*%	7%	**	*%	**	**	**	**	3%	**	*%	2%	**
						bc					abc						
100 - 249	(175.0)	4	2	1	*	*	**	*	**	**	**	**	*	**	*	4	**
		1%	1%	1%	*%	*%	**	*%	**	**	**	**	*%	**	1%	1%	**
250 - 499	(375.0)	5	5	-	*	*	**	-	**	**	**	**	3	**	-	5	**
		1%	3%	-%	*%	*%	**	-%	**	**	**	**	3%	**	-%	2%	**
						abc					abc						
500 - 4,999	(2750.0)	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
5,000 - 49,999	(27500.0)	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
5m +	(5500000.0)	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
Don't know		-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
		-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
Net: 0-49		338	132	90	75	38	**	53	**	**	**	**	78	**	37	308	**
		96%	94%	99%	99%	93%	**	100%	**	**	**	**	94%	**	99%	96%	**
			d	d	ad			d	d	d							
Net: 50+		14	9	1	1	3	**	*	**	**	**	**	5	**	*	14	**
		4%	6%	1%	1%	7%	**	*%	**	**	**	**	6%	**	1%	4%	**
			c			bc					abc						
Answered		352	141	91	76	41	**	53	**	**	**	**	83	**	37	322	**
Mean		21.03	28.23	15.22	14.93	21.17	**	14.33	**	**	**	**	27.64	**	14.71	21.81	**
											abc						

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

Produced by OLR
Issue date: 11/05/18

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	^b	a	b	a	b	a	b	a	b	c	^d
412	387	25	125	41	382	30	123	43	120	354	61	-
352	331	21	104	25	324	28	96	33	97	280	39	-
324	303	**	92	**	299	**	87	**	91	255	35	**
92%	92%	**	89%	**	92%	**	90%	**	94%	91%	90%	**
14	14	**	7	**	14	**	7	**	2	14	1	**
4%	4%	**	6%	**	4%	**	7%	**	2%	5%	3%	**
5	5	**	2	**	5	**	2	**	2	5	3	**
1%	2%	**	2%	**	2%	**	2%	**	2%	2%	7%	**
											b	
4	4	**	*	**	4	**	*	**	2	4	-	**
1%	1%	**	%	**	1%	**	%	**	2%	1%	-%	**
5	5	**	3	**	2	**	*	**	*	3	-	**
1%	1%	**	3%	**	1%	**	%	**	%	1%	-%	**
						a		a				
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
-	-	**	-	**	-	**	-	**	-	-	-	**
-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
338	317	**	98	**	313	**	94	**	92	268	36	**
96%	96%	**	95%	**	97%	**	97%	**	95%	96%	93%	**
14	14	**	5	**	11	**	3	**	4	11	3	**
4%	4%	**	5%	**	3%	**	3%	**	5%	4%	7%	**
352	331	**	104	**	324	**	96	**	97	280	39	**
21.03	21.57	**	25.27	**	18.87	**	16.48	**	18.41	20.53	17.72	**
					a		a					

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	352	83	162	27	-	87	97	20	-	290	173	108	270	217	3
1-24	(12.5)	324	81	148	**	76	86	**	**	265	160	96	250	199	**
		92%	97%	92%	**	88%	89%	**	**	91%	92%	89%	93%	92%	**
25 - 49	(37.0)	14	2	7	**	5	6	**	**	14	7	7	10	7	**
		4%	3%	4%	**	6%	6%	**	**	5%	4%	6%	4%	3%	**
50 - 99	(75.0)	5	*	2	**	2	2	**	**	5	2	2	5	3	**
		1%	*%	2%	**	3%	2%	**	**	2%	1%	2%	2%	1%	**
100 - 249	(175.0)	4	-	1	**	*	*	**	**	4	1	*	1	4	**
		1%	-%	1%	**	*%	*%	**	**	1%	1%	*%	1%	2%	**
250 - 499	(375.0)	5	*	2	**	3	3	**	**	3	2	3	3	5	**
		1%	*%	1%	**	3%	3%	**	**	1%	1%	3%	1%	2%	**
500 - 4,999	(2750.0)	-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
5,000 - 49,999	(27500.0)	-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know		-	-	-	**	-	-	**	**	-	-	-	-	-	**
		-%	-%	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: 0-49	338	83	156	**	**	82	92	**	**	279	167	102	260	206	**
	96%	100%	96%	**	**	94%	95%	**	**	96%	97%	95%	97%	95%	**
Net: 50+	14	*	6	**	**	5	5	**	**	11	6	5	9	11	**
	4%	*%	4%	**	**	6%	5%	**	**	4%	3%	5%	3%	5%	**
Answered Mean	352	83	162	**	**	87	97	**	**	290	173	108	270	217	**
	21.03	13.52	20.97	**	**	27.07	25.71	**	**	20.25	20.42	24.78	19.25	24.82	**
				ab											

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

Ofcom; Business Postal Tracker April 2018

Table 15 (continuation)

Page 264

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	412	121	71	83	30	24	299	251	10	6	4	1	398	345	403	339	405
Weighted total	352	89	54	65	9	7	244	205	9	3	7	*	335	280	339	270	344
1-24	(12.5)	324	80	48	61	**	225	184	**	**	**	**	308	256	312	250	316
		92%	89%	89%	94%	**	92%	90%	**	**	**	**	92%	91%	92%	93%	92%
25 - 49	(37.0)	14	7	3	2	**	10	7	**	**	**	**	14	13	14	9	14
		4%	7%	5%	2%	**	4%	3%	**	**	**	**	4%	5%	4%	3%	4%
50 - 99	(75.0)	5	*	*	2	**	5	5	**	**	**	**	5	5	5	5	5
		1%	*%	*%	4%	**	2%	3%	**	**	**	**	2%	2%	2%	2%	2%
100 - 249	(175.0)	4	*	*	*	**	1	4	**	**	**	**	4	4	4	3	4
		1%	*%	*%	*%	**	*%	2%	**	**	**	**	1%	1%	1%	1%	1%
250 - 499	(375.0)	5	3	3	*	**	3	5	**	**	**	**	5	3	5	3	5
		1%	3%	5%	*%	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
500 - 4,999	(2750.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
5,000 - 49,999	(27500.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: 0-49	338	86	50	63	**	**	235	191	**	**	**	**	321	269	326	259	330
	96%	96%	94%	96%	**	**	96%	93%	**	**	**	**	96%	96%	96%	96%	96%
Net: 50+	14	3	3	2	**	**	9	13	**	**	**	**	14	11	14	11	14
	4%	4%	6%	4%	**	**	4%	7%	**	**	**	**	4%	4%	4%	4%	4%
Answered	352	89	54	65	**	**	244	205	**	**	**	**	335	280	339	270	344
Mean	21.03	25.70	32.73	16.05	**	**	19.74	26.23	**	**	**	**	21.44	20.44	21.35	20.25	21.23

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

Ofcom; Business Postal Tracker April 2018

Table 15 (continuation)

Page 265

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	412	228	395	108	-	334	13	50	340	66	3	14	62	48	291	72
Weighted total	352	181	334	72	-	269	11	54	277	58	*	13	55	38	257	57
1-24	(12.5)	324	171	306	66	250	**	**	263	54	**	**	51	**	244	52
		92%	95%	92%	91%	93%	**	**	95% a	94%	**	**	94%	**	95% a	91% a
25 - 49	(37.0)	14	6	14	1	10	**	**	10	1	**	**	1	**	5	3
		4%	3%	4%	1%	4%	**	**	4%	1%	**	**	1%	**	2%	5%
50 - 99	(75.0)	5	3	5	3	3	**	**	1	*	**	**	*	**	3	2
		1%	2%	2%	4%	1%	**	b	%	%	**	**	%	**	1%	4%
100 - 249	(175.0)	4	1	4	1	3	**	**	3	*	**	**	*	**	3	*
		1%	1%	1%	1%	1%	**	**	1%	%	**	**	%	**	1%	%
250 - 499	(375.0)	5	*	5	2	2	**	**	*	3	**	**	3	**	2	-
		1%	%	1%	3% a	1%	**	b	%	5%	**	**	5%	**	1%	-%
500 - 4,999	(2750.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
5,000 - 49,999	(27500.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
5m +	(5500000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
Don't know		-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
Net: 0-49	338	176	320	66	**	260	**	**	273	55	**	**	52	**	249	55
	96%	98%	96%	92%	**	97%	**	**	99% a	95%	**	**	95%	**	97%	96%
Net: 50+	14	4	14	6	**	9	**	**	4	3	**	**	3	**	8	2
	4%	2%	4%	8% a	**	3%	**	b	1%	5%	**	**	5%	**	3%	4%
Answered	352	181	334	72	**	269	**	**	277	58	**	**	55	**	257	57
Mean	21.03	15.62	21.49	27.70 a	**	19.09	**	b	15.56	29.54	**	**	30.49	**	18.78	16.52

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

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
			Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%			a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total		412	43	15	350	234	178	387	59	150	79	115	53	208	134
Weighted total		352	47	18	286	208	144	325	35	112	55	90	42	175	108
1-24	(12.5)	324	**	**	268	188	136	298	31	100	46	79	38	162	98
		92%	**	**	94%	91%	94%	92% d	90%	89%	84%	88%	90%	93%	91%
25 - 49	(37.0)	14	**	**	9	9	5	14	3	7	4	6	1	7	3
		4%	**	**	3%	4%	3%	4%	9%	6%	8%	6%	3%	4%	3%
50 - 99	(75.0)	5	**	**	3	5	*	5	*	2	2	2	*	2	*
		1%	**	**	1%	3%	%	2%	%	2%	4%	3%	%	1%	%
100 - 249	(175.0)	4	**	**	3	2	1	4	*	*	-	*	*	*	3
		1%	**	**	1%	1%	1%	1%	%	%	-%	%	%	%	3%
250 - 499	(375.0)	5	**	**	2	3	2	5	*	3	3	3	3	3	3
		1%	**	**	1%	1%	2%	1%	%	2%	5%	3%	6%	2%	3%
500 - 4,999	(2750.0)	-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5,000 - 49,999	(27500.0)	-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	**	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		338	**	**	277	198	141	312	34	107	51	85	39	170	101
		96%	**	**	97% a	95%	98%	96%	99% d	95%	91%	94%	93%	97%	94%
Net: 50+		14	**	**	9	10	3	14	*	5	5	5	3	5	7
		4%	**	**	3%	5%	2%	4%	1%	5%	9% b	6%	7%	3%	6%
Answered		352	**	**	286	208	144	325	35	112	55	90	42	175	108
Mean		21.03	**	**	18.70	21.65	20.14	21.73	16.54	24.42	34.05	26.92	36.86	20.10	28.05
			c												

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

Ofcom; Business Postal Tracker April 2018

Table 15 (continuation)

Page 267

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		TOTAL	Effect of postage prices				Month
			Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%			a	b	c	d	
Unweighted total		412	91	185	31	91	412
Weighted total		352	73	135	24	105	352
1-24	(12.5)	324	67	123	**	103	324
		92%	92%	91%	**	99%	92%
					abc		
25 - 49	(37.0)	14	2	9	**	1	14
		4%	2%	7%	**	1%	4%
				d	ad		
50 - 99	(75.0)	5	*	*	**	-	5
		1%	*%	*%	**	-%	1%
100 - 249	(175.0)	4	2	*	**	1	4
		1%	3%	*%	**	1%	1%
250 - 499	(375.0)	5	2	3	**	*	5
		1%	3%	2%	**	*%	1%
500 - 4,999	(2750.0)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
5,000 - 49,999	(27500.0)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
5m +	(5500000.0)	-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
Don't know		-	-	-	**	-	-
		-%	-%	-%	**	-%	-%
Net: 0-49		338	69	132	**	104	338
		96%	94%	98%	**	99%	96%
Net: 50+		14	4	3	**	1	14
		4%	6%	2%	**	1%	4%
Answered		352	73	135	**	105	352
Mean		21.03	28.62	21.68	**	14.28	21.03
			d				

Columns Tested: a,b,c,d

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
412	184	128	67	33	228	75	69	29	13	49
352	334	10	6	3	18	116	92	23	10	12
141	138	2	1	**	3	58	29	**	**	**
40%	41%	20%	12%	**	17%	50%	32%	**	**	**
	bcde					be				
91	87	3	1	**	5	30	25	**	**	**
26%	26%	28%	21%	**	25%	26%	27%	**	**	**
76	71	3	2	**	5	22	21	**	**	**
22%	21%	26%	41%	**	29%	19%	23%	**	**	**
			abd							
41	36	3	1	**	5	4	17	**	**	**
12%	11%	25%	27%	**	28%	3%	18%	**	**	**
		a	a	ab	a		a			a
3	3	*	-	**	*	2	-	**	**	**
1%	1%	1%	-%	**	*%	2%	-%	**	**	**
-	-	-	-	**	-	-	-	**	**	**
-%	-%	-%	-%	**	-%	-%	-%	**	**	**
-	-	-	-	**	-	-	-	**	**	**
-%	-%	-%	-%	**	-%	-%	-%	**	**	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	412	10	23	43	18	33	56	39	22	13	257	57	52	46
Weighted total	352	16	38	27	23	36	59	50	33	14	297	22	19	14
Less than once a week	141	**	**	**	**	**	25	**	**	**	126	7	5	**
	40%	**	**	**	**	**	42%	**	**	**	42%	30%	25%	**
				klm		lm		lm			lm			
Once a week	91	**	**	**	**	**	11	**	**	**	73	7	6	**
	26%	**	**	**	**	**	18%	**	**	**	24%	34%	29%	**
														cfj
More than once a week but not every day	76	**	**	**	**	**	15	**	**	**	64	6	5	**
	22%	**	**	**	**	**	25%	**	**	**	21%	26%	26%	**
Once a day	41	**	**	**	**	**	7	**	**	**	33	2	3	**
	12%	**	**	**	**	**	11%	**	**	**	11%	10%	16%	**
													ce	ce
Twice a day	3	**	**	**	**	**	2	**	**	**	2	-	1	**
	1%	**	**	**	**	**	3%	**	**	**	1%	-	5%	**
													j	
More than twice a day	-	**	**	**	**	**	-	**	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**
Don't know	-	**	**	**	**	**	-	**	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

Significance Level: 95% Unweighted total Weighted total Less than once a week Once a week More than once a week but not every day Once a day Twice a day More than twice a day Don't know	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
	412	23	13	42	13	22	54	35	25	25	252	58	55	47
	352	39	19	27	14	22	59	45	36	33	293	24	19	16
	141	**	**	**	**	**	19	**	**	**	124	9	5	**
	40%	**	**	**	**	**	33%	**	**	**	42%	36%	25%	**
				fjklm				lm			lm			
	91	**	**	**	**	**	10	**	**	**	70	7	6	**
	26%	**	**	**	**	**	18%	**	**	**	24%	31%	30%	**
								c			c	c	c	cfj
	76	**	**	**	**	**	20	**	**	**	63	6	5	**
	22%	**	**	**	**	**	34%	**	**	**	22%	23%	27%	**
							gm							
	41	**	**	**	**	**	9	**	**	**	33	2	3	**
12%	**	**	**	**	**	15%	**	**	**	11%	9%	17%	**	
						c						c	c	
3	**	**	**	**	**	-	**	**	**	3	-	-	**	
1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**	
-	**	**	**	**	**	-	**	**	**	-	-	-	**	
-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**	
-	**	**	**	**	**	-	**	**	**	-	-	-	**	
-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**	

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
412	6	47	10	57	85	19	32	156	257	155	345	67	396	16
352	3	32	4	51	78	12	33	139	220	132	316	36	328	24
141	**	**	**	14	27	**	**	65	95	46	122	19	132	**
40%	**	**	**	26%	35%	**	**	47% d	43%	35%	39%	52% a	40%	**
91	**	**	**	16	25	**	**	30	61	30	83	8	82	**
26%	**	**	**	31%	32%	**	**	21%	28%	23%	26%	23%	25%	**
76	**	**	**	17	16	**	**	32	39	37	69	7	71	**
22%	**	**	**	34% b	21%	**	**	23% b	18%	28% a	22%	20%	22%	**
41	**	**	**	5	7	**	**	11	25	16	39	2	41	**
12%	**	**	**	9%	10%	**	**	8%	11%	12%	12%	5%	12%	**
3	**	deh	**	-	2	**	**	1	*	3	3	-	3	**
1%	**	**	**	-%	3%	**	**	1%	*%	2% a	1%	-%	1%	**
-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	352	211	66	74	302	41	9	*	-	-	-	-	343	9	129	173	50
Less than once a week	141	107	8	26	125	11	**	**	**	**	**	**	136	**	87	38	16
	40%	51%	13%	35%	41%	28%	**	**	**	**	**	**	40%	**	68%	22%	32%
		bc		b	b								b		bc		b
Once a week	91	58	22	9	85	6	**	**	**	**	**	**	91	**	27	58	7
	26%	28%	33%	12%	28%	16%	**	**	**	**	**	**	27%	**	21%	33%	13%
		c	c		b								b			ac	
More than once a week but not every day	76	39	12	25	69	7	**	**	**	**	**	**	76	**	13	56	8
	22%	19%	17%	34%	23%	18%	**	**	**	**	**	**	22%	**	10%	32%	15%
				ab											ac		
Once a day	41	6	22	12	22	15	**	**	**	**	**	**	38	**	-	22	19
	12%	3%	34%	17%	7%	38%	**	**	**	**	**	**	11%	**	-	13%	37%
			ac	a		ai										a	ab
Twice a day	3	-	2	1	2	-	**	**	**	**	**	**	2	**	2	*	1
	1%	-%	3%	1%	1%	-%	**	**	**	**	**	**	1%	**	2%	*%	2%
			a														
More than twice a day	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Don't know	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
412	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
352	378	269	412	166	146	302	349	38	11	8	6	-	-	158	4	2	1	-	1	-	1
	305	190	352	129	86	235	324	14	5	4	5	-	-	124	2	2	*	-	*	-	*
141	115	60	141	45	26	65	129	**	**	**	**	**	**	43	**	**	**	**	**	**	**
40%	38%	32%	40%	35%	31%	28%	40%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
	f		bef				b														
91	79	50	91	34	20	70	88	**	**	**	**	**	**	34	**	**	**	**	**	**	**
26%	26%	26%	26%	26%	23%	30%	27%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**
76	71	48	76	26	14	61	71	**	**	**	**	**	**	26	**	**	**	**	**	**	**
22%	23%	25%	22%	20%	17%	26%	22%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
	e					e															
41	36	28	41	21	22	37	33	**	**	**	**	**	**	19	**	**	**	**	**	**	**
12%	12%	15%	12%	17%	26%	16%	10%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
			abcdef				a														
3	3	3	3	3	3	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
1%	1%	2%	1%	2%	3%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
			ac																		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?**Base: All where letters or large letters are sent (QV6a=1-2)**

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	412	112	105	101	91	3	55	38	38	32	3	87	11	68	375	37
Weighted total	352	141	91	76	41	3	53	28	28	17	2	83	9	37	322	30
Less than once a week	141 40%	141 100%	- -%	- -%	- -%	**	26 49%	**	**	**	**	23 28%	**	14 39%	126 39%	**
		bcd					c	c	c							
Once a week	91 26%	- -%	91 100%	- -%	- -%	**	12 22%	**	**	**	**	24 29%	**	9 25%	82 25%	**
			acd				d	acd	d							
More than once a week but not every day	76 22%	- -%	- -%	76 100%	- -%	**	10 19%	**	**	**	**	20 24%	**	6 15%	74 23%	**
				abd			d	abd							b	
Once a day	41 12%	- -%	- -%	- -%	41 100%	**	3 7%	**	**	**	**	15 18%	**	6 15%	37 12%	**
					abc			ab	ab							
Twice a day	3 1%	- -%	- -%	- -%	- -%	**	2 4%	**	**	**	**	1 1%	**	2 6%	3 1%	**
More than twice a day	- -%	- -%	- -%	- -%	- -%	**	- -%	**	**	**	**	- -%	**	- -%	- -%	**
Don't know	- -%	- -%	- -%	- -%	- -%	**	- -%	**	**	**	**	- -%	**	- -%	- -%	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?**Base: All where letters or large letters are sent (QV6a=1-2)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	412	387	125	41	382	30	123	43	120	354	61	-
Weighted total	352	331	104	25	324	28	96	33	97	280	39	-
Less than once a week	141	132	34	**	127	**	31	**	43	101	17	**
	40%	40%	32%	**	39%	**	33%	**	45%	36%	44%	**
Once a week	91	84	27	**	82	**	25	**	26	76	7	**
	26%	26%	26%	**	25%	**	26%	**	27%	27%	19%	**
More than once a week but not every day	76	74	21	**	74	**	18	**	17	65	3	**
	22%	22%	20%	**	23%	**	19%	**	18%	23% c	8%	**
Once a day	41	37	19	**	37	**	19	**	9	36	11	**
	12%	11%	18%	**	12%	**	20% b	**	10%	13%	27% ab	**
Twice a day	3	3	3	**	3	**	3	**	1	2	1	**
	1%	1%	3%	**	1%	**	3%	**	1%	1%	2%	**
More than twice a day	-	-	-	**	-	**	-	**	-	-	-	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	-%	**
Don't know	-	-	-	**	-	**	-	**	-	-	-	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	-%	**

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	352	83	162	27	-	87	97	20	-	290	173	108	270	217	3
Less than once a week	141	33	43	**	**	32	35	**	**	110	54	38	113	86	**
	40%	40%	27%	**	**	37%	36%	**	**	38%	31%	36%	42%	40%	**
		b		ab				ab							
Once a week	91	24	46	**	**	31	27	**	**	72	46	27	75	51	**
	26%	29%	29%	**	**	35%	28%	**	**	25%	26%	25%	28%	23%	**
		c	c			c									
More than once a week but not every day	76	16	42	**	**	16	13	**	**	71	43	22	48	53	**
	22%	19%	26%	**	**	18%	14%	**	**	25%	25%	21%	18%	24%	**
Once a day	41	10	28	**	**	7	21	**	**	33	28	19	33	25	**
	12%	12%	17%	**	**	8%	22%	**	**	11%	16%	18%	12%	12%	**
						a									
Twice a day	3	1	2	**	**	1	*	**	**	3	3	1	*	2	**
	1%	1%	1%	**	**	1%	*%	**	**	1%	2%	1%	*%	1%	**
						b									
More than twice a day	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 16 (continuation)

Page 277

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	412	121	71	83	30	24	299	251	10	6	4	1	398	345	403	339	405
Weighted total	352	89	54	65	9	7	244	205	9	3	7	*	335	280	339	270	344
Less than once a week	141	25	18	22	**	**	94	76	**	**	**	**	132	110	136	99	136
	40%	28% d	33% d	34% d	**	**	39%	37%	**	**	**	**	39%	39%	40%	37%	40%
Once a week	91	28	16	19	**	**	69	53	**	**	**	**	88	72	88	76	91
	26%	31%	30%	29%	**	**	28%	26%	**	**	**	**	26%	26%	26%	26%	27%
More than once a week but not every day	76	17	11	14	**	**	47	55	**	**	**	**	71	59	71	58	73
	22%	19%	20%	22%	**	**	19%	27% a	**	**	**	**	21%	21%	21%	21%	21%
Once a day	41	20	7	9	**	**	33	18	**	**	**	**	41	39	41	36	40
	12%	22%	13%	14%	**	**	14%	9%	**	**	**	**	12%	14%	12%	13%	12%
Twice a day	3	*	2	1	**	**	*	2	**	**	**	**	3	1	3	1	3
	1%	*% a	4%	1%	** ac	**	*%	1%	**	**	**	**	1%	*%	1%	*%	1%
More than twice a day	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	412	228	395	108	334	13	50	340	66	3	14	62	48	291	72
Weighted total	352	181	334	72	269	11	54	277	58	*	13	55	38	257	57
Less than once a week	141	67	134	27	108	**	**	110	27	**	**	23	**	100	30
	40%	37%	40%	37%	40%	**	**	40%	47%	**	**	42%	**	39%	53% ab
Once a week	91	49	85	23	67	**	**	69	10	**	**	12	**	73	9
	26%	27%	26%	31%	25%	**	**	25%	18%	**	**	21%	**	28% c	16%
More than once a week but not every day	76	38	71	9	60	**	**	71	12	**	**	12	**	59	11
	22%	21%	21% c	12%	22%	**	**	25% a	22%	**	**	23%	**	23%	19%
Once a day	41	25	40	13	31	**	**	24	7	**	**	7	**	23	7
	12%	14%	12%	18%	12%	**	**	9%	12%	**	**	12%	**	9%	12%
Twice a day	3	1	3	1	3	**	**	3	1	**	**	1	**	2	-
	1%	1%	1%	1%	1%	**	**	1%	2%	**	**	2%	**	1%	-%
More than twice a day	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
Don't know	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%

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

QV2a.1 On average, how often does your organisation send letters and large letters?**Base: All where letters or large letters are sent (QV6a=1-2)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	412	43	15	350	234	387	59	150	79	115	53	208	134
Weighted total	352	47	18	286	208	325	35	112	55	90	42	175	108
Less than once a week	141	**	**	113	86	130	17	36	15	30	13	70	40
	40%	**	**	40%	41%	40%	49%	32%	26%	33%	31%	40%	37%
Once a week	91	**	**	75	55	85	12	29	15	25	11	50	32
	26%	**	**	26%	26%	26%	34%	26%	26%	28%	27%	29%	30%
More than once a week but not every day	76	**	**	66	40	66	5	23	13	17	11	37	21
	22%	**	**	23%	19%	20%	14%	21%	23%	19%	27%	21%	20%
Once a day	41	**	**	28	24	40	1	21	13	17	5	18	12
	12%	**	**	10%	12%	12%	3%	19%	23%	19%	11%	10%	11%
Twice a day	3	**	**	3	3	3	-	3	1	1	2	1	2
	1%	**	**	1%	1%	1%	-%	3%	2%	1%	5%	1%	2%
More than twice a day	-	**	**	-	-	-	-	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	**	**	-	-	-	-	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
412	91	185	31	91	412
352	73	135	24	105	352
141	25	55	**	42	141
40%	35%	41%	**	40%	40%
91	11	39	**	34	91
26%	15%	29%	**	33%	26%
		a		a	
76	25	25	**	18	76
22%	34%	18%	**	17%	22%
	bd				
41	12	13	**	9	41
12%	16%	10%	**	9%	12%
3	-	2	**	1	3
1%	-%	2%	**	1%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%

Columns Tested: a,b,c,d

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All where parcels and packets are sent (QV6a=3)

		TOTAL	Business Size					Turnover				
			0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%			a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total		199	90	54	39	16	109	42	25	12	8	22
Weighted total		175	167	5	3	1	9	70	36	9	2	4
1-24	(12.5)	168	160	4	**	**	8	**	**	**	**	**
		96%	96%	90%	**	**	91%	**	**	**	**	**
25 - 49	(37.0)	5	5	*	**	**	*	**	**	**	**	**
		3%	3%	4%	**	**	3%	**	**	**	**	**
50 - 99	(75.0)	2	2	*	**	**	*	**	**	**	**	**
		1%	1%	5%	**	**	3%	**	**	**	**	**
100 - 249	(175.0)	*	-	*	**	**	*	**	**	**	**	**
		*%	-%	1%	**	**	1%	**	**	**	**	**
250 - 499	(375.0)	*	-	-	**	**	*	**	**	**	**	**
		*%	-%	-%	**	**	2%	**	**	**	**	**
				a								
500 - 4,999	(2750.0)	*	-	-	**	**	*	**	**	**	**	**
		*%	-%	-%	**	**	1%	**	**	**	**	**
5,000 - 49,999	(27500.0)	-	-	-	**	**	-	**	**	**	**	**
		-%	-%	-%	**	**	-%	**	**	**	**	**
50,000 - 499,999	(275000.0)	-	-	-	**	**	-	**	**	**	**	**
		-%	-%	-%	**	**	-%	**	**	**	**	**
500,000 - 4,999,999	(2750000.0)	-	-	-	**	**	-	**	**	**	**	**
		-%	-%	-%	**	**	-%	**	**	**	**	**
5m +	(5500000.0)	-	-	-	**	**	-	**	**	**	**	**
		-%	-%	-%	**	**	-%	**	**	**	**	**
Don't know		-	-	-	**	**	-	**	**	**	**	**
		-%	-%	-%	**	**	-%	**	**	**	**	**
Net: 0-49		173	164	4	**	**	8	**	**	**	**	**
		98%	99%	94%	**	**	95%	**	**	**	**	**
50+		3	2	*	**	**	*	**	**	**	**	**
		2%	1%	6%	**	**	5%	**	**	**	**	**
Answered		175	167	5	**	**	9	**	**	**	**	**
Mean		15.41	14.04	18.43	**	**	41.11	**	**	**	**	**

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All where parcels and packets are sent (QV6a=3)

		GOR (QC3)												
TOTAL		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total		199	4	12	27	7	14	30	17	14	9	134	29	18
Weighted total		175	6	21	14	9	21	32	17	19	12	151	12	7
1-24	(12.5)	168	**	**	**	**	**	**	**	**	143	**	**	**
		96%	**	**	**	**	**	**	**	**	95%	**	**	**
25 - 49	(37.0)	5	**	**	**	**	**	**	**	**	5	**	**	**
		3%	**	**	**	**	**	**	**	**	3%	**	**	**
50 - 99	(75.0)	2	**	**	**	**	**	**	**	**	2	**	**	**
		1%	**	**	**	**	**	**	**	**	2%	**	**	**
100 - 249	(175.0)	*	**	**	**	**	**	**	**	**	-	**	**	**
		*%	**	**	**	**	**	**	**	**	-	**	**	**
250 - 499	(375.0)	*	**	**	**	**	**	**	**	**	*	**	**	**
		*%	**	**	**	**	**	**	**	**	*%	**	**	**
500 - 4,999	(2750.0)	*	**	**	**	**	**	**	**	**	*	**	**	**
		*%	**	**	**	**	**	**	**	**	*%	**	**	**
5,000 - 49,999	(27500.0)	-	**	**	**	**	**	**	**	**	-	**	**	**
		-%	**	**	**	**	**	**	**	**	-%	**	**	**
50,000 - 499,999	(275000.0)	-	**	**	**	**	**	**	**	**	-	**	**	**
		-%	**	**	**	**	**	**	**	**	-%	**	**	**
500,000 - 4,999,999	(2750000.0)	-	**	**	**	**	**	**	**	**	-	**	**	**
		-%	**	**	**	**	**	**	**	**	-%	**	**	**
5m +	(5500000.0)	-	**	**	**	**	**	**	**	**	-	**	**	**
		-%	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know		-	**	**	**	**	**	**	**	**	-	**	**	**
		-%	**	**	**	**	**	**	**	**	-%	**	**	**
Net: 0-49		173	**	**	**	**	**	**	**	**	148	**	**	**
		98%	**	**	**	**	**	**	**	**	98%	**	**	**
50+		3	**	**	**	**	**	**	**	**	3	**	**	**
		2%	**	**	**	**	**	**	**	**	2%	**	**	**
Answered		175	**	**	**	**	**	**	**	**	151	**	**	**
Mean		15.41	**	**	**	**	**	**	**	**	15.80	**	**	**

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

1-24 (12.5) 168
96%
25 - 49 (37.0) 5
3%
50 - 99 (75.0) 2
1%
100 - 249 (175.0) *
*%
250 - 499 (375.0) *
*%
500 - 4,999 (2750.0) *
*%
5,000 - 49,999 (27500.0) -
-%
50,000 - 499,999 (275000.0) -
-%
500,000 - 4,999,999 (2750000.0) -
-%
5m + (5500000.0) -
-%
Don't know -
-%
Net: 0-49 173
98%
50+ 3
2%
Answered 175
Mean 15.41

GOR (sample)													
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
199	13	8	24	5	8	27	18	15	16	134	29	18	18
175	19	13	14	7	14	28	18	18	21	151	12	7	5
168	**	**	**	**	**	**	**	**	**	144	**	**	**
96%	**	**	**	**	**	**	**	**	**	95%	**	**	**
5	**	**	**	**	**	**	**	**	**	5	**	**	**
3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
2	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
*	**	**	**	**	**	**	**	**	**	-	**	**	**
*%	**	**	**	**	**	**	**	**	**	-	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
173	**	**	**	**	**	**	**	**	**	149	**	**	**
98%	**	**	**	**	**	**	**	**	**	98%	**	**	**
3	**	**	**	**	**	**	**	**	**	3	**	**	**
2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
175	**	**	**	**	**	**	**	**	**	151	**	**	**
15.41	**	**	**	**	**	**	**	**	**	15.78	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 17 (continuation)

Page 284

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		TOTAL	Industry							Urbanity		Location		Internet connection		
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
Significance Level: 95%			*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total		199	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total		175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
1-24	(12.5)	168	**	**	**	**	63	**	**	53	126	41	141	**	157	**
		96%	**	**	**	**	92%	**	**	95%	98%	89%	95%	**	95%	**
25 - 49	(37.0)	5	**	**	**	**	3	**	**	2	*	5	5	**	5	**
		3%	**	**	**	**	4%	**	**	4%	*%	10%	3%	**	3%	**
50 - 99	(75.0)	2	**	**	**	**	2	**	**	*	2	-	2	**	2	**
		1%	**	**	**	**	3%	**	**	*%	2%	-%	2%	**	1%	**
100 - 249	(175.0)	*	**	**	**	**	-	**	**	*	-	*	*	**	*	**
		*%	**	**	**	**	-%	**	**	*%	-%	*%	*%	**	*%	**
250 - 499	(375.0)	*	**	**	**	**	*	**	**	*	-	*	*	**	*	**
		*%	**	**	**	**	*%	**	**	-%	-%	*%	*%	**	*%	**
500 - 4,999	(2750.0)	*	**	**	**	**	-	**	**	*	-	*	*	**	*	**
		*%	**	**	**	**	-%	**	**	*%	-%	*%	*%	**	*%	**
5,000 - 49,999	(27500.0)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
		-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
50,000 - 499,999	(275000.0)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
		-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
500,000 - 4,999,999	(2750000.0)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
		-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
5m +	(5500000.0)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
		-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know		-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
		-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Net: 0-49		173	**	**	**	**	66	**	**	55	127	46	146	**	162	**
		98%	**	**	**	**	96%	**	**	99%	98%	99%	98%	**	98%	**
50+		3	**	**	**	**	2	**	**	*	2	*	3	**	3	**
		2%	**	**	**	**	4%	**	**	1%	2%	1%	2%	**	2%	**
Answered		175	**	**	**	**	68	**	**	56	129	46	149	**	165	**
Mean		15.41	**	**	**	**	16.29	**	**	17.01	13.75	20.07	15.92	**	15.61	**

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
TOTAL		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95% Unweighted total Weighted total		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
		77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
		75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
1-24	(12.5)	168	**	69	121	40	**	**	**	**	**	**	161	**	**	93	47
		96%	**	90%	100%	99%	**	**	**	**	**	**	100%	**	**	100%	86%
		c														c	
25 - 49	(37.0)	5	**	5	-	*	**	**	**	**	**	**	*	**	**	-	5
		3%	**	7%	-%	%	**	**	**	**	**	**	%	**	**	-%	9%
				a													b
50 - 99	(75.0)	2	**	2	-	-	**	**	**	**	**	**	-	**	**	-	2
		1%	**	3%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	5%
100 - 249	(175.0)	*	**	*	-	*	**	**	**	**	**	**	*	**	**	-	*
		%	**	%	-%	%	**	**	**	**	**	**	%	**	**	-%	%
250 - 499	(375.0)	*	**	*	-	-	**	**	**	**	**	**	-	**	**	-	*
		%	**	%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	%
500 - 4,999	(2750.0)	*	**	-	-	*	**	**	**	**	**	**	*	**	**	-	*
		%	**	-%	-%	%	**	**	**	**	**	**	%	**	**	-%	%
5,000 - 49,999	(27500.0)	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
		-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
50,000 - 499,999	(275000.0)	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
		-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
500,000 - 4,999,999	(2750000.0)	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
		-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
5m +	(5500000.0)	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
		-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know		-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
		-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Net: 0-49		173	**	74	121	40	**	**	**	**	**	**	161	**	**	93	52
		98%	**	97%	100%	100%	**	**	**	**	**	**	100%	**	**	100%	95%
																c	
50+		3	**	2	-	*	**	**	**	**	**	**	*	**	**	-	3
		2%	**	3%	-%	%	**	**	**	**	**	**	%	**	**	-%	5%
																	b
Answered		175	**	77	121	40	**	**	**	**	**	**	161	**	**	93	54
Mean		15.41	12.52	16.71	12.50	17.17	**	**	**	**	**	**	13.67	**	**	12.50	21.89

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
			Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		199	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
Weighted total		175	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
1-24	(12.5)	168	107	86	124	168	29	114	112	**	**	**	**	**	**	168	**	**	**	**	**	**	**
		96%	98%	95%	96%	96%	91%	94%	96%	**	**	**	**	**	**	100%	**	**	**	**	**	**	**
25 - 49	(37.0)	5	*	2	2	5	*	5	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		3%	*%	3%	2%	3%	*%	4%	2%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
50 - 99	(75.0)	2	2	2	2	2	2	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		1%	2%	3%	2%	1%	8%	2%	2%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
100 - 249	(175.0)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
250 - 499	(375.0)	*	-	-	-	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		*%	-%	-%	-%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
500 - 4,999	(2750.0)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5m +	(5500000.0)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know		-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: 0-49		173	108	88	126	173	29	119	114	**	**	**	**	**	**	168	**	**	**	**	**	**	**
		98%	98%	97%	98%	98%	91%	98%	98%	**	**	**	**	**	**	100%	**	**	**	**	**	**	**
50+		3	3	3	3	3	3	3	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		2%	2%	3%	2%	2%	9%	2%	2%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Answered		175	110	90	129	175	32	122	116	**	**	**	**	**	**	168	**	**	**	**	**	**	**
Mean		15.41	15.57	16.82	15.55	15.41	24.76	16.71	14.18	**	**	**	**	**	**	12.50	**	**	**	**	**	**	**

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	199	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
Weighted total	175	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
1-24	(12.5)	168	**	**	19	**	65	**	**	**	**	109	**	48	135	**
		96%	**	**	88%	**	100%	**	**	**	**	93%	**	100%	95%	**
25 - 49	(37.0)	5	**	d	2	**	*	**	**	**	**	5	**	-	5	**
		3%	**	d	11%	**	*%	**	**	**	**	4%	**	-%	3%	**
50 - 99	(75.0)	2	**	**	*	**	-	**	**	**	**	2	**	-	2	**
		1%	**	**	1%	**	-%	**	**	**	**	2%	**	-%	2%	**
100 - 249	(175.0)	*	**	**	-	**	-	**	**	**	**	-	**	*	*	**
		*%	**	**	-%	**	-%	**	**	**	**	-%	**	*%	*%	**
250 - 499	(375.0)	*	**	**	-	**	-	**	**	**	**	*	**	-	*	**
		*%	**	**	-%	**	-%	**	**	**	**	*%	**	-%	*%	**
500 - 4,999	(2750.0)	*	**	**	-	**	-	**	**	**	**	*	**	-	*	**
		*%	**	**	-%	**	-%	**	**	**	**	*%	**	-%	*%	**
5,000 - 49,999	(27500.0)	-	**	**	-	**	-	**	**	**	**	-	**	-	-	**
		-%	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
50,000 - 499,999	(275000.0)	-	**	**	-	**	-	**	**	**	**	-	**	-	-	**
		-%	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
500,000 - 4,999,999	(2750000.0)	-	**	**	-	**	-	**	**	**	**	-	**	-	-	**
		-%	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
5m +	(5500000.0)	-	**	**	-	**	-	**	**	**	**	-	**	-	-	**
		-%	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
Don't know		-	**	**	-	**	-	**	**	**	**	-	**	-	-	**
		-%	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
Net: 0-49	173	**	**	**	21	**	65	**	**	**	**	114	**	48	140	**
	98%	**	**	**	99%	**	100%	**	**	**	**	98%	**	100%	98%	**
50+	3	**	**	**	*	**	-	**	**	**	**	3	**	*	3	**
	2%	**	**	**	1%	**	-%	**	**	**	**	2%	**	*%	2%	**
Answered	175	**	**	**	21	**	65	**	**	**	**	117	**	48	143	**
Mean	15.41	**	**	**	15.66	**	12.52	**	**	**	**	16.81	**	12.68	16.04	**
										a						

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

TOTAL		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total		151	15	146	53	147	19	144	55	70	134	43	-
Weighted total		119	9	134	41	114	15	125	50	50	92	22	-
1-24 (12.5)		168	**	127	41	109	**	118	50	50	89	**	**
		96%	**	94%	99%	96%	**	94%	99%	100% c	97% c	**	**
25 - 49 (37.0)		5	**	5	*	2	**	5	*	*	*	**	**
		3%	**	4%	1%	2%	**	4%	1%	%	%	**	**
50 - 99 (75.0)		2	**	2	-	2	**	2	-	-	2	**	**
		1%	**	2%	-%	2%	**	2%	-%	-%	3%	**	**
100 - 249 (175.0)		*	**	-	*	*	**	-	*	-	*	**	**
		%	**	-%	%	%	**	-%	%	-%	%	**	**
250 - 499 (375.0)		*	**	*	-	-	**	*	-	-	-	**	**
		%	**	%	-%	-%	**	%	-%	-%	-%	**	**
500 - 4,999 (2750.0)		*	**	*	-	*	**	*	-	*	*	**	**
		%	**	%	-%	%	**	%	-%	%	%	**	**
5,000 - 49,999 (27500.0)		-	**	-	-	-	**	-	-	-	-	**	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
50,000 - 499,999 (275000.0)		-	**	-	-	-	**	-	-	-	-	**	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
500,000 - 4,999,999 (2750000.0)		-	**	-	-	-	**	-	-	-	-	**	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
5m + (5500000.0)		-	**	-	-	-	**	-	-	-	-	**	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
Don't know		-	**	-	-	-	**	-	-	-	-	**	**
		-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
Net: 0-49		173	**	132	41	112	**	123	50	50	89	**	**
		98%	**	98%	100%	98%	**	98%	100%	100% c	97% c	**	**
50+		3	**	3	*	3	**	3	*	*	3	**	**
		2%	**	2%	%	2%	**	2%	%	%	3%	**	**
Answered		175	**	134	41	114	**	125	50	50	92	**	**
Mean		15.41	**	16.19	12.88	15.93	**	16.46	12.81	16.02	16.18	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 17 (continuation)

Page 289

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
1-24	(12.5) 168	47	66	**	**	119	117	**	**	100	76	138	98	71	**
	96%	100%	93%	**	**	97%	94%	**	**	97%	94%	97%	97%	94%	**
		bc				c									
25 - 49	(37.0) 5	*	2	**	**	3	5	**	**	*	2	2	2	2	**
	3%	*%	3%	**	**	2%	4%	**	**	*%	3%	2%	2%	3%	**
50 - 99	(75.0) 2	-	2	**	**	*	2	**	**	2	2	2	*	2	**
	1%	-%	3%	**	**	*%	2%	**	**	2%	3%	2%	*%	3%	**
				ab				a							
100 - 249	(175.0) *	-	*	**	**	*	-	**	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	-%	**	**	*%	*%	*%	*%	*%	**
250 - 499	(375.0) *	-	-	**	**	*	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
500 - 4,999	(2750.0) *	*	*	**	**	-	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	-%	*%	**	**	*%	*%	*%	*%	*%	**
5,000 - 49,999	(27500.0) -	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0) -	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
500,000 - 4,999,999	(2750000.0) -	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0) -	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Net: 0-49	173	47	68	**	**	122	122	**	**	100	78	141	101	73	**
	98%	100%	96%	**	**	100%	98%	**	**	98%	97%	98%	100%	97%	**
		c	c			c									
50+	3	*	3	**	**	*	3	**	**	3	3	2	*	3	**
	2%	*%	4%	**	**	*%	2%	**	**	2%	3%	2%	*%	3%	**
				ab				a							
Answered	175	47	71	**	**	122	124	**	**	103	81	143	101	76	**
Mean	15.41	16.26	18.01	**	**	13.56	16.15	**	**	15.78	17.32	15.18	14.99	17.65	**
								a							

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

TOTAL		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total		135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
Weighted total		107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
1-24	(12.5)	168	105	55	79	**	106	73	**	**	**	**	156	138	158	155	165
		96%	98%	92%	97%	**	95%	93%	**	**	**	**	95%	95%	95%	97%	95%
		e	e	e	e												
25 - 49	(37.0)	5	2	2	2	**	5	3	**	**	**	**	5	5	5	3	5
		3%	2%	4%	3%	**	4%	3%	**	**	**	**	3%	3%	3%	2%	3%
50 - 99	(75.0)	2	*	2	*	**	*	2	**	**	**	**	2	2	2	2	2
		1%	*%	4%	*%	**	*%	3%	**	**	**	**	2%	2%	1%	2%	1%
			a			abcd											
100 - 249	(175.0)	*	*	-	*	**	-	*	**	**	**	**	*	*	*	*	*
		*%	*%	-%	*%	**	-%	*%	**	**	**	**	*%	*%	*%	*%	*%
250 - 499	(375.0)	*	-	-	-	**	-	-	**	**	**	**	*	*	*	*	*
		*%	-%	-%	-%	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
500 - 4,999	(2750.0)	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
		*%	*%	*%	*%	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
5,000 - 49,999	(27500.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: 0-49		173	107	57	81	**	111	75	**	**	**	**	161	143	163	158	170
		98%	100%	96%	100%	**	100%	97%	**	**	**	**	98%	98%	98%	98%	98%
		be	e	e	e												
50+		3	*	2	*	**	*	3	**	**	**	**	3	3	3	3	3
		2%	*%	4%	*%	**	*%	3%	**	**	**	**	2%	2%	2%	2%	2%
			a			abcd											
Answered		175	107	60	82	**	111	78	**	**	**	**	164	146	166	160	172
Mean		15.41	14.78	18.80	15.49	**	15.31	17.68	**	**	**	**	15.62	15.98	15.57	15.29	15.47

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

Ofcom; Business Postal Tracker April 2018

Table 17 (continuation)

Page 291

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	199	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
Weighted total	175	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
1-24	(12.5)	168	109	161	48	130	**	**	116	61	**	**	50	**	120	**
		96%	98%	95%	94%	96%	**	**	99% a	96%	**	**	99%	**	100% ac	**
25 - 49	(37.0)	5	2	5	3	5	**	**	*	3	**	**	*	**	*	**
		3%	2%	3%	5%	4%	**	**	%	4%	**	**	1%	**	%	**
50 - 99	(75.0)	2	-	2	*	*	**	**	*	-	**	**	-	**	*	**
		1%	-%	1%	%	%	**	**	%	-%	**	**	-%	**	%	**
100 - 249	(175.0)	*	*	*	-	*	**	**	*	*	**	**	*	**	-	**
		%	%	%	-%	%	**	**	%	%	**	**	%	**	-%	**
250 - 499	(375.0)	*	-	*	*	*	**	**	*	-	**	**	-	**	-	**
		%	-%	%	%	%	**	**	%	-%	**	**	-%	**	-%	**
500 - 4,999	(2750.0)	*	*	*	*	*	**	**	*	-	**	**	-	**	*	**
		%	%	%	%	%	**	**	%	-%	**	**	-%	**	%	**
5,000 - 49,999	(27500.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
5m +	(5500000.0)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
Don't know	-	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
		-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
Net: 0-49	173	111	167	51	**	135	**	**	116	63	**	**	50	**	120	**
	98%	100%	98%	100%	**	100%	**	**	100% a	100%	**	**	100%	**	100% a	**
50+	3	*	3	*	**	*	**	**	*	*	**	**	*	**	*	**
	2%	%	2%	%	**	%	**	**	%	%	**	**	%	**	%	**
Answered	175	111	169	51	**	135	**	b	116	63	**	**	50	**	120	**
Mean	15.41	14.69	15.52	18.21	**	15.24	**	**	14.66	13.61	**	**	12.81	**	14.08	**

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
			Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%			a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total		199	39	16	143	105	94	164	22	177	91	126	57	111	66
Weighted total		175	48	17	110	97	78	129	6	151	74	108	46	97	53
1-24	(12.5)	168	**	**	110	94	73	124	**	146	68	107	42	97	49
		96%	**	**	100% a	97%	94%	96%	**	97%	93%	100% bd	90%	100% bd	91%
25 - 49	(37.0)	5	**	**	*	3	2	2	**	2	5	*	2	*	2
		3%	**	**	*%	3%	3%	2%	**	2%	7%	*%	5%	*%	4%
			C								ac		ac		ac
50 - 99	(75.0)	2	**	**	*	-	2	2	**	2		-	2	-	2
		1%	**	**	*%	-%	3%	2%	**	2%	-%	-%	5%	-%	4%
			C										ac		ac
100 - 249	(175.0)	*	**	**	*	-	*	*	**	*	-	*	-	-	*
		*%	**	**	*%	-%	*%	*%	**	*%	-%	*%	-%	-%	*%
250 - 499	(375.0)	*	**	**	*	*	-	-	**	*	*	-	-	-	-
		*%	**	**	*%	*%	-%	-%	**	*%	*%	-%	-%	-%	-%
500 - 4,999	(2750.0)	*	**	**	*	*	-	*	**	*	-	-	-	-	*
		*%	**	**	*%	*%	-%	*%	**	*%	-%	-%	*%	-%	*%
5,000 - 49,999	(27500.0)	-	**	**	-	-	-	-	**	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	**	**	-	-	-	-	**	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	**	**	-	-	-	-	**	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	**	**	-	-	-	-	**	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know		-	**	**	-	-	-	-	**	-	-	-	-	-	-
		-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Net: 0-49		173	**	**	110	97	75	126	**	148	73	108	44	97	51
		98%	**	**	100% a	100%	97%	98%	**	98%	100%	100% bd	95%	100% bd	96%
50+		3	**	**	*	*	3	3	**	3	*	*	2	-	2
		2%	**	**	*%	*%	3%	2%	**	2%	*%	*%	5%	-%	4%
			C										ac		ac
Answered		175	**	**	110	97	78	129	**	151	74	108	46	97	53
Mean		15.41	**	**	14.74	15.49	15.32	15.56	**	15.37	14.82	12.60	20.54	12.51	19.61

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

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All where parcels and packets are sent (QV6a=3)

		Effect of postage prices				Month
TOTAL		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	*c	d	
Unweighted total		199	49	86	16	38
Weighted total		175	36	76	10	42
1-24	(12.5)	168	**	73	**	**
		96%	**	96%	**	**
			a		a	
25 - 49	(37.0)	5	**	3	**	**
		3%	**	4%	**	**
50 - 99	(75.0)	2	**	*	**	**
		1%	**	*%	**	**
			b			
100 - 249	(175.0)	*	**	-	**	**
		*%	**	-%	**	**
250 - 499	(375.0)	*	**	-	**	**
		*%	**	-%	**	**
500 - 4,999	(2750.0)	*	**	-	**	**
		*%	**	-%	**	**
5,000 - 49,999	(27500.0)	-	**	-	**	**
		-%	**	-%	**	**
50,000 - 499,999	(275000.0)	-	**	-	**	**
		-%	**	-%	**	**
500,000 - 4,999,999	(2750000.0)	-	**	-	**	**
		-%	**	-%	**	**
5m +	(5500000.0)	-	**	-	**	**
		-%	**	-%	**	**
Don't know		-	**	-	**	**
		-%	**	-%	**	**
Net: 0-49		173	**	76	**	**
		98%	**	100%	**	**
			a			
50+		3	**	*	**	**
		2%	**	*%	**	**
			b			
Answered		175	**	76	**	**
Mean		15.41	**	13.41	**	**
						15.41

Columns Tested: a,b,c,d

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
199	90	54	39	16	109	42	25	12	8	22
175	167	5	3	1	9	70	36	9	2	4
65	63	1	**	**	2	**	**	**	**	**
37%	38%	18%	**	**	21%	**	**	**	**	**
	bce									
37	35	1	**	**	2	**	**	**	**	**
21%	21%	27%	**	**	22%	**	**	**	**	**
41	39	1	**	**	2	**	**	**	**	**
23%	23%	19%	**	**	24%	**	**	**	**	**
28	26	2	**	**	3	**	**	**	**	**
16%	15%	34%	**	**	32%	**	**	**	**	**
		a	a	a	a					
2	2	*	**	**	*	**	**	**	**	**
1%	1%	1%	**	**	1%	**	**	**	**	**
3	3	-	**	**	-	**	**	**	**	**
1%	2%	-%	**	**	-%	**	**	**	**	**
-	-	-	**	**	-	**	**	**	**	**
-%	-%	-%	**	**	-%	**	**	**	**	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	4	12	27	7	14	30	17	14	9	134	29	18	18
Weighted total	175	6	21	14	9	21	32	17	19	12	151	12	7	5
Less than once a week	65 37%	**	**	**	**	**	**	**	**	**	51 34%	**	**	**
							j							
Once a week	37 21%	**	**	**	**	**	**	**	**	**	33 22%	**	**	**
More than once a week but not every day	41 23%	**	**	**	**	**	**	**	**	**	37 25%	**	**	**
							f							
Once a day	28 16%	**	**	**	**	**	**	**	**	**	27 18%	**	**	**
Twice a day	2 1%	**	**	**	**	**	**	**	**	**	* %	**	**	**
More than twice a day	3 1%	**	**	**	**	**	**	**	**	**	3 2%	**	**	**
Don't know	- -%	**	**	**	**	**	**	**	**	**	- -%	**	**	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	175	19	13	14	7	14	28	18	18	21	151	12	7	5
Less than once a week	65	**	**	**	**	**	**	**	**	**	51	**	**	**
	37%	**	**	**	**	**	**	**	**	**	34%	**	**	**
Once a week	37	**	**	**	**	**	**	**	**	**	33	**	**	**
	21%	**	**	**	**	**	**	**	**	**	21%	**	**	**
More than once a week but not every day	41	**	**	**	**	**	**	**	**	**	37	**	**	**
	23%	**	**	**	**	**	**	**	**	**	24%	**	**	**
Once a day	28	**	**	**	**	**	**	**	**	**	27	**	**	**
	16%	**	**	**	**	**	**	**	**	**	18%	**	**	**
Twice a day	2	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
More than twice a day	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 18 (continuation)

Page 297

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

 More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
199	*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total	*	24	1	21	68	1	5	56	129	46	149	27	165	11
Less than once a week	65	**	**	**	22	**	**	28	49	16	57	**	61	**
37%	**	**	**	**	32%	**	**	50%	38%	35%	38%	**	37%	**
								be						
Once a week	37	**	**	**	20	**	**	11	23	14	27	**	34	**
21%	**	**	**	**	29%	**	**	19%	18%	30%	18%	**	21%	**
											a			
More than once a week but not every day	41	**	**	**	16	**	**	6	33	8	38	**	36	**
23%	**	**	**	**	23%	**	**	11%	26%	17%	25%	**	22%	**
		h												
Once a day	28	**	**	**	8	**	**	10	25	4	23	**	28	**
16%	**	**	**	**	12%	**	**	19%	19%	8%	16%	**	17%	**
		e												
Twice a day	2	**	**	**	-	**	**	1	*	2	2	**	2	**
1%	**	**	**	**	-%	**	**	2%	*%	4%	1%	**	1%	**
										a				
More than twice a day	3	**	**	**	3	**	**	-	-	3	3	**	3	**
1%	**	**	**	**	4%	**	**	-%	-%	6%	2%	**	2%	**
										a				
Don't know	-	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	199	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	175	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
Less than once a week	65	38	**	18	58	7	**	**	**	**	**	**	65	**	**	33	7
	37%	51%	**	24%	48%	17%	**	**	**	**	**	**	40%	**	**	36%	13%
		c			b								b			c	
Once a week	37	23	**	8	33	4	**	**	**	**	**	**	37	**	**	30	4
	21%	31%	**	11%	27%	10%	**	**	**	**	**	**	23%	**	**	32%	7%
		c			b								b			c	
More than once a week but not every day	41	12	**	21	29	12	**	**	**	**	**	**	41	**	**	28	12
	23%	17%	**	27%	24%	29%	**	**	**	**	**	**	25%	**	**	31%	22%
			a														
Once a day	28	1	**	25	*	18	**	**	**	**	**	**	18	**	**	*	28
	16%	1%	**	33%	*%	45%	**	**	**	**	**	**	11%	**	**	*%	52%
			a	ab		al							a			b	
Twice a day	2	-	**	2	1	-	**	**	**	**	**	**	1	**	**	1	1
	1%	-%	**	2%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	2%
More than twice a day	3	-	**	3	-	-	**	**	**	**	**	**	-	**	**	-	3
	1%	-%	**	3%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	5%
																b	
Don't know	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
199	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
175	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
65	46	37	53	65	8	44	50	**	**	**	**	**	**	65	**	**	**	**	**	**	**
37%	42%	41%	41%	37%	26%	36%	43%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**
	e	e	e																		
37	22	15	28	37	1	16	27	**	**	**	**	**	**	36	**	**	**	**	**	**	**
21%	20%	17%	22%	21%	3%	13%	24%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
	e	e	ef	e		e															
41	26	24	28	41	10	34	28	**	**	**	**	**	**	41	**	**	**	**	**	**	**
23%	23%	26%	22%	23%	31%	28%	24%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
28	15	12	17	28	12	24	9	**	**	**	**	**	**	24	**	**	**	**	**	**	**
16%	14%	13%	13%	16%	37%	19%	8%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
				abcdf																	
2	2	2	2	2	1	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	2%	2%	1%	1%	3%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
3	-	-	-	3	-	3	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
1%	-%	-%	-%	1%	-%	2%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 18 (continuation)

Page 300

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	199	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
Weighted total	175	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
Less than once a week	65 37%	** bd	**	**	3 16%	**	65 bcd	**	**	**	**	25 21%	**	32 68% a	53 37%	**
Once a week	37 21%	**	**	**	2 9%	**	- %	**	**	**	**	24 20%	**	12 25%	29 21%	**
			cd					acd								
More than once a week but not every day	41 23%	**	**	**	9 42%	**	- %	**	**	**	**	36 31%	**	3 7%	34 24%	**
			a	ab	ab			abd				c				
Once a day	28 16%	** bc	**	**	7 32%	**	- %	**	**	**	**	28 24% c	**	1 1%	22 15%	**
Twice a day	2 1%	**	**	**	*	**	- %	**	**	**	**	2 2%	**	- %	2 1%	**
More than twice a day	3 1%	**	**	**	-%	**	- %	**	**	**	**	3 2%	**	- %	3 2%	**
Don't know	- -%	**	**	**	- -%	**	- %	**	**	**	**	- -%	**	- -%	- -%	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?**Base: All where parcels and packets are sent (QV6a=3)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	199	151	146	53	147	19	144	55	70	134	43	-
Weighted total	175	119	134	41	114	15	125	50	50	92	22	-
Less than once a week	65	51	48	17	49	**	51	13	23	36	**	**
	37%	43%	36%	41%	43%	**	41%	27%	45%	39%	**	**
Once a week	37	23	26	10	23	**	24	12	11	21	**	**
	21%	19%	20%	25%	20%	**	19%	25%	21%	22%	**	**
More than once a week but not every day	41	26	34	7	26	**	26	15	10	20	**	**
	23%	22%	25%	17%	23%	**	21%	29%	19%	21%	**	**
Once a day	28	17	22	7	15	**	19	10	5	15	**	**
	16%	14%	16%	17%	13%	**	15%	19%	10%	16%	**	**
Twice a day	2	2	2	*	2	**	2	*	2	1	**	**
	1%	2%	1%	*%	2%	**	1%	*%	4%	1%	**	**
More than twice a day	3	-	3	-	-	**	3	-	-	-	**	**
	1%	-%	2%	-%	-%	**	2%	-%	-%	-%	**	**
Don't know	-	-	-	-	-	**	-	-	-	-	**	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
Less than once a week	65 37%	21 44%	29 41%	**	**	48 40% c	37 30%	**	**	44 43%	34 43%	56 39%	47 47%	30 40%	**
Once a week	37 21%	9 20%	14 20%	**	**	25 20%	30 24%	**	**	19 18%	12 14%	27 19%	20 20%	13 17%	**
More than once a week but not every day	41 23%	15 31% c	15 21%	**	**	24 20%	32 26%	**	**	23 23%	21 26%	36 25%	18 18%	20 27%	**
Once a day	28 16%	1 1%	12 17% a	**	**	20 17%	21 17%	**	**	15 15%	12 15%	23 16%	15 15%	11 15%	**
Twice a day	2 1%	2 4%	1 1%	**	**	2 1%	1 1%	**	**	2 2%	2 2%	1 1%	1 1%	1 1%	**
More than twice a day	3 1%	- -%	- -%	**	**	3 2%	3 2%	**	**	- -%	- -%	- -%	- -%	- -%	**
Don't know	- -%	- -%	- -%	**	**	- -%	- -%	**	**	- -%	- -%	- -%	- -%	- -%	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
		107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
Less than once a week	65	38	20	34	**	**	42	27	**	**	**	**	63	51	63	56	65
	37%	36% d	34% d	41% d	**	**	38%	35%	**	**	**	**	38%	35%	38%	35%	38%
Once a week	37	24	11	16	**	**	22	13	**	**	**	**	34	33	36	37	36
	21%	22%	19%	20%	**	**	20%	17%	**	**	**	**	21%	23%	21%	23%	21%
					e												
More than once a week but not every day	41	27	17	19	**	**	24	23	**	**	**	**	36	34	36	39	41
	23%	25%	29%	24%	**	**	22%	29%	**	**	**	**	22%	23%	22%	24%	24%
Once a day	28	17	11	10	**	**	19	11	**	**	**	**	26	23	26	27	26
	16%	16%	18%	13%	**	**	17%	15%	**	**	**	**	16%	16%	16%	17%	15%
						abc											
Twice a day	2	1	*	2	**	**	1	1	**	**	**	**	2	2	2	2	2
	1%	1%	%	2%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
					abc												
More than twice a day	3	-	-	-	**	**	3	3	**	**	**	**	3	3	3	-	3
	1%	-%	-%	-%	**	**	2%	3%	**	**	**	**	2%	2%	2%	-%	2%
Don't know	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

QV2b.1 On average, how often does your organisation send parcels and packets?**Base: All where parcels and packets are sent (QV6a=3)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
Weighted total	175	111	169	-	135	8	41	116	63	*	19	50	31	120	24
Less than once a week	65	45	64	12	56	**	**	49	17	**	**	15	**	51	**
	37%	41%	38%	24%	41%	**	**	42%	27%	**	**	30%	**	43%	**
	c	c											a		
Once a week	37	25	34	14	27	**	**	23	12	**	**	12	**	27	**
	21%	23%	20%	27%	20%	**	**	19%	19%	**	**	23%	**	22%	**
More than once a week but not every day	41	26	39	16	33	**	**	33	20	**	**	17	**	29	**
	23%	24%	23%	31%	24%	**	**	28%	31%	**	**	35%	**	24%	**
Once a day	28	13	28	5	15	**	**	10	13	**	**	5	**	12	**
	16%	11%	17%	10%	11%	**	**	8%	21%	**	**	10%	**	10%	**
							b						b		
Twice a day	2	2	2	2	2	**	**	2	1	**	**	1	**	1	**
	1%	2%	1%	3%	1%	**	**	2%	1%	**	**	2%	**	1%	**
More than twice a day	3	-	3	3	3	**	**	-	-	**	**	-	**	-	**
	1%	-%	2%	5%	2%	**	**	-%	-%	**	**	-%	**	-%	**
			a				b								b
Don't know	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	199	39	16	143	105	94	164	22	177	91	126	57	111	66
Weighted total	175	48	17	110	97	78	129	6	151	74	108	46	97	53
Less than once a week	65	**	**	49	42	23	53	**	55	21	40	13	42	14
	37%	**	**	44%	43%	29%	41%	**	36%	28%	37%	27%	44%	25%
					b		d						bd	
Once a week	37	**	**	27	19	18	28	**	27	13	24	12	21	16
	21%	**	**	25%	19%	23%	22%	**	18%	18%	22%	26%	21%	31%
More than once a week but not every day	41	**	**	28	22	19	28	**	41	16	28	11	23	13
	23%	**	**	25%	22%	25%	22%	**	27%	21%	26%	24%	23%	24%
Once a day	28	**	**	4	10	18	17	**	26	20	14	10	9	11
	16%	**	**	4%	11%	23%	14%	**	17%	27%	13%	22%	10%	20%
		c			a				a			c		
Twice a day	2	**	**	2	2	-	2	**	2	1	2	*	2	*
	1%	**	**	2%	2%	-%	1%	**	1%	1%	2%	*%	2%	*%
More than twice a day	3	**	**	-	3	-	-	**	-	3	-	-	-	-
	1%	**	**	-%	3%	-%	-%	**	-%	4%	-%	-%	-%	-%
		c							ac					
Don't know	-	**	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

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

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Less than once a week

Once a week

More than once a week
but not every day

Once a day

Twice a day

More than twice a day

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
65	**	34	**	**	65
37%	**	45%	**	**	37%
37	**	14	**	**	37
21%	**	19%	**	**	21%
41	**	15	**	**	41
23%	**	20%	**	**	23%
28	**	8	**	**	28
16%	**	11%	**	**	16%
2	**	1	**	**	2
1%	**	1%	**	**	1%
3	**	3	**	**	3
1%	**	3%	**	**	1%
-	**	-	**	**	-
-%	**	-%	**	**	-%

Columns Tested: a,b,c,d

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
199	90	54	39	16	109	42	25	12	8	22
175	167	5	3	1	9	70	36	9	2	4
117	112	3	**	**	4	**	**	**	**	**
66%	67%	61%	**	**	48%	**	**	**	**	**
ce										
11	10	*	**	**	1	**	**	**	**	**
6%	6%	4%	**	**	6%	**	**	**	**	**
48	44	1	**	**	4	**	**	**	**	**
27%	26%	32%	**	**	44%	**	**	**	**	**
a										
*	-	*	**	**	*	**	**	**	**	**
*%	-%	3%	**	**	2%	**	**	**	**	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
199 175 117 66%	*a 4 6	*b 12 21	*c 27 14	*d 7 9	*e 14 21	f 30 32	*g 17 17	*h 14 19	*i 9 12	j 134 151	*k 29 12	*l 18 7	*m 18 5
	**	**	**	**	**	**	**	**	**	102	**	**	**
										67% f			
11 6%	**	**	**	**	**	**	**	**	**	10	**	**	**
	**	**	**	**	**	**	**	**	**	6%	**	**	**
48 27%	**	**	**	**	**	**	**	**	**	39	**	**	**
	**	**	**	**	**	j	**	**	**	26%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
199	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
	13	8	24	5	8	27	18	15	16	134	29	18	18
175	19	13	14	7	14	28	18	18	21	151	12	7	5
117	**	**	**	**	**	**	**	**	**	102	**	**	**
66%	**	**	**	**	**	**	**	**	**	68%	**	**	**
11	**	**	**	**	**	**	**	**	**	10	**	**	**
	**	**	**	**	**	**	**	**	**	6%	**	**	**
48	**	**	**	**	**	**	**	**	**	39	**	**	**
	**	**	**	**	**	**	**	**	**	26%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
199	*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
175	2	31	4	18	64	9	7	64	136	63	166	33	193	6
	*	24	1	21	68	1	5	56	129	46	149	27	165	11
117	**	**	**	**	50	**	**	30	83	34	98	**	110	**
66%	**	**	**	**	74% h	**	**	54%	64%	73%	66%	**	67%	**
		h												
11	**	**	**	**	3	**	**	7	10	*	9	**	11	**
6%	**	**	**	**	5%	**	**	13% b	8% b	1%	6%	**	7%	**
48	**	**	**	**	15	**	**	19	36	12	42	**	44	**
27%	**	**	**	**	22%	**	**	33% b	27%	27%	28%	**	27%	**
*	**	**	**	**	-	**	**	-	*	-	*	**	*	**
*%	**	**	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
199	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
175	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
117	34	**	65	65	37	**	**	**	**	**	**	103	**	**	57	51
66%	45%	**	85%	54%	92%	**	**	**	**	**	**	64%	**	**	61%	94%
		a	a		a											b
11	8	**	2	10	1	**	**	**	**	**	**	11	**	**	5	1
6%	11%	**	3%	8%	1%	**	**	**	**	**	**	7%	**	**	5%	1%
	c			b												
48	32	**	9	45	3	**	**	**	**	**	**	48	**	**	31	3
27%	43%	**	12%	37%	6%	**	**	**	**	**	**	30%	**	**	34%	5%
	c			b								b			c	
*	*	**	-	*	-	**	**	**	**	**	**	*	**	**	-	-
*%	*%	**	-%	*%	-%	**	**	**	**	**	**	*%	**	**	-%	-%

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
199	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
175	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
117	72	56	83	117	26	92	73	**	**	**	**	**	**	109	**	**	**	**	**	**	**
66%	65%	62%	64%	66%	81%	76%	63%	**	**	**	**	**	**	65%	**	**	**	**	**	**	**
				abcd	abc																
11	9	4	9	11	*	1	9	**	**	**	**	**	**	11	**	**	**	**	**	**	**
6%	8%	4%	7%	6%	1%	*%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
	ef	f	f	f																	
48	30	31	37	48	6	29	35	**	**	**	**	**	**	48	**	**	**	**	**	**	**
27%	27%	34%	29%	27%	18%	24%	30%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
	e																				
*	-	-	-	*	-	-	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	-%	-%	-%	*%	-%	-%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
199	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
175	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
117	**	**	**	15	**	25	**	**	**	**	117	**	-	97	**
66%	**	**	**	72%	**	39%	**	**	**	**	100%	**	-%	68%	**
			a				a	ab	ab		c				
11	**	**	**	*	**	7	**	**	**	**	-	**	-	8	**
6%	**	**	**	2%	**	11%	**	**	**	**	-%	**	-%	5%	**
	cd					d									
48	**	**	**	6	**	32	**	**	**	**	-	**	48	38	**
27%	**	**	**	26%	**	50%	**	**	**	**	-%	**	100%	27%	**
						cd	cd						a		
*	**	**	**	-	**	*	**	**	**	**	-	**	-	*	**
*%	**	**	**	-%	**	*%	**	**	**	**	-%	**	-%	*%	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	*b	a	b	a	b	c	*d
199	151	15	146	53	147	19	144	55	70	134	43	-
175	119	9	134	41	114	15	125	50	50	92	22	-
117	79	**	94	23	76	**	83	33	32	59	**	**
66%	66%	**	70%	56%	67%	**	67%	66%	63%	64%	**	**
11	8	**	5	6	8	**	7	3	6	6	**	**
6%	6%	**	4%	14% a	7%	**	6%	6%	13%	7%	**	**
48	33	**	36	12	31	**	34	14	12	27	**	**
27%	28%	**	26%	30%	27%	**	27%	27%	25%	29%	**	**
*	-	**	*	-	-	**	*	-	-	-	**	**
*%	-%	**	*%	-%	-%	**	*%	-%	-%	-%	**	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
117	27	43	**	**	80	87	**	**	65	51	96	63	55	**
66%	58%	61%	**	**	66%	70%	**	**	64%	64%	67%	62%	72%	**
11	4	1	**	**	11	6	**	**	8	3	7	8	5	**
6%	8%	2%	**	**	9%	5%	**	**	7%	4%	5%	8%	6%	**
48	16	26	**	**	31	31	**	**	30	26	40	30	16	**
27%	35%	37%	**	**	25%	25%	**	**	29%	33%	28%	30%	22%	**
*	-	-	**	**	*	*	**	**	-	-	*	-	-	**
*%	-%	-%	**	**	*%	*%	**	**	-%	-%	*%	-%	-%	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
199	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
175	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
117	77	42	56	**	**	76	58	**	**	**	**	109	99	109	109	113
66%	72%	71%	69%	**	**	68%	74%	**	**	**	**	67%	68%	66%	68%	66%
11	1	4	6	**	**	7	7	**	**	**	**	11	8	11	11	11
6%	1%	6% a	7% a	**	** a	6%	9%	**	**	**	**	6%	6%	6%	7%	6%
48	29	14	20	**	**	28	13	**	**	**	**	44	39	46	41	48
27%	27%	23%	24%	e	**	25%	17%	**	**	**	**	27%	27%	28%	25%	28%
*	*	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
*%	*%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
199	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
175	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
117	70	111	32	**	87	**	**	74	45	**	**	32	**	74	**
66%	63%	66%	62%	**	64%	**	**	63%	72%	**	**	63%	bc	61%	**
11	9	11	3	**	10	**	**	7	6	**	**	6	**	7	**
6%	8%	6%	6%	**	7%	**	**	6%	9%	**	**	11%	**	6%	a
48	32	47	16	**	38	**	**	35	12	**	**	13	**	40	**
27%	29%	28%	31%	**	28%	**	**	30%	19%	**	**	25%	**	33%	**
*	-	*	-	**	*	**	**	*	-	**	**	-	**	*	**
***	-%	***	-%	**	***	**	**	***	-%	**	**	-%	**	***	**

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	*b	c	d	a	b	c	d
199	39	16	143	105	94	164	22	177	91	126	57	111	66
175	48	17	110	97	78	129	6	151	74	108	46	97	53
Yes	**	**	59	56	60	83	**	106	54	76	36	61	43
66%	**	**	54%	58%	78% a	64%	**	70%	73%	71%	78%	63%	80% c
	c												
No - we do despatch products to customers but not using parcel /packet post	**	**	7	8	3	9	**	6	*	4	1	5	1
	**	**	6%	8%	4%	7% d	**	4%	*%	4%	2%	5%	2%
No - we don't despatch products to our customers	**	**	44	33	15	37	**	39	20	28	9	31	10
	**	**	40% a	34% b	19%	29%	**	26%	27%	26%	20%	32% d	18%
Don't know	*	**	*	*	-	-	**	*	-	*	-	-	-
	*%	**	*%	*%	-%	-%	**	*%	-%	*%	-%	-%	-%

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

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
117	**	45	**	**	117
66%	**	60%	**	**	66%
11	**	6	**	**	11
6%	**	8%	**	**	6%
48	**	25	**	**	48
27%	**	33%	**	**	27%
*	**	-	**	**	*
*%	**	-%	**	**	*%

Columns Tested: a,b,c,d

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN
Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't remember

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	*a	*b	*c	*d	*e
110	59	32	18	1	51	24	21	6	8	12
117	112	3	1	*	4	45	33	4	2	1
0-24%	15	14	**	**	**	1	**	**	**	**
13%	13%	**	**	**	13%	**	**	**	**	**
25-49%	3	3	**	**	*	**	**	**	**	**
2%	2%	**	**	**	7%	**	**	**	**	**
50-74%	6	6	**	**	*	**	**	**	**	**
5%	5%	**	**	**	11%	**	**	**	**	**
75-100%	91	88	**	**	3	**	**	**	**	**
78%	78%	**	**	**	68%	**	**	**	**	**
Don't know/can't remember	2	2	**	**	-	**	**	**	**	**
2%	2%	**	**	**	-%	**	**	**	**	**
Answered	114	110	**	**	4	**	**	**	**	**
Mean	82.28	82.55	**	**	75.38	**	**	**	**	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't remember

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
110	4	10	12	3	8	12	11	10	4	74	15	13	8
117	6	19	9	7	16	13	11	14	9	102	6	6	3
15	**	**	**	**	**	**	**	**	**	14	**	**	**
13%	**	**	**	**	**	**	**	**	**	13%	**	**	**
3	**	**	**	**	**	**	**	**	**	3	**	**	**
2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
6	**	**	**	**	**	**	**	**	**	5	**	**	**
5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
91	**	**	**	**	**	**	**	**	**	78	**	**	**
78%	**	**	**	**	**	**	**	**	**	77%	**	**	**
2	**	**	**	**	**	**	**	**	**	2	**	**	**
2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
114	**	**	**	**	**	**	**	**	**	99	**	**	**
82.28	**	**	**	**	**	**	**	**	**	81.49	**	**	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't remember

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
110	10	7	9	3	5	12	12	10	7	75	15	12	8
117	15	11	7	7	9	13	13	12	16	102	6	6	3
15	**	**	**	**	**	**	**	**	**	14	**	**	**
13%	**	**	**	**	**	**	**	**	**	13%	**	**	**
3	**	**	**	**	**	**	**	**	**	3	**	**	**
2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
6	**	**	**	**	**	**	**	**	**	5	**	**	**
5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
91	**	**	**	**	**	**	**	**	**	79	**	**	**
78%	**	**	**	**	**	**	**	**	**	77%	**	**	**
2	**	**	**	**	**	**	**	**	**	2	**	**	**
2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
114	**	**	**	**	**	**	**	**	**	100	**	**	**
82.28	**	**	**	**	**	**	**	**	**	81.60	**	**	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't
remember

Answered
Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
110	*a 1	*b 23	*c 3	*d 11	e 44	*f 2	*g 1	*h 25	a 73	b 37	a 92	*b 18	a 107	*b 3
117	*	21	*	13	50	*	2	30	83	34	98	19	110	7
15	**	**	**	**	**	**	**	**	9	**	14	**	13	**
13%	**	**	**	**	**	**	**	**	11%	**	14%	**	12%	**
3	**	**	**	**	**	**	**	**	*	**	3	**	3	**
2%	**	**	**	**	**	**	**	**	*%	**	3%	**	3%	**
										a				
6	**	**	**	**	**	**	**	**	1	**	6	**	6	**
5%	**	**	**	**	**	**	**	**	1%	**	6%	**	5%	**
										a				
91	**	**	**	**	**	**	**	**	70	**	75	**	88	**
78%	**	**	**	**	**	**	**	**	84%	**	77%	**	80%	**
									b					
2	**	**	**	**	**	**	**	**	2	**	-	**	-	**
2%	**	**	**	**	**	**	**	**	3%	**	-%	**	-%	**
	**	**	**	**	**	**	**	**	81	**	98	**	110	**
114	**	**	**	**	**	**	**	**	87.29	**	80.70	**	83.15	**
82.28									b					

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	110	34	17	59	45	44	18	2	1	-	-	-	89	21	5	40	65
Weighted total	117	34	18	65	65	37	14	*	*	-	-	-	103	14	9	57	51
0-24%	15	**	**	3	**	**	**	**	**	**	**	**	15	**	**	**	*
	13%	**	**	5%	**	**	**	**	**	**	**	**	14%	**	**	**	1%
		c			b								b			c	
25-49%	3	**	**	3	**	**	**	**	**	**	**	**	3	**	**	**	*
	2%	**	**	4%	**	**	**	**	**	**	**	**	3%	**	**	**	1%
50-74%	6	**	**	3	**	**	**	**	**	**	**	**	6	**	**	**	*
	5%	**	**	4%	**	**	**	**	**	**	**	**	6%	**	**	**	1%
75-100%	91	**	**	54	**	**	**	**	**	**	**	**	77	**	**	**	48
	78%	**	**	83%	**	**	**	**	**	**	**	**	75%	**	**	**	94%
					aI												b
Don't know/can't remember	2	**	**	2	**	**	**	**	**	**	**	**	2	**	**	**	2
	2%	**	**	3%	**	**	**	**	**	**	**	**	2%	**	**	**	4%
Answered	114	**	**	63	**	**	**	**	**	**	**	**	100	**	**	**	49
Mean	82.28	**	**	87.65	**	**	**	**	**	**	**	**	80.10	**	**	**	96.01
				a	aI												b

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't
remember

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
110	81	69	87	110	44	98	66	13	4	1	3	-	-	98	7	3	-	1	1	-	2
117	72	56	83	117	26	92	73	5	2	*	3	-	-	109	5	2	-	*	*	-	*
0-24%	15	6	15	15	**	14	15	**	**	**	**	**	**	15	**	**	**	**	**	**	**
13%	21%	11%	18%	13%	**	15%	20%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
3	3	3	3	3	**	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
2%	4%	5%	3%	2%		3%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				d																	
50-74%	6	5	5	6	**	6	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
5%	4%	9%	6%	5%	**	7%	7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
75-100%	91	42	60	91	**	69	51	**	**	**	**	**	**	83	**	**	**	**	**	**	**
78%	71%	75%	73%	78%	**	75%	69%	**	**	**	**	**	**	76%	**	**	**	**	**	**	**
Don't know/can't remember	2	-	-	2	**	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
2%	-%	-%	-%	2%	**	-%	-%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Answered	114	56	83	114	**	92	73	**	**	**	**	**	**	107	**	**	**	**	**	**	**
Mean	82.28	74.44	78.39	76.38	82.28	79.59	74.21	**	**	**	**	**	**	81.08	**	**	**	**	**	**	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	110	*a	*b	*c	*d	*e	*a	*b	c	d	*e	a	*b	*c	a	*b
Weighted total	117	12	18	28	28	1	22	20	34	30	4	110	-	-	88	22
0-24%	15	23	24	20	15	1	25	24	36	28	4	117	-	-	97	20
	15	**	**	**	**	**	**	**	**	**	**	15	**	**	15	**
	13%	**	**	**	**	**	**	**		**	**	13%	**	**	15%	**
									d							
25-49%	3	**	**	**	**	**	**	**	**	**	**	3	**	**	3	**
	2%	**	**	**	**	**	**	**	**	**	**	2%	**	**	3%	**
50-74%	6	**	**	**	**	**	**	**	**	**	**	6	**	**	6	**
	5%	**	**	**	**	**	**	**	**	**	**	5%	**	**	6%	**
75-100%	91	**	**	**	**	**	**	**	**	**	**	91	**	**	71	**
	78%	**	**	**	**	**	**	**	**	**	**	78%	**	**	73%	**
										c						
Don't know/can't remember	2	**	**	**	**	**	**	**	**	**	**	2	**	**	2	**
	2%	**	**	**	**	**	**	**	**	**	**	2%	**	**	2%	**
Answered	114	**	**	**	**	**	**	**	**	**	**	114	**	**	95	**
Mean	82.28	**	**	**	**	**	**	**	**	**	**	82.28	**	**	78.90	**
										c						

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	110	79	8	80	30	78	9	76	34	39	69	23	-
Weighted total	117	79	4	94	23	76	7	83	33	32	59	13	-
0-24%	15	15	**	13	**	15	**	13	**	**	13	**	**
	13%	19%	**	14%	**	20%	**	15%	**	**	21%	**	**
25-49%	3	3	**	3	**	3	**	*	**	**	*	**	**
	2%	4%	**	3%	**	4%	**	1%	**	**	1%	**	**
								a	a	b			
50-74%	6	5	**	6	**	5	**	6	**	**	3	**	**
	5%	6%	**	6%	**	6%	**	7%	**	**	5%	**	**
75-100%	91	56	**	70	**	53	**	62	**	**	43	**	**
	78%	71%	**	75%	**	70%	**	75%	**	**	73%	**	**
Don't know/can't remember	2	-	**	2	**	-	**	2	**	**	-	**	**
	2%	-%	**	2%	**	-%	**	3%	**	**	-%	**	**
Answered	114	79	**	91	**	76	**	81	**	**	59	**	**
Mean	62.28	75.23	**	80.24	**	74.29	**	79.99	**	**	76.40	**	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	110	34	57	17	-	76	77	32	-	72	62	85	70	60	3
Weighted total	117	27	43	7	-	80	87	24	-	65	51	96	63	55	1
0-24%	15	**	4	**	**	10	11	**	**	15	6	10	13	15	**
	13%	**	8%	**	**	13%	13%	**	**	23%	12%	11%	20%	27%	**
						c	c			c					
25-49%	3	**	*	**	**	3	*	**	**	3	*	3	*	*	**
	2%	**	1%	**	**	3%	*%	**	**	4%	1%	3%	*%	1%	**
		b													
50-74%	6	**	5	**	**	*	6	**	**	3	5	6	2	5	**
	5%	**	11%	**	**	1%	6%	**	**	4%	10%	6%	4%	9%	**
75-100%	91	**	34	**	**	67	67	**	**	45	40	75	47	35	**
	78%	**	80%	**	**	83%	78%	**	**	69%	78%	78%	76%	64%	**
								ab							
Don't know/can't remember	2	**	-	**	**	-	2	**	**	-	-	2	-	-	**
	2%	**	-%	**	**	-%	3%	**	**	-%	-%	2%	-%	-%	**
Answered	114	**	43	**	**	80	85	**	**	65	51	94	63	55	**
Mean	82.28	**	82.70	**	**	83.82	83.17	**	**	72.01	80.18	83.26	77.42	70.45	**
								ab				a			

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

Ofcom; Business Postal Tracker April 2018

Table 20 (continuation)

Page 329

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	110	75	46	54	22	75	62	4	4	4	1	105	98	105	104	107
Weighted total	117	77	42	56	9	76	58	4	2	10	3	109	99	109	109	113
0-24%	15	10	**	10	**	10	15	**	**	**	**	15	15	15	15	15
	13%	13%	**	18%	**	13%	26%	**	**	**	**	14%	15%	14%	14%	13%
25-49%	3	*	**	3	**	*	*	**	**	**	**	3	3	3	3	3
	2%	*%	**	5%	**	*%	*%	**	**	**	**	3%	3%	3%	3%	3%
50-74%	6	5	**	*	**	2	6	**	**	**	**	6	6	6	6	6
	5%	6%	**	*%	**	3%	10%	**	**	**	**	6%	6%	6%	6%	5%
			c													
75-100%	91	59	**	44	**	61	37	**	**	**	**	83	75	83	83	88
	78%	77%	**	77%	**	80% b	64%	**	**	**	**	76%	76%	76%	76%	77%
Don't know/can't remember	2	2	**	-	**	2	-	**	**	**	**	2	-	2	2	2
	2%	3%	**	-%	**	3%	-%	**	**	**	**	2%	-%	2%	2%	2%
Answered	114	74	**	56	**	73	58	**	**	**	**	107	99	107	107	111
Mean	82.28	82.63	**	79.39	**	84.06 b	71.41	**	**	**	**	81.20	79.99	81.20	81.03	81.97

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	71	106	36	-	86	5	22	77	42	-	12	32	28	68	14
Weighted total	117	70	111	-	87	7	32	74	45	-	17	32	28	74	15
0-24%	15	10	15	**	14	**	**	15	**	**	**	**	**	12	**
	13%	14%	13%	**	16%	**	**	20%	**	**	**	**	**	17%	**
25-49%	3	3	3	**	3	**	**	3	**	**	**	**	**	3	**
	2%	4%	2%	**	3%	**	**	4%	**	**	**	**	**	4%	**
50-74%	6	6	6	**	6	**	**	6	**	**	**	**	**	6	**
	5%	8%	5%	**	7%	**	**	8%	**	**	**	**	**	8%	**
75-100%	91	49	86	**	62	**	**	50	**	**	**	**	**	51	**
	78%	70%	77%	**	71%	**	**	68%	**	**	**	**	**	69%	**
			ab												
Don't know/can't remember	2	2	2	**	2	**	**	-	**	**	**	**	**	2	**
	2%	3%	2%	**	3%	**	**	-%	**	**	**	**	**	3%	**
Answered	114	67	109	**	85	**	**	74	**	**	**	**	**	71	**
Mean	82.28	78.58	81.74	**	77.54	**	**	74.46	**	**	**	**	**	76.26	**
			ab												

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN**Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	110	28	15	67	54	86	9	97	55	70	33	57	39
Weighted total	117	40	17	59	56	83	3	106	54	76	36	61	43
0-24%	15	**	**	13	8	15	**	13	6	13	**	12	**
	13%	**	**	21%	14%	18%	**	12%	10%	17%	**	20%	**
25-49%	3	**	**	3	-	3	**	3	3	3	**	3	**
	2%	**	**	5%	-%	3%	**	3%	5%	4%	**	4%	**
50-74%	6	**	**	6	1	5	**	6	*	2	**	2	**
	5%	**	**	10%	2%	6%	**	6%	1%	3%	**	4%	**
75-100%	91	**	**	36	47	60	**	82	45	56	**	44	**
	78%	**	**	60%	83%	73%	**	78%	83%	74%	**	71%	**
Don't know/can't remember	2	**	**	2	-	-	**	2	-	2	**	-	**
	2%	**	**	4%	-%	-%	**	2%	-%	3%	**	-%	**
Answered	114	**	**	57	56	83	**	104	54	74	**	61	**
Mean	82.28	**	**	70.48	84.39	76.39	**	82.37	83.89	78.48	**	74.36	**

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

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN
Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't
remember

Answered
Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
110	24	45	12	22	110
117	25	45	9	28	117
15	**	**	**	**	15
13%	**	**	**	**	13%
3	**	**	**	**	3
2%	**	**	**	**	2%
6	**	**	**	**	6
5%	**	**	**	**	5%
91	**	**	**	**	91
78%	**	**	**	**	78%
2	**	**	**	**	2
2%	**	**	**	**	2%
114	**	**	**	**	114
82.28	**	**	**	**	82.28

Columns Tested: a,b,c,d

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Royal Mail	421	403	11	4	**	18	177	104	**	**	12
	75%	75%	82%	67%	**	79%	77%	79%	**	**	79%
			c		c	c					
DPD	162	156	4	2	**	6	49	42	**	**	11
	29%	29%	27%	26%	**	27%	22%	32%	**	**	71%
								a			abc
DHL	110	106	2	1	**	5	44	34	**	**	6
	20%	20%	18%	25%	**	20%	19%	26%	**	**	40%
								c			ac
Parcelforce	97	93	2	1	**	4	43	24	**	**	4
	17%	17%	17%	19%	**	17%	19%	18%	**	**	23%
Hermes	89	87	1	*	**	2	44	22	**	**	3
	16%	16%	10%	4%	**	10%	19%	17%	**	**	20%
		ce			c		c				c
UPS	85	81	3	1	**	4	30	18	**	**	4
	15%	15%	19%	11%	**	16%	13%	14%	**	**	24%
TNT Express	78	75	2	1	**	3	25	17	**	**	3
	14%	14%	15%	15%	**	14%	11%	13%	**	**	21%
FedEx	56	53	2	1	**	3	24	10	**	**	3
	10%	10%	13%	9%	**	13%	11%	7%	**	**	18%
Yodel	44	42	1	*	**	2	19	12	**	**	*
	8%	8%	10%	6%	**	9%	8%	9%	**	**	2%
UK Mail	31	31	1	*	**	1	7	12	**	**	*
	6%	6%	5%	2%	**	4%	3%	9%	**	**	1%
								e			
DX	16	16	*	*	**	*	3	6	**	**	-
	3%	3%	*%	1%	**	*%	1%	5%	**	**	-%
		e						ae			
Amazon	13	12	*	*	**	1	6	*	**	**	*
	2%	2%	3%	6%	**	3%	2%	*%	**	**	1%
Parcels to go	9	9	-	-	**	-	2	2	**	**	-
	2%	2%	-%	-%	**	-%	1%	2%	**	**	-%
		e									
Whistl (Previously known as TNT Post)	6	5	*	*	**	*	5	-	**	**	*
	1%	1%	2%	2%	**	2%	2%	-%	**	**	2%
Pitney Bowes	5	5	-	*	**	*	-	-	**	**	-
	1%	1%	-%	2%	**	1%	-%	-%	**	**	-%
APC	5	4	1	*	**	1	3	*	**	**	*
	1%	1%	4%	3%	**	3%	1%	*%	**	**	1%
			a			a					
Tuffnells	3	3	*	*	**	*	-	-	**	**	*
	1%	1%	*%	1%	**	*%	-%	-%	**	**	*%
								a			

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Freight - Better / Night	2 *%	2 *%	- -	- -%	** -	- -	2 1%	- -%	** -	** -	- -%
Neo Post	2 *%	2 *%	- -%	- -%	** -	- -%	- -%	2 2%	** -	** -	- -%
Secured Mail	1 *%	1 *%	* *%	- -%	** -	* *%	- -%	- -%	** a	** -	* *%
Parcel Line	1 *%	1 *%	- -%	- -%	** -	- -%	- -%	1 1%	** -	** -	- -%
Interlink / Interlink Express / Direct	* *%	- -%	* 1%	* 1%	** -	* 1%	- -%	- -%	** -	** -	* *%
Fastway Couriers	* *%	- -%	* 1%	- -%	** -	* *%	- -%	- -%	** -	** -	- -%
Global Mailing	* *%	- -%	* *%	- -%	** -	* *%	- -%	- -%	** -	** -	- -%
AJG Parcels	* *%	- -%	* *%	- -%	** -	* *%	- -%	* *%	** -	** -	- -%
Citipost	* *%	- -%	- -%	- -%	** a	* *%	- -%	- -%	** -	** -	- -%
Postal Sort	* *%	- -%	- -%	* 1%	** -	* 1%	- -%	- -%	** -	** -	* *%
None	3 *%	2 *%	* 3%	* 3%	** -	1 3%	2 1%	- -%	** -	** -	- -%
Other answers	39 7%	37 7%	1 8%	1 17%	** -	2 9%	19 8%	10 8%	** -	** -	1 4%
				abd							

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Royal Mail	421	**	**	41	**	**	80	61	**	**	361	22	21	16
	75%	**	**	76%	**	**	76%	79%	**	**	75%	70%	81%	78%
DPD	162	**	**	9	**	**	29	27	**	**	142	10	6	4
	29%	**	**	16%	**	**	28%	35%	**	**	29%	32%	22%	18%
			clm					cm			c	c		
DHL	110	**	**	20	**	**	23	13	**	**	100	5	*	5
	20%	**	**	36%	**	**	22%	16%	**	**	21%	15%	1%	23%
			l	eghijkl		l	l	l	l		l	l		l
Parcelforce	97	**	**	7	**	**	23	10	**	**	84	2	4	7
	17%	**	**	12%	**	**	22%	14%	**	**	17%	7%	14%	35%
			cefgghijkl				ek				ek			ceghijkl
Hermes	89	**	**	9	**	**	12	6	**	**	82	3	4	1
	16%	**	**	16%	**	**	12%	8%	**	**	17%	9%	14%	5%
			gm						gkm		m			
UPS	85	**	**	11	**	**	13	15	**	**	76	2	5	3
	15%	**	**	20%	**	**	12%	19%	**	**	16%	6%	17%	13%
				k		k		k			k		k	
TNT Express	78	**	**	7	**	**	15	7	**	**	69	3	5	*
	14%	**	**	12%	**	**	14%	8%	**	**	14%	9%	20%	2%
			m	m		m	m		m		m		m	
FedEx	56	**	**	9	**	**	7	12	**	**	52	2	1	1
	10%	**	**	16%	**	**	6%	16%	**	**	11%	6%	4%	5%
				lm				l						
Yodel	44	**	**	2	**	**	2	2	**	**	32	2	4	7
	8%	**	**	4%	**	**	2%	3%	**	**	7%	6%	14%	34%
												fgjbcefgghjk		l
UK Mail	31	**	**	2	**	**	8	6	**	**	24	4	4	-
	6%	**	**	4%	**	**	8%	8%	**	**	5%	12%	13%	-%
						m	m					ehjm	ehjm	
DX	16	**	**	-	**	**	4	2	**	**	16	*	-	-
	3%	**	**	-%	**	**	4%	3%	**	**	3%	-%	-%	-%
									ceklm					
Amazon	13	**	**	*	**	**	2	*	**	**	12	1	*	-
	2%	**	**	-%	**	**	2%	-%	**	**	2%	3%	1%	-%
Parcels to go	9	**	**	2	**	**	2	2	**	**	9	-	-	-
	2%	**	**	4%	**	**	2%	3%	**	**	2%	-%	-%	-%
Whistl (Previously known as TNT Post)	6	**	**	*	**	**	-	-	**	**	5	1	-	*
	1%	**	**	-%	**	**	-%	-%	**	**	1%	3%	-%	-%
Pitney Bowes	5	**	**	2	**	**	-	*	**	**	5	-	-	*
	1%	**	**	4%	**	**	-%	-%	**	**	1%	-%	-%	-%
APC	5	**	**	-	**	**	2	-	**	**	3	1	1	-
	1%	**	**	-%	**	**	2%	-%	**	**	1%	3%	4%	-%
												j		

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Tuffnells

Freight - Better / Night

Neo Post

Secured Mail

Parcel Line

Interlink / Interlink

Express / Direct

Fastway Couriers

Global Mailing

AJG Parcels

Citipost

Postal Sort

None

Other answers

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
3	**	**	-	**	**	-	-	**	**	2	*	1	-
1%	**	**	-%	**	**	-%	-%	**	**	*%	*%	3%	-%
				j								j	
2	**	**	-	**	**	-	-	**	**	2	-	-	-
*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%
2	**	**	-	**	**	-	2	**	**	2	-	-	-
*%	**	**	-%	**	**	-%	3%	**	**	*%	-%	-%	-%
1	**	**	-	**	**	-	*	**	**	*	-	1	-
*%	**	**	-%	**	**	-%	*%	**	**	*%	-%	3%	-%
												j	
1	**	**	-	**	**	-	-	**	**	-	1	-	-
*%	**	**	-%	**	**	-%	-%	**	**	-%	3%	-%	-%
											j		
*	**	**	*	**	**	*	-	**	**	*	-	-	*
*%	**	**	*%	**	**	*%	-%	**	**	*%	-%	-%	*%
*	**	**	-	**	**	-	-	**	**	-	-	-	*
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%
*	**	**	*	**	**	-	-	**	**	*	-	-	-
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
*	**	**	-	**	**	-	-	**	**	-	*	-	-
*%	**	**	-%	**	**	-%	-%	**	**	-%	*%	-%	-%
*	**	**	-	**	**	-	-	**	**	-	-	-	*
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%
3	**	**	-	**	**	*	-	**	**	3	-	*	-
*%	**	**	-%	**	**	*%	-%	**	**	1%	-%	*%	-%
				j									
39	**	**	3	**	**	7	8	**	**	31	3	2	4
7%	**	**	5%	**	**	6%	11%	**	**	6%	9%	7%	17%
		e					e	e			e		cell

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Royal Mail	421	**	**	39	**	**	75	53	**	**	360	22	20	19
	75%	**	**	75%	**	**	78%	72%	**	**	75%	66%	80%	80%
DPD	162	**	**	11	**	**	30	28	**	**	143	10	4	4
	29%	**	**	21%	**	**	31%	37%	**	**	30%	30%	17%	17%
							l	elm		elm				
DHL	110	**	**	19	**	**	21	15	**	**	100	5	*	5
	20%	**	**	38%	**	**	22%	21%	**	**	21%	14%	1%	21%
		l		aefhjkl	l	hl		l	hl	hl	hl	l		hl
Parcelforce	97	**	**	9	**	**	13	10	**	**	83	4	2	7
	17%	**	**	17%	**	**	13%	14%	**	**	17%	13%	8%	32%
		el												efgijkl
Hermes	89	**	**	11	**	**	11	6	**	**	83	3	3	1
	16%	**	**	21%	**	**	11%	8%	**	**	17%	8%	12%	4%
			m		m			m	km	m				
UPS	85	**	**	11	**	**	11	17	**	**	77	2	4	3
	15%	**	**	21%	**	**	11%	23%	**	**	16%	6%	15%	11%
			k					k		k				
TNT Express	78	**	**	4	**	**	17	7	**	**	69	3	5	*
	14%	**	**	9%	**	**	18%	9%	**	**	14%	8%	22%	2%
					m	m		m	km	m		km		
FedEx	56	**	**	9	**	**	5	12	**	**	52	2	1	1
	10%	**	**	17%	**	**	5%	17%	**	**	11%	6%	4%	4%
			efklm					eflm	efl					
Yodel	44	**	**	4	**	**	*	*	**	**	32	2	4	7
	8%	**	**	9%	**	**	%	%	**	**	7%	6%	15%	31%
		fg		fg	fg				fg	f	f	fgj	ctghijkl	
UK Mail	31	**	**	*	**	**	6	6	**	**	25	4	3	-
	6%	**	**	%	**	**	6%	9%	**	**	5%	11%	11%	-%
		m					m	cm	cejm		cm	cm		
DX	16	**	**	-	**	**	4	5	**	**	16	*	-	-
	3%	**	**	-%	**	**	4%	6%	**	**	3%	%	-%	-%
							l							
Amazon	13	**	**	*	**	**	*	*	**	**	12	1	*	-
	2%	**	**	%	**	**	%	%	**	**	2%	3%	1%	-%
		fm			f									
Parcels to go	9	**	**	2	**	**	-	2	**	**	9	-	-	-
	2%	**	**	4%	**	**	-%	3%	**	**	2%	-%	-%	-%
Whistl (Previously known as TNT Post)	6	**	**	*	**	**	-	-	**	**	5	1	-	*
	1%	**	**	%	**	**	-%	-%	**	**	1%	3%	-%	%
					fjl									
Pitney Bowes	5	**	**	2	**	**	3	*	**	**	5	-	-	*
	1%	**	**	4%	**	**	3%	%	**	**	1%	-%	-%	%
APC	5	**	**	-	**	**	2	-	**	**	3	1	1	-
	1%	**	**	-%	**	**	2%	-%	**	**	1%	3%	4%	-%
												j		

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Tuffnells

Freight - Better / Night

Neo Post

Secured Mail

Parcel Line

Interlink / Interlink

Express / Direct

Fastway Couriers

Global Mailing

AJG Parcels

Citipost

Postal Sort

None

Other answers

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
3	**	**	-	**	**	-	-	**	**	2	*	1	-	
1%	**	**	-%	**	**	-%	-%	**	**	*%	*%	3%	-%	
					fj							j		
2	**	**	-	**	**	-	-	**	**	2	-	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%	
2	**	**	-	**	**	2	-	**	**	2	-	-	-	
*%	**	**	-%	**	**	2%	-%	**	**	*%	-%	-%	-%	
1	**	**	-	**	**	-	*	**	**	*	-	1	-	
*%	**	**	-%	**	**	-%	*%	**	**	*%	-%	3%	-%	
												j		
1	**	**	-	**	**	-	-	**	**	-	1	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	-%	3%	-%	-%	
											j			
*	**	**	-	**	**	*	-	**	**	*	-	-	*	
*%	**	**	-%	**	**	*%	-%	**	**	*%	-%	-%	*%	
*	**	**	-	**	**	-	-	**	**	-	-	-	*	
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%	
*	**	**	*	**	**	-	-	**	**	*	-	-	-	
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%	
*	**	**	-	**	**	-	-	**	**	-	*	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	-%	*%	-%	-%	
*	**	**	-	**	**	-	-	**	**	-	*	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
*	**	**	-	**	**	-	-	**	**	-	-	-	*	
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%	
3	**	**	-	**	**	-	2	**	**	3	-	*	-	
*%	**	**	-%	**	**	-%	3%	**	**	1%	-%	*%	-%	
39	**	**	2	**	**	7	8	**	**	31	3	2	4	
7%	**	**	5%	**	**	7%	11%	**	**	6%	8%	8%	15%	
							i						elij	

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	563													
Weighted total	563													
Royal Mail	421													
	75%													
DPD	162													
	29%													
DHL	110													
	20%													
Parcelforce	97													
	17%													
Hermes	89													
	16%													
UPS	85													
	15%													
TNT Express	78													
	14%													
FedEx	56													
	10%													
Yodel	44													
	8%													
UK Mail	31													
	6%													
DX	16													
	3%													
Amazon	13													
	2%													
Parcels to go	9													
	2%													
Whistl (Previously known as TNT Post)	6													
	1%													
Pitney Bowes	5													
	1%													

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

Ofcom; Business Postal Tracker April 2018

Table 21 (continuation)

Page 340

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

APC

1%

Tuffnells

3

1%

Freight - Better / Night

2

*%

Neo Post

2

*%

Secured Mail

1

*%

Parcel Line

1

*%

Interlink / Interlink

Express / Direct

*

*%

Fastway Couriers

*

*%

Global Mailing

*

*%

AJG Parcels

*

*%

Citipost

*

*%

Postal Sort

*

*%

None

3

*%

Other answers

39

7%

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
5	**	*	**	*	2	**	**	2	2	2	5	-	5	**
1%	**	1%	**	*%	1%	**	**	1%	1%	1%	1%	-%	1%	**
3	**	*	**	3	*	**	**	-	2	1	3	-	3	**
1%	**	*%	**	5%	*%	**	**	-%	1%	1%	1%	-%	1%	**
				eh										
2	**	2	**	-	-	**	**	-	2	-	2	-	-	**
*%	**	4%	**	-%	-%	**	**	-%	1%	-%	*%	-%	-%	**
		eh												
2	**	-	**	-	-	**	**	-	2	-	2	-	2	**
*%	**	-%	**	-%	-%	**	**	-%	1%	-%	*%	-%	*%	**
						eh								
1	**	*	**	1	-	**	**	-	*	1	1	-	1	**
*%	**	*%	**	1%	-%	**	**	-%	*%	*%	*%	-%	*%	**
1	**	-	**	-	-	**	**	1	-	1	1	-	1	**
*%	**	-%	**	-%	-%	**	**	*%	-%	*%	*%	-%	*%	**
*	**	*	**	-	*	**	**	-	*	*	*	-	*	**
*%	**	*%	**	-%	*%	**	**	-%	*%	*%	*%	-%	*%	**
*	**	*	**	-	*	**	**	-	-	*	*	-	*	**
*%	**	*%	**	-%	*%	**	**	-%	-%	*%	*%	-%	*%	**
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**
*	**	-	**	-	*	**	**	-	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	-%	*%	-%	*%	-%	*%	**
*	**	-	**	-	*	**	**	-	*	-	*	-	*	**
*%	**	-%	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
3	**	*	**	*	-	**	**	2	3	-	3	*	1	**
*%	**	*%	**	*%	-%	**	**	1%	1%	-%	1%	*%	*%	**
39	**	5	**	4	15	**	**	12	22	17	35	5	34	**
7%	**	8%	**	6%	9%	**	**	6%	6%	10%	7%	8%	7%	**

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Royal Mail	421	265	62	87	356	58	**	**	**	**	**	**	414	**	182	174	64
	75%	73%	77%	77%	74%	87%	**	**	**	**	**	**	75%	**	73%	75%	79%
					ai												
DPD	162	91	28	43	129	22	**	**	**	**	**	**	151	**	43	86	32
	29%	25%	34%	38%	27%	32%	**	**	**	**	**	**	27%	**	17%	37%	40%
				a											a	a	a
DHL	110	71	16	23	84	21	**	**	**	**	**	**	104	**	40	44	27
	20%	20%	19%	20%	17%	31%	**	**	**	**	**	**	19%	**	16%	19%	33%
					ai												ab
Parcelforce	97	62	9	26	75	13	**	**	**	**	**	**	88	**	40	36	22
	17%	17%	11%	23%	16%	20%	**	**	**	**	**	**	16%	**	16%	15%	27%
				b													ab
Hermes	89	53	8	29	72	7	**	**	**	**	**	**	79	**	30	42	17
	16%	15%	9%	26%	15%	11%	**	**	**	**	**	**	14%	**	12%	18%	21%
				ab													a
UPS	85	48	6	31	64	17	**	**	**	**	**	**	82	**	17	47	21
	15%	13%	8%	27%	13%	26%	**	**	**	**	**	**	15%	**	7%	20%	26%
				ab		ai									a	a	a
TNT Express	78	54	9	12	65	7	**	**	**	**	**	**	73	**	35	30	12
	14%	15%	11%	11%	14%	11%	**	**	**	**	**	**	13%	**	14%	13%	15%
FedEx	56	32	9	14	46	7	**	**	**	**	**	**	52	**	23	23	10
	10%	9%	11%	12%	10%	10%	**	**	**	**	**	**	10%	**	9%	10%	12%
Yodel	44	25	7	12	33	8	**	**	**	**	**	**	41	**	23	10	11
	8%	7%	9%	11%	7%	12%	**	**	**	**	**	**	8%	**	9%	5%	14%
					a												b
UK Mail	31	12	7	10	23	4	**	**	**	**	**	**	27	**	7	16	9
	6%	3%	9%	9%	5%	6%	**	**	**	**	**	**	5%	**	3%	7%	11%
			a	a													a
DX	16	9	2	5	12	5	**	**	**	**	**	**	16	**	2	9	5
	3%	2%	3%	5%	2%	7%	**	**	**	**	**	**	3%	**	1%	4%	6%
					ai										a	a	a
Amazon	13	12	*	1	13	*	**	**	**	**	**	**	13	**	11	1	*
	2%	3%	*%	1%	3%	*%	**	**	**	**	**	**	2%	**	5%	1%	*%
															bc		
Parcels to go	9	7	-	2	7	2	**	**	**	**	**	**	9	**	5	2	2
	2%	2%	-%	2%	1%	3%	**	**	**	**	**	**	2%	**	2%	1%	3%
Whistl (Previously known as TNT Post)	6	3	*	2	3	3	**	**	**	**	**	**	6	**	3	-	3
	1%	1%	*%	2%	1%	4%	**	**	**	**	**	**	1%	**	1%	-%	3%
					ai												b
Pitney Bowes	5	5	-	*	5	*	**	**	**	**	**	**	5	**	-	5	*
	1%	1%	-%	*%	1%	*%	**	**	**	**	**	**	1%	**	-%	2%	*%
APC	5	1	*	3	3	1	**	**	**	**	**	**	4	**	-	3	2
	1%	*%	*%	3%	1%	2%	**	**	**	**	**	**	1%	**	-%	1%	2%
				a													

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Tuffnells

Freight - Better / Night

Neo Post

Secured Mail

Parcel Line

Interlink / Interlink

Express / Direct

Fastway Couriers

Global Mailing

AJG Parcels

Citipost

Postal Sort

None

Other answers

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
3	3	*	-	1	2	**	**	**	**	**	**	3	**	1	*	2
1%	1%	*%	-%	*%	3%	**	**	**	**	**	**	1%	**	*%	*%	3%
					ai											b
2	2	-	-	2	-	**	**	**	**	**	**	2	**	2	-	-
*%	1%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	1%	-%	-%
2	-	2	-	-	2	**	**	**	**	**	**	2	**	-	-	2
*%	-%	3%	-%	-%	3%	**	**	**	**	**	**	*%	**	-%	-%	3%
		a			ai											ab
1	1	-	*	1	-	**	**	**	**	**	**	1	**	1	-	*
*%	*%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	*%	-%	*%
1	-	-	1	1	-	**	**	**	**	**	**	1	**	-	1	-
*%	-%	-%	1%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%
*	*	-	*	*	*	**	**	**	**	**	**	*	**	-	*	*
*%	*%	-%	*%	*%	*%	**	**	**	**	**	**	*%	**	-%	*%	*%
*	*	-	*	*	-	**	**	**	**	**	**	*	**	-	*	-
*%	*%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%
*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
3	3	*	-	3	-	**	**	**	**	**	**	3	**	3	*	-
*%	1%	*%	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	*%	-%
39	21	1	18	32	8	**	**	**	**	**	**	39	**	17	15	8
7%	6%	1%	15%	7%	11%	**	**	**	**	**	**	7%	**	7%	6%	10%
			ab													

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
421	238	148	271	127	93	268	254	**	**	**	**	**	**	124	**	**	**	**	**	**	**		
75%	77%	78%	77%	72%	76%	74%	78%	**	**	**	**	**	**	74%	**	**	**	**	**	**	**		
				b																			
162	97	61	108	81	34	113	99	**	**	**	**	**	**	74	**	**	**	**	**	**	**		
29%	31%	32%	30%	46%	28%	31%	30%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**		
				abcef																			
110	46	38	63	43	24	67	57	**	**	**	**	**	**	41	**	**	**	**	**	**	**		
20%	15%	20%	18%	25%	20%	19%	18%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**		
				ac																			
97	59	38	63	42	17	64	58	**	**	**	**	**	**	37	**	**	**	**	**	**	**		
17%	19%	20%	18%	24%	14%	18%	18%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**		
				e																			
89	45	29	49	47	15	49	47	**	**	**	**	**	**	40	**	**	**	**	**	**	**		
16%	15%	15%	14%	27%	12%	14%	14%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**		
				abcef																			
85	40	19	45	52	12	62	41	**	**	**	**	**	**	52	**	**	**	**	**	**	**		
15%	13%	10%	13%	30%	10%	17%	13%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**		
				abcef		be																	
78	40	26	49	29	14	53	47	**	**	**	**	**	**	26	**	**	**	**	**	**	**		
14%	13%	14%	14%	16%	11%	15%	14%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**		
56	32	27	37	25	14	40	33	**	**	**	**	**	**	25	**	**	**	**	**	**	**		
10%	10%	14%	10%	14%	12%	11%	10%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**		
44	27	15	27	15	2	36	26	**	**	**	**	**	**	12	**	**	**	**	**	**	**		
8%	9%	8%	8%	9%	1%	10%	8%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**		
	e	e	e	e		e																	
31	17	18	24	12	7	23	20	**	**	**	**	**	**	10	**	**	**	**	**	**	**		
6%	6%	9%	7%	7%	5%	6%	6%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**		
16	11	10	14	8	5	14	9	**	**	**	**	**	**	8	**	**	**	**	**	**	**		
3%	4%	5%	4%	4%	4%	4%	3%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**		
							a																
13	8	4	8	*	1	10	8	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
2%	3%	2%	2%	*%	*%	3%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
	d		d			d																	
9	5	2	7	7	-	4	7	**	**	**	**	**	**	7	**	**	**	**	**	**	**		
2%	2%	1%	2%	4%	-%	1%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**		
				bef																			
6	4	1	4	2	*	4	3	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
1%	1%	1%	1%	1%	*%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
5	3	2	5	*	2	3	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
1%	1%	1%	1%	*%	2%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
5	1	3	3	4	*	2	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**		
1%	*%	2%	1%	2%	*%	*%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
3	3	1	3	2	1	3	3	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
1%	1%	*%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Freight - Better / Night

Neo Post

Secured Mail

Parcel Line

Interlink / Interlink

Express / Direct

Fastway Couriers

Global Mailing

AJG Parcels

Citipost

Postal Sort

None

Other answers

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
2	2	-	2	-	-	-	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	1%	-%	1%	-%	-%	-%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
2	2	-	2	-	2	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	1%	-%	1%	-%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
					b																
1	1	1	1	*	1	1	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	1%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
1	1	1	1	1	1	1	-	**	**	**	**	**	**	1	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	1%	*%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
							a														
*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
3	3	*	3	*	*	*	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	1%	*%	1%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
39	25	18	29	17	8	17	22	**	**	**	**	**	**	17	**	**	**	**	**	**	**
7%	8%	10%	8%	10%	7%	5%	7%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
		f	f	f																	

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
421	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
75%	106	68	59	35	**	57	**	**	**	**	85	**	34	378	43
	75%	75%	77%	86%	**	87%	**	**	**	**	73%	**	71%	75%	69%
162						bc			b						
29%	31	33	26	15	**	31	**	**	**	**	61	**	13	143	19
	22%	36%	35%	36%	**	47%	**	**	**	**	52%	**	27%	28%	31%
	a	a	a	a					c		c				
110	24	18	15	5	**	14	**	**	**	**	38	**	5	92	18
20%	17%	20%	20%	13%	**	22%	**	**	**	**	33%	**	10%	18%	29%
						c			abc		c				
97	26	14	16	7	**	10	**	**	**	**	27	**	11	85	12
17%	18%	15%	22%	16%	**	16%	**	**	**	**	23%	**	23%	17%	20%
								ab	ab						
89	16	16	11	6	**	12	**	**	**	**	35	**	9	75	14
16%	12%	17%	14%	14%	**	18%	**	**	**	**	30%	**	19%	15%	22%
85	19	15	9	2	**	16	**	**	**	**	35	**	14	65	20
15%	14%	16%	12%	4%	**	24%	**	**	**	**	30%	**	30%	13%	33%
	d	d	d											a	
78	21	11	10	7	**	8	**	**	**	**	26	**	2	67	11
14%	15%	12%	13%	18%	**	13%	**	**	**	**	23%	**	5%	13%	18%
						ac					c				
56	23	4	6	3	**	13	**	**	**	**	16	**	6	44	12
10%	17%	4%	8%	8%	**	21%	**	**	**	**	14%	**	13%	9%	19%
	b					b			b					a	
44	8	9	8	2	**	4	**	**	**	**	15	**	*	43	1
8%	6%	10%	10%	5%	**	6%	**	**	**	**	13%	**	1%	9%	2%
								bd			c				
31	8	4	5	7	**	4	**	**	**	**	10	**	2	28	4
6%	6%	4%	6%	18%	**	6%	**	**	**	**	9%	**	4%	6%	6%
				abc					abc						
16	2	3	5	3	**	-	**	**	**	**	8	**	*	16	-
3%	1%	3%	6%	7%	**	-%	**	**	**	**	7%	**	*%	3%	-%
								ab	ab		c				
13	7	1	*	*	**	*	**	**	**	**	-	**	*	13	-
2%	5%	1%	*%	*%	**	*%	**	**	**	**	-%	**	*%	3%	-%
	c														
9	7	-	-	-	**	5	**	**	**	**	2	**	2	7	2
2%	5%	-%	-%	-%	**	7%	**	**	**	**	2%	**	4%	1%	3%
	bcd														
6	2	1	*	*	**	-	**	**	**	**	2	**	*	6	*
1%	2%	1%	*%	1%	**	-%	**	**	**	**	2%	**	*%	1%	*%
									a						

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
5	5	*	-	*	**	-	**	**	**	**	-	**	-	-	5
1%	3%	*%	-%	*%	**	-%	**	**	**	**	-%	**	-%	-%	8%
															a
5	2	1	*	*	**	-	**	**	**	**	1	**	2	*	4
1%	2%	1%	*%	1%	**	-%	**	**	**	**	1%	**	4%	*%	7%
							a								a
3	-	3	-	*	**	-	**	**	**	**	2	**	-	1	2
1%	-%	3%	-%	*%	**	-%	**	**	**	**	2%	**	-%	*%	4%
															a
2	2	-	-	-	**	-	**	**	**	**	-	**	-	2	-
*%	2%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	-%
2	-	-	-	2	**	-	**	**	**	**	-	**	-	-	2
*%	-%	-%	-%	5%	**	-%	**	**	**	**	-%	**	-%	-%	3%
				abc											a
1	-	1	-	*	**	-	**	**	**	**	*	**	-	1	*
*%	-%	1%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	*%
1	-	1	-	-	**	1	**	**	**	**	1	**	-	1	-
*%	-%	1%	-%	-%	**	1%	**	**	**	**	1%	**	-%	*%	-%
*	*	-	-	*	**	-	**	**	**	**	*	**	-	*	-
*%	*%	-%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	-%
*	*	-	-	*	**	-	**	**	**	**	*	**	-	*	-
*%	*%	-%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	-%
*	-	*	-	-	**	*	**	**	**	**	*	**	-	-	*
*%	-%	*%	-%	-%	**	*%	**	**	**	**	*%	**	-%	-%	*%
*	-	*	-	-	**	-	**	**	**	**	-	**	*	*	-
*%	-%	*%	-%	-%	**	-%	**	**	**	**	-%	**	*%	*%	-%
*	*	-	-	-	**	-	**	**	**	**	-	**	-	*	-
*%	*%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	-%
*	-	-	-	*	**	-	**	**	**	**	-	**	-	-	*
*%	-%	-%	-%	*%	**	-%	**	**	**	**	-%	**	-%	-	*%
3	2	*	*	-	**	*	**	**	**	**	-	**	*	3	-
*%	2%	*%	*%	-%	**	*%	**	**	**	**	-%	**	*%	1%	-%
39	14	5	9	2	**	5	**	**	**	**	10	**	5	31	8
7%	10%	5%	11%	4%	**	8%	**	11%	**	**	8%	**	11%	6%	13%

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
Royal Mail	421	261	98	29	256	**	88	38	71	215	26	**
	75%	79%	73%	71%	79%	**	71%	76%	74%	77%	66%	**
DPD	162	102	62	19	100	**	59	22	38	86	11	**
	29%	31%	46%	46%	31%	**	47%	43%	39%	31%	29%	**
DHL	110	57	32	11	52	**	27	16	19	43	6	**
	20%	17%	24%	28%	16%	**	22%	31%	20%	15%	16%	**
Parcelforce	97	60	35	6	55	**	28	14	24	50	8	**
	17%	18%	26%	15%	17%	**	22%	27%	25%	18%	21%	**
Hermes	89	46	35	12	44	**	33	14	22	37	9	**
	16%	14%	26%	29%	13%	**	26%	28%	23%	13%	23%	**
UPS	85	41	34	18	38	**	24	28	15	35	6	**
	15%	12%	26%	43%	12%	**	19%	55%	15%	12%	15%	**
TNT Express	78	46	22	7	46	**	19	9	17	37	11	**
	14%	14%	16%	17%	14%	**	15%	19%	18%	13%	27%	**
FedEx	56	34	17	8	31	**	12	13	10	26	3	**
	10%	10%	13%	19%	10%	**	10%	26%	10%	9%	7%	**
Yodel	44	26	14	1	26	**	11	4	13	23	2	**
	8%	8%	10%	3%	8%	**	9%	8%	13%	8%	5%	**
UK Mail	31	24	8	4	21	**	7	6	7	17	2	**
	6%	7%	6%	9%	7%	**	5%	11%	7%	6%	6%	**
DX	16	12	8	-	12	**	5	3	*	9	*	**
	3%	4%	6%	-%	4%	**	4%	5%	3%	3%	3%	**
Amazon	13	8	*	-	8	**	*	-	3	8	-	**
	2%	2%	1%	-%	2%	**	1%	-%	3%	3%	-%	**
Parcels to go	9	5	2	5	5	**	5	2	3	5	-	**
	2%	1%	2%	11%	1%	**	4%	4%	3%	2%	-%	**
Whistl (Previously known as TNT Post)	6	3	2	*	3	**	2	*	1	4	*	**
	1%	1%	2%	1%	1%	**	2%	1%	1%	1%	1%	**
Pitney Bowes	5	-	-	*	-	**	-	*	*	3	3	**
	1%	-%	-%	1%	-%	**	-%	1%	1%	1%	7%	**
APC	5	*	*	3	*	**	*	3	1	1	1	**
	1%	1%	1%	8%	1%	**	1%	7%	1%	1%	3%	**

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
Tuffnells	3	1	*	2	1	**	*	2	-	3	-	**
	1%	*%	*%	5%	*%	**	*%	4%	-%	1%	-%	**
				a		a		a				
Freight - Better / Night	2	2	-	-	2	**	-	-	-	2	-	**
	*%	1%	-%	-%	1%	**	-%	-%	-%	1%	-%	**
Neo Post	2	-	-	-	-	**	-	-	-	2	-	**
	*%	-%	-%	-%	-%	**	-%	-%	-%	1%	-%	**
						a						
Secured Mail	1	1	-	*	1	**	-	*	*	1	-	**
	*%	*%	-%	*%	*%	**	-%	*%	*%	*%	-%	**
Parcel Line	1	1	1	-	1	**	1	-	-	1	-	**
	*%	*%	1%	-%	*%	**	1%	-%	-%	*%	-%	**
Interlink / Interlink Express / Direct	*	*	*	*	*	**	*	*	*	*	*	**
	*%	*%	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Fastway Couriers	*	*	*	-	*	**	*	-	*	*	*	**
	*%	*%	*%	-%	*%	**	*%	-%	*%	*%	*%	**
Global Mailing	*	-	-	*	-	**	-	*	-	*	-	**
	*%	-%	-%	*%	-%	**	-%	*%	-%	*%	-%	**
AJG Parcels	*	*	-	*	*	**	-	*	-	*	-	**
	*%	*%	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Citipost	*	*	-	-	*	**	-	-	-	-	-	**
	*%	*%	-%	-%	*%	**	-%	-%	-%	*%	-%	**
Postal Sort	*	-	-	-	-	**	-	-	-	*	*	**
	*%	-%	-%	-%	-%	**	-%	-%	-%	*%	*%	**
None	3	3	*	-	3	**	*	-	2	3	-	**
	*%	1%	*%	-%	1%	**	*%	-%	2%	1%	-%	**
Other answers	39	28	13	4	28	**	13	4	11	21	4	**
	7%	8%	10%	9%	9%	**	10%	8%	12%	7%	11%	**

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Royal Mail	421	54	124	**	**	91	85	**	**	227	139	112	218	166	**
	75%	65%	77%	**	**	75%	69%	**	**	78%	80%	78%	81%	76%	**
		c	ac			c	c								
DPD	162	21	54	**	**	63	53	**	**	89	57	66	82	72	**
	29%	25%	33%	**	**	52%	42%	**	**	31%	33%	46%	30%	33%	**
												ab			
DHL	110	19	35	**	**	29	33	**	**	43	32	37	47	45	**
	20%	22%	22%	**	**	24%	26%	**	**	15%	19%	26%	17%	21%	**
												a			
Parcelforce	97	18	28	**	**	29	27	**	**	56	32	32	51	36	**
	17%	22%	17%	**	**	24%	22%	**	**	19%	18%	22%	19%	16%	**
Hermes	89	11	22	**	**	34	27	**	**	41	23	39	34	30	**
	16%	14%	14%	**	**	28%	22%	**	**	14%	14%	27%	13%	14%	**
												ab			
UPS	85	11	16	**	**	37	40	**	**	36	16	43	36	30	**
	15%	13%	10%	**	**	30%	32%	**	**	12%	9%	30%	13%	14%	**
												ab			
TNT Express	78	16	23	**	**	22	22	**	**	38	24	24	40	31	**
	14%	19%	14%	**	**	18%	18%	**	**	13%	14%	17%	15%	14%	**
FedEx	56	11	21	**	**	20	11	**	**	29	22	22	27	21	**
	10%	13%	13%	**	**	17%	9%	**	**	10%	13%	15%	10%	10%	**
						c									
Yodel	44	9	12	**	**	14	9	**	**	26	15	10	19	18	**
	8%	11%	7%	**	**	11%	7%	**	**	9%	8%	7%	7%	8%	**
								b							
UK Mail	31	5	17	**	**	7	10	**	**	17	18	11	20	20	**
	6%	6%	10%	**	**	6%	8%	**	**	6%	10%	8%	7%	9%	**
			c								a				
DX	16	5	10	**	**	5	8	**	**	9	10	8	9	9	**
	3%	6%	6%	**	**	4%	6%	**	**	3%	6%	5%	3%	4%	**
Amazon	13	3	3	**	**	-	*	**	**	8	4	*	8	8	**
	2%	4%	2%	**	**	-%	*%	**	**	3%	2%	*%	3%	4%	**
										c					
Parcels to go	9	2	2	**	**	5	7	**	**	5	-	5	3	5	**
	2%	2%	1%	**	**	4%	5%	**	**	2%	-%	3%	1%	2%	**
			b							b		b			
Whistl (Previously known as TNT Post)	6	1	1	**	**	*	2	**	**	3	1	2	1	3	**
	1%	1%	1%	**	**	*%	2%	**	**	1%	1%	2%	*%	1%	**
Pitney Bowes	5	2	2	**	**	*	*	**	**	-	-	-	-	-	**
	1%	3%	1%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
			b												
APC	5	3	3	**	**	3	3	**	**	*	*	*	*	*	**
	1%	4%	2%	**	**	3%	3%	**	**	*%	*%	*%	*%	*%	**
			b												

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Significance Level: 95%															
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Tuffnells	3	-	1	**	**	2	2	**	**	1	1	*	1	1	**
	1%	-%	1%	**	**	2%	2%	**	**	*%	1%	*%	*%	*%	**
Freight - Better / Night	2	-	-	**	**	-	-	**	**	2	-	-	2	2	**
	*%	-%	-%	**	**	-%	-%	**	**	1%	-%	-%	1%	1%	**
Neo Post	2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Secured Mail	1	-	1	**	**	*	*	**	**	1	1	*	1	1	**
	*%	-%	1%	**	**	*%	*%	**	**	*%	1%	*%	*%	*%	**
Parcel Line	1	1	1	**	**	-	1	**	**	1	1	1	1	1	**
	*%	1%	1%	**	**	-%	1%	**	**	*%	1%	1%	*%	*%	**
Interlink / Interlink Express / Direct	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Fastway Couriers	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Global Mailing	*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
	*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
AJG Parcels	*	-	*	**	**	*	-	**	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	-%	**	**	*%	*%	*%	*%	*%	**
Citipost	*	-	-	**	**	-	-	**	**	*	-	-	*	*	**
	*%	-%	-%	**	**	-%	-%	**	**	*%	-%	-%	*%	*%	**
Postal Sort	*	-	*	**	**	-	-	**	**	-	-	-	-	-	**
	*%	-%	*%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
None	3	*	*	**	**	*	*	**	**	3	*	*	3	2	**
	*%	*%	*%	**	**	*%	*%	**	**	1%	*%	*%	1%	1%	**
Other answers	39	6	14	**	**	16	10	**	**	24	18	16	21	14	**
	7%	7%	9%	**	**	13%	8%	**	**	8%	11%	11%	8%	6%	**

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
421	82	44	62	**	**	212	162	**	**	**	**	368	273	370	305	403
75%	76%	73%	76%	**	**	80%	75%	**	**	**	**	73%	72%	73%	75%	75%
	de	d	de													
162	44	27	45	**	**	85	75	**	**	**	**	153	119	153	133	159
29%	41%	46%	56%	**	**	32%	34%	**	**	**	**	30%	31%	30%	33%	29%
	e	e	ae	ae												
110	32	15	21	**	**	53	41	**	**	**	**	99	76	99	81	104
20%	30%	25%	26%	**	**	20%	19%	**	**	**	**	20%	20%	20%	20%	19%
	d															
97	20	12	22	**	**	53	39	**	**	**	**	94	72	94	83	95
17%	19%	20%	27%	**	**	20%	18%	**	**	**	**	19%	19%	19%	20%	18%
89	23	18	25	**	**	40	29	**	**	**	**	84	70	84	75	89
16%	21%	30%	31%	**	**	15%	13%	**	**	**	**	17%	18%	17%	18%	16%
85	33	22	22	**	**	43	36	**	**	**	**	73	57	73	72	83
15%	31%	36%	27%	**	**	16%	16%	**	**	**	**	15%	15%	14%	18%	15%
78	24	12	20	**	**	40	28	**	**	**	**	73	60	73	64	76
14%	22%	21%	24%	**	**	15%	13%	**	**	**	**	14%	16%	14%	16%	14%
	e	e	e	e												
56	11	6	8	**	**	24	19	**	**	**	**	48	41	48	38	54
10%	10%	10%	10%	**	**	9%	9%	**	**	**	**	10%	11%	10%	9%	10%
44	6	1	7	**	**	25	22	**	**	**	**	40	28	40	34	44
8%	6%	2%	9%	**	**	9%	10%	**	**	**	**	8%	7%	8%	8%	8%
				abce												
31	9	6	4	**	**	22	16	**	**	**	**	26	22	26	25	29
6%	8%	10%	5%	**	**	8%	7%	**	**	**	**	5%	6%	5%	6%	5%
16	8	5	3	**	**	9	9	**	**	**	**	14	12	14	12	16
3%	7%	9%	3%	**	**	4%	4%	**	**	**	**	3%	3%	3%	3%	3%
13	*	*	-	**	**	8	8	**	**	**	**	13	13	13	11	13
2%	*%	*%	-%	**	**	3%	4%	**	**	**	**	3%	3%	3%	3%	2%
9	4	5	3	**	**	5	5	**	**	**	**	9	4	9	7	9
2%	4%	8%	3%	**	**	2%	2%	**	**	**	**	2%	1%	2%	2%	2%
				acd												
6	2	*	*	**	**	3	3	**	**	**	**	6	6	6	6	6
1%	2%	*%	*%	**	**	1%	1%	**	**	**	**	1%	2%	1%	1%	1%
5	-	-	*	**	**	-	-	**	**	**	**	5	5	5	2	5
1%	-%	-%	*%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
5	1	1	*	**	**	*	*	**	**	**	**	2	4	5	5	4
1%	1%	2%	*%	**	**	*%	*%	**	**	**	**	*%	1%	1%	1%	1%
				c												
3	*	2	-	**	**	1	1	**	**	**	**	3	3	3	3	3
1%	*%	4%	-%	**	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%
		a														

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																
Unweighted total	563	135	78	96	36	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
Freight - Better / Night	2	-	-	-	**	2	2	**	**	**	**	2	-	2	2	2
	%	-%	-%	-%	**	1%	1%	**	**	**	**	%	-%	%	1%	%
Neo Post	2	-	-	-	**	-	-	**	**	**	**	2	2	2	2	2
	%	-%	-%	-%	**	-%	-%	**	**	**	**	%	1%	%	1%	%
Secured Mail	1	-	*	*	**	1	1	**	**	**	**	1	1	1	1	1
	%	-%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Parcel Line	1	1	1	-	**	1	1	**	**	**	**	1	1	1	1	1
	%	1%	1%	-%	**	%	%	**	**	**	**	%	%	%	%	%
Interlink / Interlink Express / Direct	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Fastway Couriers	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Global Mailing	*	-	-	-	**	*	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	%	-%	**	**	**	**	%	%	%	%	%
AJG Parcels	*	*	-	*	**	-	*	**	**	**	**	*	*	*	*	*
	%	%	-%	%	**	-%	%	**	**	**	**	%	%	%	%	%
Citipost	*	-	-	-	**	*	*	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	%	%	**	**	**	**	%	%	%	%	%
Postal Sort	*	-	-	-	**	-	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	-%	-%	**	**	**	**	%	%	%	%	%
None	3	*	-	-	**	3	2	**	**	**	**	3	3	3	3	3
	%	%	-%	-%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Other answers	39	9	2	11	**	20	16	**	**	**	**	35	28	35	31	39
	7%	8%	4%	13%	**	8%	7%	**	**	**	**	7%	7%	7%	7%	7%
			b	b	ab											

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Royal Mail	421	203	374	82	**	332	**	58	344	72	**	**	62	35	307	79
	75%	73%	73%	73%	**	77%	**	82%	75%	71%	**	**	69%	71%	74%	78%
DPD	162	93	152	36	**	127	**	28	122	38	**	**	30	20	108	34
	29%	33%	30%	32%	**	29%	**	39%	27%	37%	**	**	34%	40%	26%	33%
								b						b		
DHL	110	59	95	26	**	79	**	17	83	34	**	**	25	14	73	23
	20%	21%	19%	23%	**	18%	**	24%	18%	33%	**	**	28%	28%	18%	23%
Parcelforce	97	48	94	25	**	70	**	18	71	28	**	**	25	14	59	24
	17%	17%	18%	22%	**	16%	**	25%	16%	28%	**	**	28%	29%	14%	23%
														b		b
Hermes	89	52	80	24	**	59	**	21	60	27	**	**	25	19	52	18
	16%	19%	16%	21%	**	14%	**	30%	13%	27%	**	**	28%	38%	13%	18%
								b						bc		
UPS	85	45	76	20	**	61	**	11	63	35	**	**	23	12	62	11
	15%	16%	15%	18%	**	14%	**	16%	14%	35%	**	**	26%	25%	15%	11%
														c		
TNT Express	78	51	73	19	**	58	**	9	62	22	**	**	13	5	43	30
	14%	18%	14%	16%	**	13%	**	12%	14%	21%	**	**	15%	10%	11%	29%
															ab	
FedEx	56	29	50	7	**	39	**	10	38	21	**	**	14	13	31	12
	10%	10%	10%	7%	**	9%	**	15%	8%	21%	**	**	16%	27%	7%	12%
														bc		
Yodel	44	21	43	14	**	34	**	14	29	6	**	**	5	6	26	12
	8%	8%	8%	12%	**	8%	**	20%	6%	6%	**	**	6%	12%	6%	12%
								b								
UK Mail	31	18	29	5	**	22	**	9	23	10	**	**	5	4	18	10
	6%	6%	6%	5%	**	5%	**	12%	5%	10%	**	**	6%	7%	4%	9%
								b								
DX	16	12	14	3	**	16	**	5	12	3	**	**	3	3	9	4
	3%	4%	3%	2%	**	4%	**	7%	3%	3%	**	**	3%	5%	2%	4%
Amazon	13	11	13	2	**	10	**	2	11	-	**	**	-	*	11	2
	2%	4%	3%	2%	**	2%	**	3%	2%	-%	**	**	-%	*%	3%	2%
Parcels to go	9	5	9	2	**	7	**	-	7	7	**	**	5	2	7	-
	2%	2%	2%	2%	**	2%	**	-%	1%	7%	**	**	5%	4%	2%	-%
														c		
Whistl (Previously known as TNT Post)	6	6	6	1	**	1	**	2	3	*	**	**	*	2	3	1
	1%	2%	1%	1%	**	*%	**	3%	1%	*%	**	**	*%	5%	1%	1%
														b		
Pitney Bowes	5	2	5	2	**	-	**	-	-	5	**	**	5	-	2	3
	1%	1%	1%	2%	**	-%	**	-%	-%	5%	**	**	5%	-%	1%	3%
APC	5	3	5	3	**	1	**	*	1	4	**	**	3	1	2	1
	1%	1%	1%	3%	**	*%	**	*%	*%	4%	**	**	4%	3%	1%	1%

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Tuffnells	3	2	3	2	1	**	-	1	2	**	**	2	-	3	-
	1%	1%	1%	2%	1%	**	-%	1%	2%	**	**	2%	-%	1%	-%
Freight - Better / Night	2	-	2	-	2	**	-	2	-	**	**	-	-	2	-
	1%	-%	1%	-%	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%
Neo Post	2	-	2	-	-	**	-	-	-	**	**	2	-	2	-
	1%	-%	1%	-%	-%	**	-%	-%	-%	**	**	2%	-%	1%	-%
Secured Mail	1	*	1	-	1	**	-	1	*	**	**	*	-	1	-
	1%	1%	1%	-%	1%	**	-%	1%	1%	**	**	1%	-%	1%	-%
Parcel Line	1	1	1	-	1	**	-	1	-	**	**	-	-	1	-
	1%	1%	1%	-%	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%
Interlink / Interlink Express / Direct	*	*	*	-	*	**	*	*	*	**	**	-	*	*	-
	1%	1%	1%	-%	1%	**	1%	1%	1%	**	**	-%	1%	1%	-%
Fastway Couriers	*	*	*	*	*	**	-	*	-	**	**	-	-	*	-
	1%	1%	1%	1%	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%
Global Mailing	*	*	*	-	*	**	-	*	*	**	**	*	-	-	*
	1%	1%	1%	-%	1%	**	-%	1%	1%	**	**	1%	-%	-%	1%
AJG Parcels	*	*	*	-	*	**	-	*	*	**	**	*	*	-	-
	1%	1%	1%	-%	1%	**	-%	1%	1%	**	**	1%	1%	-%	-%
Citipost	*	*	*	-	*	**	-	*	-	**	**	-	-	*	-
	1%	1%	1%	-%	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%
Postal Sort	*	-	*	*	-	**	-	-	*	**	**	*	-	*	-
	1%	-%	1%	1%	-%	**	-%	-%	1%	**	**	1%	-%	1%	-%
None	3	2	3	*	3	**	-	3	-	**	**	-	-	3	*
	1%	1%	1%	1%	1%	**	-%	1%	-%	**	**	-%	-%	1%	1%
Other answers	39	22	35	16	28	**	11	26	14	**	**	14	5	30	5
	7%	8%	7%	14%	7%	**	15%	6%	14%	**	**	16%	10%	7%	5%

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	325	238	325	35	151	74	108	46	175	108
Royal Mail	421	64	**	332	235	249	24	112	53	85	30	131	73
	75%	73%	**	74%	72%	77%	69%	74%	72%	79%	64%	75%	68%
DPD	162	38	**	110	60	102	10	66	35	47	20	54	38
	29%	43%	**	31%	25%	31%	30%	44%	48%	43%	43%	31%	35%
DHL	110	26	**	79	42	58	14	35	29	24	12	34	22
	20%	29%	**	21%	18%	18%	39%	23%	40%	23%	26%	19%	20%
Parcelforce	97	27	**	68	42	63	9	36	28	23	13	43	21
	17%	30%	**	17%	18%	19%	27%	24%	38%	21%	28%	24%	19%
Hermes	89	35	**	49	40	49	6	37	29	15	15	30	21
	16%	40%	**	15%	17%	15%	16%	25%	39%	14%	33%	17%	20%
UPS	85	17	**	60	34	45	5	44	27	33	10	28	16
	15%	19%	**	16%	14%	14%	14%	29%	37%	31%	22%	16%	15%
TNT Express	78	9	**	45	33	44	6	24	12	19	9	21	16
	14%	10%	**	14%	14%	13%	16%	16%	17%	18%	20%	12%	15%
FedEx	56	12	**	34	22	31	5	22	14	17	3	16	11
	10%	14%	**	10%	9%	10%	13%	15%	20%	16%	6%	9%	10%
Yodel	44	9	**	32	14	26	*	11	9	6	3	12	6
	8%	10%	**	9%	6%	8%	1%	7%	12%	5%	6%	7%	6%
UK Mail	31	12	**	16	16	24	*	11	9	8	6	8	12
	6%	13%	**	5%	7%	7%	%	7%	12%	7%	13%	5%	11%
DX	16	4	**	4	12	12	2	8	3	5	3	9	3
	3%	5%	**	1%	5%	4%	6%	5%	4%	5%	6%	5%	2%
Amazon	13	-	**	8	5	8	1	*	-	*	*	5	3
	2%	-%	**	2%	2%	2%	3%	%	-%	%	%	3%	3%
Parcels to go	9	5	**	4	5	7	4	2	2	2	-	-	2
	2%	5%	**	1%	2%	2%	12%	1%	3%	2%	-%	-%	2%
Whistl (Previously known as TNT Post)	6	*	**	3	3	3	*	2	2	*	*	1	*
	1%	%	**	1%	1%	1%	%	2%	3%	%	%	1%	%
Pitney Bowes	5	2	**	5	*	5	5	*	*	*	-	*	*
	1%	2%	**	1%	%	1%	14%	%	%	%	-%	%	%
		c					acd			c			c

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

QV3. Thinking about postal services, which providers can you think of?

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	448	325	238	325	35	151	74	108	46	175	108
APC	5	2	**	3	2	3	*	1	*	1	1	3	3
	1%	2%	**	1%	1%	1%	%	1%	%	1%	2%	1%	3%
Tuffnells	3	*	**	3	-	3	1	2	2	*	2	*	2
	1%	%	**	1%	-%	1%	3%	2%	3%	%	5%	%	2%
											ac		c
Freight - Better / Night	2	-	**	2	-	2	-	-	-	-	-	-	-
	%	-%	**	%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Neo Post	2	-	**	-	-	2	-	-	-	-	-	-	2
	%	-%	**	-%	-%	1%	-%	-%	-%	-%	-%	-%	2%
													c
Secured Mail	1	-	**	1	-	1	1	*	*	-	*	-	*
	%	-%	**	%	-%	%	3%	%	%	-%	%	-%	%
							ac						
Parcel Line	1	-	**	1	-	1	-	1	-	-	1	-	1
	%	-%	**	%	-%	%	-%	1%	-%	-%	2%	-%	1%
											c		
Interlink / Interlink Express / Direct	*	*	**	*	-	*	-	*	-	*	*	*	*
	%	%	**	%	-%	%	-%	%	-%	%	%	%	%
Fastway Couriers	*	-	**	*	*	*	*	*	*	*	*	*	*
	%	-%	**	%	%	%	%	%	%	%	%	%	%
Global Mailing	*	*	**	-	*	*	*	-	-	-	-	-	-
	%	%	**	-%	%	%	%	-%	-%	-%	-%	-%	-%
AJG Parcels	*	-	**	*	*	*	-	*	*	*	-	-	*
	%	-%	**	%	%	%	-%	%	-%	%	-%	-%	%
Citipost	*	-	**	*	*	*	-	-	-	-	-	*	*
	%	-%	**	%	%	%	-%	-%	-%	-%	-%	%	%
Postal Sort	*	-	**	-	*	-	-	-	-	-	-	-	-
	%	-%	**	-%	%	-%	-%	-%	-%	-%	-%	-%	-%
None	3	-	**	3	2	3	*	*	-	*	-	2	*
	%	-%	**	%	1%	1%	%	%	-%	%	-%	1%	%
Other answers	39	12	**	16	24	29	3	17	9	11	5	20	4
	7%	14%	**	5%	10%	9%	10%	11%	12%	10%	12%	11%	4%
		c			a						d		d

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

Ofcom; Business Postal Tracker April 2018

Table 21 (continuation)

Page 357

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DPD

DHL

Parcelforce

Hermes

UPS

TNT Express

FedEx

Yodel

UK Mail

DX

Amazon

Parcels to go

 Whistl (Previously known
as TNT Post)

Pitney Bowes

APC

Tuffnells

Freight - Better / Night

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
421	67	182	**	127	421
75%	65%	76%	**	80%	75%
	a	a			
162	47	65	**	33	162
29%	46%	27%	**	21%	29%
	bcd				
110	14	55	**	26	110
20%	14%	23%	**	17%	20%
97	17	45	**	23	97
17%	16%	19%	**	15%	17%
89	15	46	**	18	89
16%	15%	19%	**	11%	16%
	d	d			
85	19	41	**	16	85
15%	18%	17%	**	10%	15%
	c	c			
78	13	37	**	20	78
14%	13%	16%	**	13%	14%
56	8	26	**	18	56
10%	8%	11%	**	12%	10%
44	9	26	**	6	44
8%	9%	11%	**	4%	8%
	d				
31	4	16	**	9	31
6%	4%	7%	**	6%	6%
16	*	14	**	3	16
3%	*%	6%	**	2%	3%
	a				
13	2	6	**	*	13
2%	2%	2%	**	*%	2%
9	3	2	**	4	9
2%	3%	1%	**	3%	2%
6	*	5	**	*	6
1%	*%	2%	**	*%	1%
5	2	3	**	-	5
1%	2%	1%	**	-%	1%
5	*	2	**	2	5
1%	*%	1%	**	1%	1%
3	-	3	**	-	3
1%	-%	1%	**	-%	1%
2	-	-	**	-	2
*%	-%	-%	**	-%	*%

Columns Tested: a,b,c,d

 Produced by OLR
Issue date: 11/05/18

QV3. Thinking about postal services, which providers can you think of?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Neo Post

Secured Mail

Parcel Line

Interlink / Interlink

Express / Direct

Fastway Couriers

Global Mailing

AJG Parcels

Citipost

Postal Sort

None

Other answers

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
2	-	2	**	-	2
*%	-%	1%	**	-%	*%
1	*	1	**	-	1
*%	*%	*%	**	-%	*%
1	-	1	**	-	1
*%	-%	*%	**	-%	*%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%
*	-	-	**	*	*
*%	-%	-%	**	*%	*%
*	*	-	**	-	*
*%	*%	-%	**	-%	*%
*	-	-	**	*	*
*%	-%	-%	**	*%	*%
3	2	*	**	*	3
*%	2%	*%	**	*%	*%
	b				
39	8	15	**	8	39
7%	8%	6%	**	5%	7%

Columns Tested: a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Royal Mail	527	506	13	5	**	22	219	129	**	**	15
	94%	94%	97%	91%	**	96%	95%	98%	**	**	99%
DHL	21	20	*	*	**	*	12	*	**	**	*
	4%	4%	1%	3%	**	2%	5%	%	**	**	%
DPD	19	19	*	*	**	*	12	-	**	**	2
	3%	3%	1%	2%	**	1%	5%	-%	**	**	15%
Parcelforce	17	17	*	*	**	1	8	5	**	**	*
	3%	3%	3%	4%	**	3%	3%	4%	**	**	1%
UPS	16	16	*	-	**	*	3	7	**	**	-
	3%	3%	1%	-%	**	1%	1%	5%	**	**	-%
Hermes	15	15	-	-	**	-	6	4	**	**	2
	3%	3%	-%	-%	**	-%	2%	3%	**	**	15%
TNT Express	12	11	*	*	**	1	5	*	**	**	2
	2%	2%	3%	2%	**	3%	2%	%	**	**	16%
FedEx	9	8	*	-	**	*	2	-	**	**	*
	2%	2%	2%	-%	**	1%	1%	-%	**	**	1%
Pitney Bowes	7	7	-	*	**	*	-	-	**	**	-
	1%	1%	-%	3%	**	1%	-%	-%	**	**	-%
APC	6	6	*	-	**	*	3	2	**	**	-
	1%	1%	3%	-%	**	2%	1%	2%	**	**	-%
UK Mail	5	5	-	-	**	-	2	3	**	**	-
	1%	1%	-%	-%	**	-%	1%	3%	**	**	-%
Parcels to go	3	3	-	-	**	-	-	-	**	**	-
	%	%	-%	-%	**	-%	-%	-%	**	**	-%
Tuffnells	2	2	*	-	**	*	-	-	**	**	*
	%	%	%	-%	**	%	-%	-%	**	**	%
Neo Post	2	2	-	*	**	*	-	2	**	**	-
	%	%	-%	1%	**	%	-%	2%	**	**	-%
Collect Plus	2	2	-	-	**	-	-	2	**	**	-
	%	%	-%	-%	**	-%	-%	2%	**	**	-%
Business Post	1	1	-	-	**	-	1	-	**	**	-
	%	%	-%	-%	**	-%	%	-%	**	**	-%
Postal Sort	*	-	*	*	**	*	-	-	**	**	*
	%	-%	%	1%	**	%	-%	-%	**	**	%
Local Courier	*	-	*	-	**	*	-	-	**	**	-
	%	-%	%	-%	**	%	-%	-%	**	**	-%
Global Mailing	*	-	*	-	**	*	-	-	**	**	-
	%	-%	%	-%	**	%	-%	-%	**	**	-%

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

DX

*%

Other answers

2%

NET: RM Only

80%

NET: RM and other

14%

NET: Provider other than

RM only

36%

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	*d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
DX	-	-	*	**	*	-	-	**	**	-
*%	-%	-%	1%	**	*%	-%	-%	**	**	-%
Other answers	14	13	*	**	1	4	4	**	**	*
2%	2%	4%	5%	**	4%	2%	3%	**	**	2%
NET: RM Only	448	429	11	5	**	184	107	**	**	10
80%	79%	85%	82%	**	85%	80%	82%	**	**	66%
						e	e	e		
NET: RM and other	79	77	2	1	**	34	22	**	**	5
14%	14%	12%	9%	**	11%	15%	17%	**	**	33%
										abc
NET: Provider other than										
RM only	36	35	*	1	**	11	2	**	**	*
6%	6%	3%	9%	**	4%	5%	2%	**	**	1%
			b							

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Royal Mail	527	**	**	45	**	**	95	71	**	**	452	31	25	20
	94%	**	**	84%	**	**	90%	92%	**	**	93%	97%	96%	95%
									c		c	c		
DHL	21	**	**	11	**	**	2	-	**	**	21	*	-	-
	4%	**	**	20%	**	**	2%	-%	**	**	4%	3%	-	-%
				efgklm					egklm					
DPD	19	**	**	*	**	**	8	2	**	**	18	1	-	*
	3%	**	**	3%	**	**	8%	3%	**	**	4%	3%	-%	3%
							clm							
Parcelforce	17	**	**	-	**	**	2	2	**	**	14	1	1	1
	3%	**	**	-%	**	**	2%	3%	**	**	3%	3%	4%	5%
			ce											
UPS	16	**	**	2	**	**	4	2	**	**	15	*	1	-
	3%	**	**	4%	**	**	4%	3%	**	**	3%	3%	3%	-%
						km								
Hermes	15	**	**	-	**	**	2	2	**	**	14	1	-	-
	3%	**	**	-%	**	**	2%	3%	**	**	3%	3%	-%	-%
									cejlm					
TNT Express	12	**	**	4	**	**	*	*	**	**	12	*	-	*
	2%	**	**	8%	**	**	3%	3%	f	**	2%	3%	-%	3%
				fgjklm		fgjklm								
FedEx	9	**	**	4	**	**	2	2	**	**	8	*	-	-
	2%	**	**	8%	**	**	2%	3%	**	**	2%	3%	-%	-%
				jklm										
Pitney Bowes	7	**	**	4	**	**	-	*	**	**	7	-	-	*
	1%	**	**	8%	**	**	-%	3%	**	**	1%	-%	-%	3%
				fgjklm										
APC	6	**	**	-	**	**	2	2	**	**	4	1	1	-
	1%	**	**	-%	**	**	2%	3%	**	**	1%	3%	4%	-%
UK Mail	5	**	**	-	**	**	-	-	**	**	3	-	3	-
	1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	10%	-%
			j									cefgjkm		
Parcels to go	3	**	**	-	**	**	-	-	**	**	3	-	-	-
	3%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
									fj					
Tuffnells	2	**	**	-	**	**	-	-	**	**	2	*	-	-
	3%	**	**	-%	**	**	-%	-%	**	**	3%	3%	-%	-%
						j								
Neo Post	2	**	**	*	**	**	-	2	**	**	2	-	-	-
	3%	**	**	3%	**	**	-%	3%	**	**	3%	-%	-%	-%
Collect Plus	2	**	**	-	**	**	2	-	**	**	2	-	-	-
	3%	**	**	-%	**	**	2%	-%	**	**	3%	-%	-%	-%
Business Post	1	**	**	-	**	**	-	-	**	**	-	1	-	-
	3%	**	**	-%	**	**	-%	-%	**	**	-%	3%	-%	-%
											j			

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Postal Sort	*	**	**	-	**	**	-	-	**	**	-	-	-	*
	***	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	***
Local Courier	*	**	**	*	**	**	-	-	**	**	*	-	-	-
	***	**	**	***	**	**	-%	-%	**	**	***	-%	-%	-%
Global Mailing	*	**	**	*	**	**	-	-	**	**	*	-	-	-
	***	**	**	***	**	**	-%	-%	**	**	***	-%	-%	-%
DX	*	**	**	-	**	**	-	-	**	**	-	*	-	-
	***	**	**	-%	**	**	-%	-%	**	**	-%	***	-%	-%
Other answers	14	**	**	7	**	**	-	*	**	**	12	1	1	*
	2%	**	**	12%	**	**	-%	***	**	**	2%	3%	4%	***
				efghjkm										
NET: RM Only	448	**	**	30	**	**	86	67	**	**	379	28	22	20
	80%	**	**	56%	**	**	82%	87%	**	**	78%	87%	82%	94%
						c	c	c			c	ch	c	bcefhj
NET: RM and other	79	**	**	15	**	**	8	4	**	**	72	3	4	*
	14%	**	**	28%	**	**	8%	5%	**	**	15%	10%	14%	1%
			gm	fgjkm		m		fgjkm			gm	m	m	
NET: Provider other than RM only	36	**	**	8	**	**	10	6	**	**	33	1	1	1
	6%	**	**	16%	**	**	10%	8%	**	**	7%	3%	4%	5%
				hijkl										

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Royal Mail	527 94%	**	**	45 88%	**	**	81 84%	70 94%	**	**	449 93%	33 97%	24 96%	22 95%
				aefgijk					cf	cf	f	cf	f	f
DHL	21 4%	**	**	8 16%	**	**	4 4%	3 3%	**	**	20 4%	* *%	* *%	- -%
				aefgijk lm										
DPD	19 3%	**	**	- -%	**	**	8 9%	2 3%	**	**	18 4%	1 3%	- -%	* *%
							clm							
Parcelforce	17 3%	**	**	- -%	**	**	2 2%	2 3%	**	**	15 3%	1 3%	* 1%	1 4%
UPS	16 3%	**	**	2 4%	**	**	2 2%	2 3%	**	**	15 3%	* *%	1 3%	- -%
						fijkm								
Hermes	15 3%	**	**	- -%	**	**	- -%	2 3%	**	**	14 3%	1 3%	- -%	- -%
								cfilm	cfim					
TNT Express	12 2%	**	**	4 8%	**	**	* *%	* *%	**	**	12 2%	* *%	- -%	* *%
				fgiklm		fkI								
FedEx	9 2%	**	**	2 4%	**	**	2 2%	2 3%	**	**	8 2%	* *%	- -%	- -%
Pitney Bowes	7 1%	**	**	4 8%	**	**	3 3%	* *%	**	**	7 1%	- -%	- -%	* *%
				gijklm										
APC	6 1%	**	**	- -%	**	**	2 2%	2 3%	**	**	4 1%	1 3%	1 4%	- -%
UK Mail	5 1%	**	**	- -%	**	**	- -%	- -%	**	**	3 1%	- -%	2 7%	- -%
										fj		cfijkm		
Parcels to go	3 *%	**	**	- -%	**	**	- -%	- -%	**	**	3 1%	- -%	- -%	- -%
									j					
Tuffnells	2 *%	**	**	- -%	**	**	- -%	- -%	**	**	2 *%	* *%	- -%	- -%
						fjl								
Neo Post	2 *%	**	**	* *%	**	**	2 2%	- -%	**	**	2 *%	- -%	- -%	- -%
Collect Plus	2 *%	**	**	- -%	**	**	- -%	- -%	**	**	2 *%	- -%	- -%	- -%
Business Post	1 *%	**	**	- -%	**	**	- -%	- -%	**	**	- -%	1 3%	- -%	- -%
											j			
Postal Sort	* *%	**	**	- -%	**	**	- -%	- -%	**	**	- -%	- -%	- -%	* *%

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Local Courier	*	**	**	*	**	**	-	-	**	**	*	-	-	-
	*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
Global Mailing	*	**	**	*	**	**	-	-	**	**	*	-	-	-
	*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
DX	*	**	**	-	**	**	-	-	**	**	-	*	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	-%	*%	-%	-%
Other answers	14	**	**	7	**	**	*	*	**	**	12	1	1	*
	2%	**	**	13%	**	**	*%	*%	**	**	2%	3%	4%	*%
				efghjkm										
NET: RM Only	448	**	**	30	**	**	75	63	**	**	375	30	22	22
	80%	**	**	59%	**	**	78%	85%	**	**	78%	88%	88%	94%
		c					c	c			c	chj	ch	cefhij
NET: RM and other	79	**	**	15	**	**	6	7	**	**	74	3	2	*
	14%	**	**	29%	**	**	7%	9%	**	**	15%	9%	8%	1%
				afgjkim		am			afgjkim	afkim	afm	m		
NET: Provider other than RM only	36	**	**	6	**	**	15	4	**	**	33	1	1	1
	6%	**	**	12%	**	**	16%	6%	**	**	7%	3%	4%	5%
				hik			hijklm							

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

Ofcom; Business Postal Tracker April 2018

Table 22 (continuation)

Page 365

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	563													
Weighted total	563													
Royal Mail	527													
	94%													
DHL	21													
	4%													
DPD	19													
	3%													
Parcelforce	17													
	3%													
UPS	16													
	3%													
Hermes	15													
	3%													
TNT Express	12													
	2%													
FedEx	9													
	2%													
Pitney Bowes	7													
	1%													
APC	6													
	1%													
UK Mail	5													
	1%													
Parcels to go	3													
	1%													
Tuffnells	2													
	1%													
Neo Post	2													
	1%													
Collect Plus	2													
	1%													
Business Post	1													
	1%													
Postal Sort	1													
	1%													

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

Produced by OLR
Issue date: 11/05/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Local Courier

Global Mailing

DX

Other answers

NET: RM Only

NET: RM and other

NET: Provider other than
RM only

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
*	**	-	**	-	-	**	**	*	*	-	-	*	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	-%	*%	*%	**
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**
14	**	2	**	1	5	**	**	2	12	2	11	2	14	**
2%	**	4%	**	1%	3%	**	**	1%	3%	1%	2%	4%	3%	**
448	**	44	**	59	126	**	**	162	293	155	411	37	408	**
80%	**	78%	**	88%	75%	**	**	83%	76%	86%	81%	65%	79%	**
				eg			g				b			
79	**	8	**	5	27	**	**	29	62	17	67	12	74	**
14%	**	14%	**	8%	16%	**	**	15%	16% b	9%	13%	21%	14%	**
36	**	4	**	3	15	**	**	4	28	8	27	8	36	**
6%	**	8%	**	5%	9%	**	**	2%	7%	4%	5%	15% a	7%	**
		h			h		h					a		

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

DPD

Parcelforce

UPS

Hermes

TNT Express

FedEx

Pitney Bowes

APC

UK Mail

Parcels to go

Tuffnells

Neo Post

Collect Plus

Business Post

Postal Sort

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
527	340	75	106	456	59	**	**	**	**	**	**	515	**	248	209	71
94%	94%	92%	93%	95%	89%	**	**	**	**	**	**	94%	**	99%	90%	88%
				b								b		bc		
21	16	*	5	16	3	**	**	**	**	**	**	18	**	5	11	5
4%	4%	%	4%	3%	4%	**	**	**	**	**	**	3%	**	2%	5%	6%
	b		b													
19	9	2	7	9	9	**	**	**	**	**	**	19	**	3	7	9
3%	3%	3%	6%	2%	14%	**	**	**	**	**	**	3%	**	1%	3%	12%
			a		ai											ab
17	6	*	11	8	6	**	**	**	**	**	**	14	**	2	6	9
3%	2%	%	10%	2%	9%	**	**	**	**	**	**	3%	**	1%	3%	11%
			ab		ai											ab
16	6	-	10	9	8	**	**	**	**	**	**	16	**	-	9	8
3%	2%	-%	9%	2%	12%	**	**	**	**	**	**	3%	**	-%	4%	10%
			ab		ai										a	ab
15	8	2	5	15	-	**	**	**	**	**	**	15	**	3	11	-
3%	2%	3%	4%	3%	-%	**	**	**	**	**	**	3%	**	1%	5%	-%
				b											c	
12	9	-	2	9	2	**	**	**	**	**	**	11	**	5	4	3
2%	3%	-%	2%	2%	3%	**	**	**	**	**	**	2%	**	2%	2%	3%
9	4	*	4	4	2	**	**	**	**	**	**	6	**	-	4	4
2%	1%	%	4%	1%	3%	**	**	**	**	**	**	1%	**	-%	2%	5%
																ab
7	5	2	*	7	*	**	**	**	**	**	**	7	**	-	7	*
1%	1%	3%	%	1%	%	**	**	**	**	**	**	1%	**	-%	3%	%
															ac	
6	1	-	5	3	3	**	**	**	**	**	**	6	**	-	3	3
1%	%	-%	5%	1%	5%	**	**	**	**	**	**	1%	**	-%	1%	4%
			ab		ai											a
5	2	-	3	2	1	**	**	**	**	**	**	3	**	-	2	3
1%	%	-%	3%	%	1%	**	**	**	**	**	**	%	**	-%	1%	4%
			a													ab
3	3	-	-	3	-	**	**	**	**	**	**	3	**	3	-	-
%	1%	-%	-%	1%	-%	**	**	**	**	**	**	%	**	1%	-%	-%
2	2	-	-	*	2	**	**	**	**	**	**	2	**	-	*	2
%	1%	-%	-%	%	3%	**	**	**	**	**	**	%	**	-%	%	3%
					ai											ab
2	2	2	-	2	-	**	**	**	**	**	**	2	**	-	-	-
%	1%	3%	-%	-%	3%	**	**	**	**	**	**	%	**	-%	-%	3%
		a			ai											ab
2	2	-	-	2	-	**	**	**	**	**	**	2	**	-	2	-
%	1%	-%	-%	%	-%	**	**	**	**	**	**	%	**	-%	1%	-%
1	-	-	1	1	-	**	**	**	**	**	**	1	**	1	-	-
%	-%	-%	1%	%	-%	**	**	**	**	**	**	%	**	%	-%	-%
*	*	-	-	-	*	**	**	**	**	**	**	*	**	-	-	*
%	%	-%	-%	-%	%	**	**	**	**	**	**	%	**	-%	-%	%

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

Produced by OLR

Issue date: 11/05/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Local Courier

Global Mailing

DX

Other answers

NET: RM Only

NET: RM and other

NET: Provider other than
RM only

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
*	*	-	-	*	-	**	**	**	**	**	**	*	**	-	*	-
*%	*%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%
*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
14	10	2	1	13	*	**	**	**	**	**	**	13	**	5	8	1
2%	3%	3%	1%	3%	1%	**	**	**	**	**	**	2%	**	2%	3%	1%
448	293	70	79	400	43	**	**	**	**	**	**	442	**	228	172	49
80%	81%	86%	70%	83%	64%	**	**	**	**	**	**	81%	**	91%	74%	60%
	c	c		b								b		bc	c	
79	47	5	27	57	16	**	**	**	**	**	**	73	**	20	37	22
14%	13%	6%	24%	12%	24%	**	**	**	**	**	**	13%	**	8%	16%	28%
		ab	ab		ai										a	ab
36	22	6	7	26	8	**	**	**	**	**	**	33	**	2	23	10
6%	6%	8%	7%	5%	11%	**	**	**	**	**	**	6%	**	1%	10%	12%
					ai										a	a

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
Royal Mail	527	294	177	333	158	115	341	304	**	**	**	**	**	**	150	**	**	**	**	**	**	**
	94%	96%	93%	94%	90%	94%	94%	94%	**	**	**	**	**	**	89%	**	**	**	**	**	**	**
		d					d															
DHL	21	3	7	10	10	4	5	10	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	4%	1%	4%	3%	6%	3%	1%	3%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
			af		af	a																
DPD	19	9	2	9	16	*	11	9	**	**	**	**	**	**	16	**	**	**	**	**	**	**
	3%	3%	1%	3%	9%	9%	3%	3%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
		e		e	abcef	e																
Parcelforce	17	10	12	12	15	4	12	12	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	3%	3%	6%	3%	9%	3%	3%	4%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
				acef																		
UPS	16	4	*	4	15	*	10	4	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	3%	1%	9%	1%	9%	9%	3%	1%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
				abcef		be																
Hermes	15	10	7	10	14	5	5	10	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	3%	3%	4%	3%	8%	4%	1%	3%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
			f		acf	f																
TNT Express	12	5	5	7	5	7	7	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	2%	2%	2%	3%	4%	2%	2%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
FedEx	9	2	*	2	4	*	8	2	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	2%	1%	9%	1%	3%	9%	2%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				bce		bce																
Pitney Bowes	7	3	2	5	*	2	5	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	9%	2%	1%	1%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
APC	6	1	3	3	5	*	1	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	9%	2%	1%	3%	9%	9%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				acef																		
UK Mail	5	3	1	3	3	3	5	1	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	1%	9%	1%	2%	2%	1%	9%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Parcels to go	3	3	-	3	3	-	-	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	9%	1%	-9%	1%	1%	-9%	-9%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
				bf																		
Tuffnells	2	2	-	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	9%	1%	-9%	1%	1%	9%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Neo Post	2	2	*	2	*	2	2	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	9%	1%	9%	1%	9%	2%	1%	1%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
				b																		
Collect Plus	2	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	9%	-9%	-9%	-9%	1%	-9%	-9%	-9%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
				acf																		
Business Post	1	-	1	1	-	1	1	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	9%	-9%	9%	9%	-9%	1%	9%	9%	**	**	**	**	**	**	-9%	**	**	**	**	**	**	**
Postal Sort	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	9%	9%	9%	9%	9%	9%	9%	9%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent									
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
Local Courier	*	*	-	*	-	*	-	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	*%	-%	*%	-%	*%	-%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
Global Mailing	*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
DX	*	*	*	*	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	*%	*%	*%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
Other answers	14	9	8	12	4	4	9	11	**	**	**	**	**	**	4	**	**	**	**	**	**	**		
	2%	3%	4%	3%	2%	3%	3%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
NET: RM Only	448	255	149	286	107	98	293	260	**	**	**	**	**	**	101	**	**	**	**	**	**	**		
	80%	83%	78%	81%	61%	80%	81%	80%	**	**	**	**	**	**	60%	**	**	**	**	**	**	**		
		d	d	d	d	d	d	a																
NET: RM and other	79	39	28	47	51	17	48	43	**	**	**	**	**	**	48	**	**	**	**	**	**	**		
	14%	13%	15%	13%	29%	14%	13%	13%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**		
				abcef																				
NET: Provider other than RM only	36	13	13	21	18	7	20	21	**	**	**	**	**	**	18	**	**	**	**	**	**	**		
	6%	4%	7%	6%	10%	6%	6%	6%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**		
				af																				

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
527	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
94%	132	84	74	38	**	61	**	**	**	**	106	**	42	501	27
	94%	93%	97%	92%	**	93%	**	**	**	**	91%	**	87%	100%	43%
21	7	3	*	*	**	*	**	**	**	**	7	**	2	10	11
4%	5%	3%	*%	*%	**	*%	**	**	**	**	6%	**	5%	2%	18%
	c								a					a	
19	5	2	2	*	**	4	**	**	**	**	11	**	2	12	6
3%	3%	3%	3%	*%	**	7%	**	**	**	**	10%	**	5%	2%	10%
									abc					a	
17	*	1	8	2	**	4	**	**	**	**	11	**	4	11	6
3%	*%	1%	11%	6%	**	6%	**	**	**	**	10%	**	8%	2%	10%
			ab	a										a	
16	4	-	*	-	**	2	**	**	**	**	11	**	4	7	9
3%	3%	-%	*%	-%	**	3%	**	**	**	**	10%	**	9%	1%	15%
								a						a	
15	3	2	3	2	**	7	**	**	**	**	9	**	2	8	6
3%	2%	2%	3%	5%	**	11%	**	**	**	**	8%	**	5%	2%	10%
						bd		bd						a	
12	6	-	*	*	**	4	**	**	**	**	2	**	2	5	7
2%	5%	-%	*%	*%	**	7%	**	**	**	**	2%	**	4%	1%	11%
	b													a	
9	2	-	-	*	**	2	**	**	**	**	4	**	-	-	9
2%	1%	-%	-%	*%	**	3%	**	**	**	**	4%	**	-%	-%	14%
														a	
7	5	*	-	*	**	-	**	**	**	**	-	**	-	2	5
1%	3%	*%	-%	*%	**	-%	**	**	**	**	-%	**	-%	*%	8%
														a	
6	2	1	-	*	**	-	**	**	**	**	3	**	2	*	6
1%	2%	1%	-%	*%	**	-%	**	**	**	**	2%	**	4%	*%	10%
							a		a					a	
5	3	-	-	1	**	-	**	**	**	**	3	**	-	4	1
1%	2%	-%	-%	2%	**	-%	**	**	**	**	3%	**	-%	1%	1%
									ac						
3	3	-	-	-	**	3	**	**	**	**	-	**	-	3	-
*%	2%	-%	-%	-%	**	4%	**	**	**	**	-%	**	-%	1%	-%
2	-	2	-	-	**	-	**	**	**	**	2	**	-	-	2
*%	-%	2%	-%	-%	**	-%	**	**	**	**	2%	**	-%	-%	4%
														a	
2	-	-	-	2	**	-	**	**	**	**	-	**	-	*	2
*%	-%	-%	-%	5%	**	-%	**	**	**	**	-%	**	-%	*%	3%
				abc										a	

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
2	-	-	-	-	**	-	**	**	**	**	2	**	-	-	2
*%	-%	-%	-%	-%	**	-%	**	**	**	**	2%	**	-%	-%	3%
															a
1	-	1	-	-	**	-	**	**	**	**	-	**	-	1	-
*%	-%	1%	-%	-%	**	-%	**	**	**	**	-%	**	-%	%	-%
*	-	-	-	*	**	*	**	**	**	**	*	**	-	-	*
*%	-%	-%	-%	-%	**	%	**	**	**	**	%	**	-%	-%	%
*	-	*	-	-	**	-	**	**	**	**	-	**	-	*	-
*%	-%	%	-%	-%	**	-%	**	**	**	**	-%	**	-%	%	-%
*	-	*	-	-	**	*	**	**	**	**	*	**	-	-	*
*%	-%	%	-%	-%	**	%	**	**	**	**	%	**	-%	-%	%
*	-	-	-	*	**	-	**	**	**	**	-	**	-	*	-
*%	-%	-%	-%	%	**	-%	**	**	**	**	-%	**	-%	%	-%
14	2	6	2	1	**	2	**	**	**	**	3	**	*	3	10
2%	2%	7%	3%	3%	**	4%	**	**	**	**	3%	**	%	1%	16%
															a
448	111	76	63	32	**	46	**	**	**	**	68	**	33	448	-
80%	79%	83%	83%	78%	**	70%	**	**	**	**	59%	**	69%	89%	-%
						d	d							b	
79	21	9	10	6	**	15	**	**	**	**	38	**	8	53	27
14%	15%	9%	14%	15%	**	23%	**	**	**	**	32%	**	18%	11%	43%
							ab	ab			c			a	
36	9	7	2	3	**	4	**	**	**	**	11	**	6	-	36
6%	6%	7%	3%	8%	**	7%	**	**	**	**	9%	**	13%	-%	57%
															a

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
Royal Mail	527	331	134	23	324	**	125	32	91	268	34	**
	94%	100%	100%	57%	100%	**	100%	64%	94%	96%	88%	**
			b		b		b			c		
DHL	21	8	5	4	6	**	3	7	3	3	*	**
	4%	2%	4%	11%	2%	**	2%	14%	3%	1%	1%	**
						a		a				
DPD	19	9	7	9	7	**	5	11	3	9	*	**
	3%	3%	5%	21%	2%	**	4%	22%	3%	3%	*%	**
				a		a		a				
Parcelforce	17	11	8	7	11	**	7	9	7	3	1	**
	3%	3%	6%	17%	3%	**	5%	17%	7%	1%	3%	**
				a				a	b			
UPS	16	4	7	9	4	**	2	13	*	4	*	**
	3%	1%	5%	21%	1%	**	2%	27%	*%	2%	*%	**
				a				a				
Hermes	15	10	5	9	7	**	5	9	5	7	-	**
	3%	3%	4%	22%	2%	**	4%	18%	5%	3%	-%	**
				a				a				
TNT Express	12	5	*	5	5	**	*	5	2	5	2	**
	2%	1%	*%	11%	1%	**	*%	9%	2%	2%	6%	**
				a		a		a			b	
FedEx	9	2	-	4	2	**	-	4	*	2	-	**
	2%	1%	-%	11%	1%	**	-%	9%	*%	1%	-%	**
				a				a				
Pitney Bowes	7	-	-	*	-	**	-	*	*	3	3	**
	1%	-%	-%	*%	-%	**	-%	*%	*%	1%	7%	**
						a					ab	
APC	6	*	-	5	*	**	-	5	1	1	1	**
	1%	*%	-%	13%	*%	**	-%	11%	1%	*%	2%	**
				a		a		a				
UK Mail	5	3	3	1	1	**	-	3	-	3	-	**
	1%	1%	2%	2%	*%	**	-%	7%	-%	1%	-%	**
						a		a				
Parcels to go	3	3	-	3	3	**	3	-	3	3	-	**
	*%	1%	-%	6%	1%	**	2%	-%	3%	1%	-%	**
				a								
Tuffnells	2	-	-	2	-	**	-	2	-	2	-	**
	*%	-%	-%	5%	-%	**	-%	4%	-%	1%	-%	**
				a		a		a				
Neo Post	2	*	*	-	*	**	*	-	*	2	*	**
	*%	*%	*%	-%	*%	**	*%	-%	*%	1%	*%	**
						a						

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
Collect Plus	2	-	**	-	2	-	**	-	2	-	-	-	**
	%	-%	**	-%	5%	-%	**	-%	4%	-%	-%	-%	**
					a				a				
Business Post	1	1	**	-	-	1	**	-	-	-	-	-	**
	%	%	**	-%	-%	%	**	-%	-%	-%	-%	-%	**
Postal Sort	*	-	**	-	*	-	**	-	*	-	*	*	**
	%	-%	**	-%	%	-%	**	-%	%	-%	%	%	**
Local Courier	*	*	**	-	-	*	**	-	-	*	*	*	**
	%	%	**	-%	-%	%	**	-%	-%	%	%	%	**
Global Mailing	*	-	**	-	*	-	**	-	*	-	*	-	**
	%	-%	**	-%	%	-%	**	-%	%	-%	%	-%	**
DX	*	*	**	-	-	*	**	-	-	*	*	-	**
	%	%	**	-%	-%	%	**	-%	-%	%	%	-%	**
Other answers	14	6	**	2	1	6	**	2	1	8	4	3	**
	2%	2%	**	2%	4%	2%	**	2%	3%	8%	2%	8%	**
					a					b		b	
NET: RM Only	448	284	**	107	-	284	**	107	-	72	240	29	**
	80%	86%	**	79%	-%	88%	**	85%	-%	75%	86%	74%	**
				b		b		b		ac			
NET: RM and other	79	47	**	28	23	39	**	19	32	19	28	6	**
	14%	14%	**	21%	57%	12%	**	15%	64%	20%	10%	15%	**
				a		a			a	b			
NET: Provider other than RM only	36	-	**	-	18	-	**	-	18	5	12	5	**
	6%	-%	**	-%	43%	-%	**	-%	36%	6%	4%	12%	**
					a		a		a			b	

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

Ofcom; Business Postal Tracker April 2018

Table 22 (continuation)

Page 375

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Royal Mail	527	70	149	**	**	108	114	**	**	290	173	143	270	217	**
	94%	85%	93%	**	**	89%	92%	**	**	100%	100%	100%	100%	100%	**
		c	ac												
DHL	21	7	7	**	**	7	7	**	**	3	5	5	8	5	**
	4%	8%	4%	**	**	6%	6%	**	**	1%	3%	4%	3%	2%	**
				b								a			
DPD	19	-	2	**	**	14	9	**	**	9	2	10	7	7	**
	3%	-%	1%	**	**	11%	8%	**	**	3%	1%	7%	3%	3%	**
						b						b			
Parcelforce	17	7	5	**	**	13	3	**	**	9	9	14	5	3	**
	3%	9%	3%	**	**	11%	3%	**	**	3%	5%	10%	2%	1%	**
		b				b						a			
UPS	16	-	*	**	**	11	15	**	**	2	*	13	2	2	**
	3%	-%	*%	**	**	9%	12%	**	**	1%	*%	9%	1%	1%	**
						a						ab			
Hermes	15	3	4	**	**	12	7	**	**	10	4	12	7	5	**
	3%	3%	3%	**	**	9%	6%	**	**	3%	3%	8%	3%	2%	**
						c						ab			
TNT Express	12	4	5	**	**	2	4	**	**	3	3	2	3	3	**
	2%	5%	3%	**	**	2%	4%	**	**	1%	1%	2%	1%	1%	**
				ab											
FedEx	9	-	*	**	**	4	2	**	**	*	-	2	-	*	**
	2%	-%	*%	**	**	4%	2%	**	**	*%	-%	2%	-%	*%	**
												ab			
Pitney Bowes	7	2	2	**	**	*	*	**	**	-	-	-	-	-	**
	1%	3%	1%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
				b											
APC	6	3	3	**	**	5	3	**	**	*	*	2	*	*	**
	1%	4%	2%	**	**	4%	3%	**	**	*%	*%	2%	*%	*%	**
				b								a			
UK Mail	5	-	1	**	**	3	3	**	**	3	1	3	3	3	**
	1%	-%	1%	**	**	2%	3%	**	**	1%	1%	2%	1%	2%	**
Parcels to go	3	-	-	**	**	3	3	**	**	3	-	3	3	3	**
	*%	-%	-%	**	**	2%	2%	**	**	1%	-%	2%	1%	1%	**
												b			
Tuffnells	2	-	-	**	**	2	2	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	2%	2%	**	**	-%	-%	-%	-%	-%	**
Neo Post	2	*	*	**	**	*	*	**	**	*	*	*	*	-	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	-%	**
Collect Plus	2	-	-	**	**	2	2	**	**	-	-	2	-	-	**
	*%	-%	-%	**	**	2%	2%	**	**	-%	-%	1%	-%	-%	**
												a			
Business Post	1	1	1	**	**	-	-	**	**	-	1	-	1	1	**
	*%	1%	1%	**	**	-%	-%	**	**	-%	1%	-%	*%	*%	**

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

 Produced by OLR
 Issue date: 11/05/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Postal Sort	*	-	*	**	**	*	-	**	**	-	-	-	-	-	**
	*%	-%	*%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
Local Courier	*	-	-	**	**	-	-	**	**	*	-	-	*	-	**
	*%	-%	-%	**	**	-%	-%	**	**	*%	-%	-%	*%	-%	**
Global Mailing	*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
	*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
DX	*	*	*	**	**	-	-	**	**	*	*	-	*	-	**
	*%	*%	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	-%	**
Other answers	14	6	8	**	**	4	4	**	**	5	4	3	6	6	**
	2%	7%	5%	**	**	3%	3%	**	**	2%	2%	2%	2%	3%	**
NET: RM Only	448	56	128	**	**	67	78	**	**	253	148	98	235	187	**
	80%	67%	79%	**	**	55%	63%	**	**	87%	85%	68%	87%	86%	**
		c	ac							c	c				
NET: RM and other	79	15	22	**	**	41	36	**	**	37	25	45	35	30	**
	14%	18%	13%	**	**	33%	29%	**	**	13%	15%	32%	13%	14%	**
											ab				
NET: Provider other than RM only	36	13	12	**	**	14	10	**	**	-	-	-	-	-	**
	6%	15%	7%	**	**	11%	8%	**	**	-%	-%	-%	-%	-%	**
		b		ab											

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
527	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
94%	103	54	76	**	**	264	218	**	**	**	**	473	352	475	379	506
	96% d	90% d	93% d	**	**	100%	100%	**	**	**	**	94%	93%	94%	93%	93%
21	5	5	7	**	**	8	5	**	**	**	**	18	14	18	18	21
4%	5%	9%	9%	ae	**	3%	2%	**	**	**	**	4%	4%	4%	4%	4%
19	10	3	5	**	**	12	7	**	**	**	**	16	11	16	19	19
3%	9%	4%	6%	**	**	4%	3%	**	**	**	**	3%	3%	3%	5%	3%
			b	b	b											
17	6	2	13	**	**	6	*	**	**	**	**	14	12	14	17	15
3%	6%	4%	16% ab	**	**	2%	1%	**	**	**	**	3%	3%	3%	4%	3%
16	13	4	5	**	**	11	5	**	**	**	**	12	12	12	14	16
3%	12%	7%	6%	**	**	4%	2%	**	**	**	**	2%	3%	2%	4%	3%
			c													
15	7	5	9	**	**	9	5	**	**	**	**	13	9	13	13	15
3%	6%	8%	12% d	**	**	3%	2%	**	**	**	**	2%	2%	2%	3%	3%
12	4	2	*	**	**	5	3	**	**	**	**	10	7	10	7	10
2%	4%	4%	1%	**	**	2%	1%	**	**	**	**	2%	2%	2%	2%	2%
9	2	*	2	**	**	2	*	**	**	**	**	6	6	6	8	9
2%	2%	1%	3%	**	**	1%	1%	**	**	**	**	1%	2%	1%	2%	2%
			abc													
7	-	-	*	**	**	-	-	**	**	**	**	7	7	7	4	7
1%	-%	-%	1%	**	**	-%	-%	**	**	**	**	1%	2%	1%	1%	1%
6	1	1	*	**	**	*	*	**	**	**	**	2	4	4	6	4
1%	1%	2%	1%	**	**	1%	1%	**	**	**	**	1%	1%	1%	2%	1%
			c													
5	3	3	-	**	**	3	3	**	**	**	**	5	5	5	5	5
1%	2%	4% c	-%	**	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
3	-	3	3	**	**	3	3	**	**	**	**	3	-	3	3	3
1%	-%	4%	3%	**	**	1%	1%	**	**	**	**	1%	-%	1%	1%	1%
		a	a													
2	-	2	-	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	4%	-%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
		a														
2	*	-	*	**	**	*	-	**	**	**	**	2	2	2	2	2
1%	1%	-%	1%	**	**	1%	-%	**	**	**	**	1%	1%	1%	1%	1%
2	2	-	-	**	**	2	-	**	**	**	**	-	-	-	-	2
1%	2%	-%	-%	**	**	1%	-%	**	**	**	**	-%	-%	-%	-%	1%
1	-	-	-	**	**	1	1	**	**	**	**	1	-	1	1	1
1%	-%	-%	-%	**	**	1%	1%	**	**	**	**	1%	-%	1%	1%	1%

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
Postal Sort	*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	**	-%	-%	**	**	**	**	%	%	%	%	%
Local Courier	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	**	%	-%	**	**	**	**	%	%	%	%	%
Global Mailing	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	**	%	-%	**	**	**	**	%	%	%	%	%
DX	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	%	-%	-%	-%	**	**	%	-%	**	**	**	**	%	%	%	%	%
Other answers	14	4	3	3	**	**	4	4	**	**	**	**	11	11	12	9	14
	2%	3%	6%	4%	**	**	1%	2%	**	**	**	**	2%	3%	2%	2%	3%
NET: RM Only	448	68	32	46	**	**	221	189	**	**	**	**	408	300	410	309	431
	80%	64%	53%	56%	**	**	84%	87%	**	**	**	**	81%	79%	81%	76%	80%
NET: RM and other	79	35	22	30	**	**	43	29	**	**	**	**	65	52	66	70	75
	14%	32%	37%	37%	**	**	16%	13%	**	**	**	**	13%	14%	13%	17%	14%
NET: Provider other than RM only	36	4	6	6	**	**	-	-	**	**	**	**	31	28	33	29	36
	6%	4%	10%	7%	**	**	-%	-%	**	**	**	**	6%	7%	6%	7%	7%
				abc													

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Royal Mail	527	253	475	94	433	**	71	456	72	**	**	65	45	387	96
	94%	91%	93%	83%	100%	**	100%	100%	70%	**	**	72%	92%	94%	94%
DHL	21	9	16	13	8	**	2	12	16	**	**	14	*	18	2
	4%	3%	3%	12%	2%	**	3%	3%	16%	**	**	15%	%	4%	2%
DPD	19	11	19	7	17	**	1	16	14	**	**	14	2	13	4
	3%	4%	4%	6%	4%	**	1%	3%	14%	**	**	16%	4%	3%	3%
Parcelforce	17	15	16	7	12	**	6	9	17	**	**	12	2	13	2
	3%	5%	3%	6%	3%	**	8%	2%	17%	**	**	13%	4%	3%	2%
UPS	16	7	14	3	14	**	-	14	16	**	**	11	1	11	5
	3%	3%	3%	2%	3%	**	-%	3%	16%	**	**	12%	2%	3%	5%
Hermes	15	10	13	4	10	**	3	9	12	**	**	15	2	12	1
	3%	4%	2%	4%	2%	**	4%	2%	12%	**	**	16%	5%	3%	1%
TNT Express	12	11	10	4	10	**	*	10	11	**	**	7	2	5	5
	2%	4%	2%	4%	2%	**	%	2%	11%	**	**	8%	4%	1%	5%
FedEx	9	6	9	2	2	**	-	2	8	**	**	4	*	6	2
	2%	2%	2%	2%	1%	**	-%	1%	8%	**	**	5%	%	2%	2%
Pitney Bowes	7	2	5	2	2	**	-	2	7	**	**	7	-	4	3
	1%	1%	1%	2%	%	**	-%	%	7%	**	**	8%	-%	1%	3%
APC	6	3	6	3	3	**	*	3	6	**	**	3	1	4	1
	1%	1%	1%	3%	1%	**	%	1%	6%	**	**	4%	3%	1%	1%
UK Mail	5	2	5	-	2	**	3	2	5	**	**	4	3	2	-
	1%	1%	1%	-%	%	**	5%	%	5%	**	**	5%	7%	%	-%
Parcels to go	3	3	3	-	3	**	-	3	3	**	**	3	-	3	-
	%	1%	1%	-%	1%	**	-%	1%	3%	**	**	3%	-%	1%	-%
Tuffnells	2	2	2	2	*	**	-	*	2	**	**	2	-	2	-
	%	1%	%	2%	%	**	-%	%	2%	**	**	2%	-%	1%	-%
Neo Post	2	*	2	*	*	**	-	*	*	**	**	2	-	2	-
	%	%	%	%	%	**	-%	%	%	**	**	2%	-%	1%	-%
Collect Plus	2	-	-	-	2	**	-	2	2	**	**	2	-	2	-
	%	-%	-%	-%	%	**	-%	%	2%	**	**	2%	-%	%	-%
Business Post	1	1	1	1	1	**	-	1	1	**	**	1	1	-	-
	%	%	%	1%	%	**	-%	%	1%	**	**	1%	2%	-%	-%
Postal Sort	*	*	*	*	-	**	-	-	*	**	**	*	-	*	-
	%	%	%	%	-%	**	-%	-%	%	**	**	%	-%	%	-%

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Local Courier	*	*	*	-	**	*	-	*	*	**	**	*	-	*	-
	*%	*%	*%	-%	**	*%	-%	*%	*%	**	**	*%	-%	*%	-%
Global Mailing	*	*	*	-	**	*	-	*	*	**	**	*	-	-	*
	*%	*%	*%	-%	**	*%	-%	*%	*%	**	**	*%	-%	-%	*%
DX	*	*	*	*	**	*	*	-	*	**	**	*	*	-	-
	*%	*%	*%	*%	**	*%	*%	-%	*%	**	**	*%	*%	-%	-%
Other answers	14	7	14	2	**	6	*	8	11	**	**	11	2	11	*
	2%	3%	3%	2%	**	1%	*%	2%	11%	**	**	12%	4%	3%	*%
NET: RM Only	448	207	407	73	**	371	56	392	-	**	**	-	35	333	81
	80%	74%	80%	64%	**	86%	79%	86%	-%	**	**	-%	71%	81%	79%
NET: RM and other	79	46	68	22	**	62	15	64	72	**	**	65	10	54	15
	14%	16%	13%	19%	**	14%	21%	14%	70%	**	**	72%	20%	13%	15%
NET: Provider other than RM only	36	26	35	19	**	-	-	-	31	**	**	26	4	26	6
	6%	9%	7%	17%	**	-%	-%	-%	30%	**	**	28%	8%	6%	6%
			ab												

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	325	35	151	74	108	46	175	108
Royal Mail	527	70	**	435	303	307	23	142	62	106	42	172	100
	94%	80%	**	97% a	93%	94% bd	67%	94% bd	84% b	98% bd	91%	98% bd	92%
DHL	21	13	**	5	11	10	4	8	7	3	3	3	3
	4%	15% c	**	1%	3%	3%	13% ac	5%	10% a	3%	6%	2%	2%
DPD	19	11	**	2	8	9	-	7	3	5	3	4	3
	3%	12% c	**	1%	2%	3%	-%	5%	4%	4%	6%	3%	2%
Parcelforce	17	9	**	9	5	12	*	13	14	8	5	9	2
	3%	10% c	**	2%	2%	4%	%	9% ab	19% abc	8% d	11% d	5%	2%
UPS	16	5	**	6	8	4	-	13	4	11	2	4	2
	3%	6% c	**	1%	2%	1%	-%	9% ab	6% a	10% cd	5%	3%	2%
Hermes	15	11	**	3	5	10	-	9	7	5	-	7	2
	3%	13% c	**	1%	2%	3%	-%	6% ab	9% ab	4%	-%	4%	2%
TNT Express	12	*	**	12	9	7	4	2	2	2	*	2	2
	2%	%	**	3%	3%	2%	13% acd	2%	3%	2%	%	1%	2%
FedEx	9	6	**	2	4	2	-	4	2	2	*	2	*
	2%	7% c	**	1%	1%	1%	-%	3% a	3% a	2%	%	1%	%
Pitney Bowes	7	2	**	2	7	5	5	*	*	*	-	*	*
	1%	2% c	**	%	2% b	1%	14% acd	%	%	%	-%	%	%
APC	6	4	**	2	2	3	-	3	2	3	1	2	3
	1%	4% c	**	1%	1%	1%	-%	2%	3%	3%	2%	1%	3%
UK Mail	5	4	**	1	5	3	-	3	3	3	3	3	3
	1%	5% c	**	%	2% b	1%	-%	2%	5% a	2%	7% c	1%	3%
Parcels to go	3	3	**	-	-	3	-	-	-	-	-	-	-
	%	3% c	**	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	2	*	**	2	2	2	-	2	2	-	2	-	2
	%	%	**	%	1%	1%	-%	1%	3%	-%	5% ac	-%	2% c
Neo Post	2	-	**	*	2	2	-	*	-	*	-	*	2
	%	-%	**	%	1%	1%	-%	%	-%	%	-%	%	2%
Collect Plus	2	2	**	-	-	-	-	2	-	-	-	-	-
	%	2% c	**	-%	-%	-%	-%	1% a	-%	-%	-%	-%	-%

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175
Business Post	1	1	**	-	-	1	1	-	-	-	-	-	1
	*%	1%	**	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%
	c												
Postal Sort	*	-	**	-	-	*	-	-	*	-	-	-	-
	*%	-%	**	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%
Local Courier	*	*	**	-	-	*	-	-	-	-	-	-	-
	*%	*%	**	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	*	*	**	-	-	*	*	-	-	-	-	-	-
	*%	*%	**	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
DX	*	-	**	*	-	*	*	-	-	-	-	*	-
	*%	-%	**	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%
Other answers	14	5	**	7	11	2	9	7	4	2	4	1	6
	2%	5%	**	1%	4%	1%	3%	21%	2%	3%	3%	2%	4%
	c			b				acd					1%
NET: RM Only	448	32	**	404	260	189	260	16	101	35	76	29	141
	80%	37%	**	90%	80%	79%	80%	46%	67%	48%	70%	62%	80%
				a			bcd		bd				ab
NET: RM and other	79	38	**	31	44	35	47	7	41	27	30	14	31
	14%	43%	**	7%	14%	15%	14%	21%	27%	36%	28%	29%	18%
		c						a	ab		cd	d	
NET: Provider other than RM only	36	18	**	13	22	14	19	12	8	12	2	4	3
	6%	20%	**	3%	7%	6%	6%	33%	6%	16%	2%	9%	2%
		c						acd		ac			ac

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	
Unweighted total	563	112	256	36	134	563
Weighted total	563	102	240	32	158	563
Royal Mail	527	92	221	**	154	527
	94%	90%	92%	**	97%	94%
				a		
DHL	21	2	6	**	5	21
	4%	2%	3%	**	3%	4%
DPD	19	7	7	**	2	19
	3%	7%	3%	**	1%	3%
		d				
Parcelforce	17	3	6	**	6	17
	3%	3%	2%	**	4%	3%
UPS	16	3	10	**	4	16
	3%	3%	4%	**	3%	3%
Hermes	15	3	7	**	2	15
	3%	3%	3%	**	1%	3%
			d			
TNT Express	12	*	9	**	2	12
	2%	*%	4%	**	2%	2%
			a			
FedEx	9	*	4	**	2	9
	2%	*%	2%	**	1%	2%
Pitney Bowes	7	4	3	**	-	7
	1%	4%	1%	**	-%	1%
		d				
APC	6	-	2	**	4	6
	1%	-%	1%	**	3%	1%
UK Mail	5	1	4	**	-	5
	1%	1%	2%	**	-%	1%
Parcels to go	3	3	-	**	-	3
	*%	3%	-%	**	-%	*%
		b				
Tuffnells	2	-	2	**	-	2
	*%	-%	1%	**	-%	*%
Neo Post	2	*	2	**	-	2
	*%	*%	1%	**	-%	*%
Collect Plus	2	-	-	**	2	2
	*%	-%	-%	**	1%	*%
Business Post	1	-	-	**	-	1
	*%	-%	-%	**	-%	*%
			b			
Postal Sort	*	*	-	**	*	*
	*%	*%	-%	**	*%	*%
Local Courier	*	*	-	**	-	*
	*%	*%	-%	**	-%	*%

Columns Tested: a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Global Mailing

DX

Other answers

NET: RM Only

NET: RM and other

NET: Provider other than
RM only

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
*	-	*	**	-	*
*%	-9%	*%	**	-9%	*%
*	*	-	**	-	*
*%	*%	-%	**	-%	*%
14	5	3	**	4	14
2%	5%	1%	**	3%	2%
	b		b		
448	79	186	**	133	448
80%	78%	77%	**	84%	80%
79	13	36	**	21	79
14%	13%	15%	**	14%	14%
36	10	18	**	4	36
6%	10%	8%	**	3%	6%
	d				

Columns Tested: a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	*d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
-	-	-	-	**	-	-	-	**	**	-
-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
478	458	12	5	**	20	196	109	**	**	10
85%	85%	88%	89%	**	88%	85%	83%	**	**	67%
						e	e	e		
59	57	1	1	**	2	24	16	**	**	3
11%	11%	8%	9%	**	9%	11%	12%	**	**	17%
21	21	*	-	**	*	9	4	**	**	2
4%	4%	4%	-%	**	2%	4%	3%	**	**	15%
										abc
5	5	*	*	**	*	1	2	**	**	*
1%	1%	*%	2%	**	1%	*%	2%	**	**	1%
*	-	*	-	**	*	-	*	**	**	-
*%	-%	*%	-%	**	*%	-%	*%	**	**	-%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
None	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
1 mention	478	**	**	34	**	**	95	73	**	**	406	28	23	21
	85%	**	**	64%	**	**	90%	95%	**	**	84%	90%	86%	99%
						c	ch	bchj			ch	ch	cbcefhjkl	
2 mentions	59	**	**	15	**	**	8	-	**	**	55	1	3	*
	11%	**	**	28%	**	**	8%	-%	**	**	11%	4%	11%	1%
			gm	fgjklm		gkm	g	-%	gkm		gm		gm	
3 mentions	21	**	**	2	**	**	*	4	**	**	19	2	-	-
	4%	**	**	4%	**	**	%	5%	**	**	4%	6%	-%	-%
								f	efjlm			f		
4 mentions	5	**	**	2	**	**	2	*	**	**	4	-	1	*
	1%	**	**	4%	**	**	2%	%	**	**	1%	-%	3%	%
5 mentions	*	**	**	-	**	**	-	-	**	**	-	*	-	-
	%	**	**	-%	**	**	-%	-%	**	**	-%	%	-%	-%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
478	**	**	34	**	**	86	67	**	**	401	31	23	23	
85%	**	**	67%	**	**	89%	91%	**	**	83%	91%	92%	99%	
	cehij					ch	ch			c	chi	chi	cefhijk	
59	**	**	13	**	**	10	3	**	**	57	1	1	*	
11%	**	**	25%	**	**	11%	3%	**	**	12%	4%	4%	1%	
			afgijklm		agklm	am		am	agklm	akm				
21	**	**	2	**	**	*	4	**	**	19	2	*	-	
4%	**	**	4%	**	**	%	6%	**	**	4%	5%	%	-%	
							f	aefjlm			f			
5	**	**	2	**	**	*	*	**	**	4	-	1	*	
1%	**	**	4%	**	**	%	%	**	**	1%	-%	3%	%	
*	**	**	-	**	**	-	-	**	**	-	*	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	-%	*%	-%	-%	

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

-%

1 mention

478

85%

2 mentions

59

11%

3 mentions

21

4%

4 mentions

5

1%

5 mentions

*

1%

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

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
1 mention	**	46	**	62	139	**	**	166	314	163	436	41	437	**
85%	**	82%	**	92%	83%	**	**	85%	82%	91%	86%	72%	84%	**
				g						a	b			
2 mentions	**	10	**	5	18	**	**	19	47	12	47	12	54	**
11%	**	17%	**	7%	10%	**	**	10%	12%	7%	9%	21%	10%	**
									b		a			
3 mentions	**	*	**	*	7	**	**	10	16	5	21	*	21	**
4%	**	*%	**	*%	4%	**	**	5%	4%	3%	4%	*%	4%	**
						bd								
4 mentions	**	*	**	-	5	**	**	-	5	*	1	4	5	**
1%	**	*%	**	-%	3%	**	**	-%	1%	*%	*%	7%	1%	**
					h						a			
5 mentions	**	*	**	-	-	**	**	-	-	*	*	-	*	**
1%	**	*%	**	-%	-%	**	**	-%	-%	*%	*%	-%	*%	**

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
1 mention	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
478	310	76	84	421	50	**	**	**	**	**	**	471	**	230	191	57
85%	86%	94%	74%	87%	76%	**	**	**	**	**	**	86%	**	92%	82%	70%
	c	ac		b								b		bc	c	
2 mentions	59	41	5	48	4	**	**	**	**	**	**	51	**	14	34	12
11%	11%	6%	11%	10%	6%	**	**	**	**	**	**	9%	**	5%	15%	14%
															a	a
3 mentions	21	8	-	11	9	**	**	**	**	**	**	21	**	6	5	10
4%	2%	-%	12%	2%	14%	**	**	**	**	**	**	4%	**	3%	2%	12%
			ab		ai											ab
4 mentions	5	2	-	2	3	**	**	**	**	**	**	5	**	-	2	3
1%	1%	-%	3%	*%	4%	**	**	**	**	**	**	1%	**	-%	1%	4%
					ai											ab
5 mentions	*	*	-	-	*	**	**	**	**	**	**	*	**	-	-	*
*%	*%	-%	-%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
478	268	160	305	120	103	311	279	**	**	**	**	**	**	115	**	**	**	**	**	**	**		
85%	87%	84%	86%	69%	84%	86%	86%	**	**	**	**	**	**	69%	**	**	**	**	**	**	**		
	d	d	d	d	d	d																	
59	26	24	35	34	15	36	32	**	**	**	**	**	**	31	**	**	**	**	**	**	**		
11%	9%	13%	10%	19%	13%	10%	10%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**		
				acf																			
21	10	6	11	17	4	10	11	**	**	**	**	**	**	17	**	**	**	**	**	**	**		
4%	3%	3%	3%	10%	3%	3%	3%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**		
				abcef																			
5	2	*	2	4	*	3	2	**	**	**	**	**	**	4	**	**	**	**	**	**	**		
1%	1%	*%	1%	2%	*%	1%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**		
				b																			
*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
None	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
1 mention	478	118	83	66	35	50	**	**	**	**	77	**	37	448	29
	85%	84%	91%	86%	85%	77%	**	**	**	**	66%	**	78%	89%	47%
						cd	cd							b	
2 mentions	59	16	5	8	6	8	**	**	**	**	23	**	8	38	21
	11%	11%	6%	10%	14%	12%	**	**	**	**	20%	**	17%	8%	34%
					b									a	
3 mentions	21	5	3	3	-	5	**	**	**	**	12	**	2	14	7
	4%	4%	4%	3%	-%	8%	**	**	**	**	10%	**	5%	3%	11%
								b	ab					a	
4 mentions	5	2	-	-	*	2	**	**	**	**	4	**	-	*	5
	1%	1%	-%	-%	*%	3%	**	**	**	**	4%	**	-%	*%	8%
														a	
5 mentions	*	-	-	*	-	-	**	**	**	**	*	**	-	-	*
	*%	-%	-%	*%	-%	-%	**	**	**	**	*%	**	-%	-%	*%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
None	-	-	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**
1 mention	478	284	107	14	284	**	107	14	78	251	33	**
	85%	86%	79%	33%	88%	**	85%	27%	80%	90%	85%	**
			b		b		b			a		
2 mentions	59	33	18	16	28	**	11	22	11	19	6	**
	11%	10%	13%	39%	9%	**	9%	45%	11%	7%	15%	**
				a		a		a			b	
3 mentions	21	11	10	7	9	**	7	10	8	8	*	**
	4%	3%	7%	18%	3%	**	6%	20%	8%	3%	*%	**
				a				a	bc			
4 mentions	5	2	-	4	2	**	-	4	*	2	-	**
	1%	1%	-%	10%	1%	**	-%	9%	*%	1%	-%	**
				a				a				
5 mentions	*	*	-	*	*	**	-	*	*	-	*	**
	*%	*%	-%	*%	*%	**	-%	*%	*%	-%	*%	**

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
478	67	138	**	**	79	87	**	**	253	148	98	235	187	**
85%	80%	85%	**	**	65%	70%	**	**	87%	85%	68%	87%	86%	**
	c								c	c				
59	13	20	**	**	22	23	**	**	26	22	24	27	24	**
11%	16%	13%	**	**	18%	19%	**	**	9%	13%	17%	10%	11%	**
			b								a			
21	4	3	**	**	17	10	**	**	10	3	17	9	6	**
4%	4%	2%	**	**	14%	8%	**	**	4%	2%	12%	3%	3%	**
							b				ab			
5	*	*	**	**	4	4	**	**	*	*	4	*	*	**
1%	*%	*%	**	**	3%	3%	**	**	*%	*%	3%	*%	*%	**
											ab			
*	-	*	**	**	*	-	**	**	*	*	*	*	-	**
*%	-%	*%	**	**	*%	-%	**	**	*%	*%	*%	*%	-%	**

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

-

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

4%

1%

5

1%

2%

3%

4%

5%

6%

7%

8%

9%

10%

11%

12%

13%

14%

15%

16%

17%

18%

19%

20%

21%

22%

23%

24%

25%

26%

27%

28%

29%

30%

31%

32%

33%

34%

35%

36%

37%

38%

39%

40%

41%

42%

43%

44%

45%

46%

47%

48%

49%

50%

51%

52%

53%

54%

55%

56%

57%

58%

59%

60%

61%

62%

63%

64%

65%

66%

67%

68%

69%

70%

71%

72%

73%

74%

75%

76%

77%

78%

79%

80%

81%

82%

83%

84%

85%

86%

87%

88%

89%

90%

91%

92%

93%

94%

95%

96%

97%

98%

99%

100%

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
None	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
1 mention	478	72	38	49	**	221	189	**	**	**	**	432	322	436	331	461
85%	68%	63%	61%	**	**	84%	87%	**	**	**	**	86%	85%	86%	81%	85%
2 mentions	59	21	17	21	**	26	22	**	**	**	**	54	45	54	52	57
11%	19%	28%	26%	**	**	10%	10%	**	**	**	**	11%	12%	11%	13%	10%
		e	e													
3 mentions	21	10	5	11	**	13	6	**	**	**	**	14	10	14	21	19
4%	9%	9%	13%	**	**	5%	3%	**	**	**	**	3%	3%	3%	5%	3%
4 mentions	5	4	*	*	**	4	*	**	**	**	**	3	3	3	3	5
1%	4%	*%	*%	**	**	2%	*%	**	**	**	**	1%	1%	1%	1%	1%
						b										
5 mentions	*	-	-	*	**	*	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	*%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	510	113	-	433	17	71	456	103	*	25	90	49	413	101
None	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
1 mention	478	228	435	87	**	371	56	392	25	**	**	21	39	352	86
	85%	82%	85%	77%	**	86%	79%	86%	24%	**	**	24%	80%	85%	85%
2 mentions	59	38	50	20	**	36	14	39	57	**	**	50	8	40	12
	11%	14%	10%	18%	**	8%	19%	9%	55%	**	**	56%	17%	10%	11%
3 mentions	21	9	21	6	**	21	1	20	16	**	**	16	1	16	4
	4%	3%	4%	5%	**	5%	1%	4%	15%	**	**	18%	2%	4%	4%
4 mentions	5	3	3	*	**	5	*	5	5	**	**	2	1	4	*
	1%	1%	1%	*%	**	1%	*%	1%	5%	**	**	2%	2%	1%	*%
5 mentions	*	-	*	-	**	*	-	*	*	**	**	*	-	*	-
	*%	-%	*%	-%	**	*%	-%	*%	*%	**	**	*%	-%	*%	-%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	448	325	238	325	35	151	74	108	46	175	108
None	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	478	**	415	279	198	277	25	108	43	78	33	144	92
	85%	**	93% a	86%	83%	85% bcd	73%	72% d	58%	72%	71%	82% a	86% ab
2 mentions	59	**	26	35	24	35	9	26	23	18	11	23	13
	11%	**	6%	11%	10%	11%	26% a	18% a	32% ac	17%	24% d	13%	12%
3 mentions	21	**	5	8	13	11	*	12	7	9	3	6	3
	4%	**	1%	2%	6%	3%	%	8% ab	10% ab	9%	6%	3%	2%
4 mentions	5	**	2	3	2	2	-	4	*	2	*	2	*
	1%	**	%	1%	1%	1%	-%	3% a	%	2%	%	1%	%
5 mentions	*	**	-	*	-	*	-	*	*	*	-	*	-
	%	**	-%	%	-%	%	-%	%	%	%	-%	%	-%

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

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None

1 mention

2 mentions

3 mentions

4 mentions

5 mentions

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
478	87	202	**	137	478
85%	85%	84%	**	86%	85%
59	10	31	**	13	59
11%	10%	13%	**	8%	11%
	c				
21	5	3	**	6	21
4%	5%	1%	**	4%	4%
	b		b		
5	*	3	**	2	5
1%	*%	1%	**	1%	1%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%

Columns Tested: a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Royal Mail	501	480	12	5	**	21	213	120	**	**	13
	89%	89%	90%	91%	**	91%	93%	91%	**	**	83%
DHL	7	7	*	-	**	*	3	-	**	**	-
	1%	1%	*%	-%	**	1%	1%	-%	**	**	-%
TNT Express	7	6	*	*	**	*	2	*	**	**	*
	1%	1%	1%	1%	**	1%	1%	*%	**	**	1%
DPD	6	6	-	*	**	*	2	-	**	**	2
	1%	1%	-%	1%	**	*%	1%	-%	**	**	15%
APC	5	5	*	-	**	*	2	2	**	**	-
	1%	1%	3%	-%	**	2%	1%	2%	**	**	-%
UPS	5	5	*	-	**	*	1	2	**	**	-
	1%	1%	*%	-%	**	*%	*%	2%	**	**	-%
Pitney Bowes	5	5	-	*	**	*	-	-	**	**	-
	1%	1%	-%	3%	**	1%	-%	-%	**	**	-%
FedEx	4	4	*	-	**	*	2	-	**	**	*
	1%	1%	2%	-%	**	1%	1%	-%	**	**	*%
Parcelforce	4	4	*	*	**	*	*	1	**	**	-
	1%	1%	1%	2%	**	1%	*%	1%	**	**	-%
Tuffnells	2	2	*	-	**	*	-	-	**	**	*
	*%	*%	*%	-%	**	*%	-%	-%	**	**	*%
Hermes	2	2	-	-	**	-	2	-	**	**	-
	*%	*%	-%	-%	**	-%	1%	-%	**	**	-%
Neo Post	2	2	-	-	**	-	-	2	**	**	-
	*%	*%	-%	-%	**	-%	-%	2%	**	**	-%
Collect Plus	2	2	-	-	**	-	-	2	**	**	-
	*%	*%	-%	-%	**	-%	-%	2%	**	**	-%
Postal Sort	*	-	*	*	**	*	-	-	**	**	*
	*%	-%	*%	1%	**	*%	-%	-%	**	**	*%
Global Mailing	*	-	*	-	**	*	-	-	**	**	-
	*%	-%	*%	-%	**	*%	-%	-%	**	**	-%
Other answers	10	10	*	*	**	*	3	2	**	**	-
	2%	2%	1%	1%	**	1%	1%	2%	**	**	-%
NET: RM Only	501	480	12	5	**	21	213	120	**	**	13
	89%	89%	90%	91%	**	91%	93%	91%	**	**	83%
NET: Provider other than RM only	62	60	1	1	**	2	17	12	**	**	3
	11%	11%	10%	9%	**	9%	7%	9%	**	**	17%
											a

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
501	**	**	37	**	**	91	69	**	**	427	29	24	20
89%	**	**	68%	**	**	86%	89%	**	**	88%	94%	93%	95%
		c			c	c	c	c		c	c	c	c
7	**	**	4	**	**	-	-	**	**	7	-	-	-
1%	**	**	8%	**	**	-%	-%	**	**	1%	-%	-%	-%
		fgjklm						f					
7	**	**	4	**	**	*	*	**	**	6	*	-	-
1%	**	**	8%	**	**	*%	*%	**	**	1%	*%	-%	-%
		fgjklm											
6	**	**	*	**	**	4	-	**	**	6	-	-	-
1%	**	**	*%	**	**	4%	-%	**	**	1%	-%	-%	-%
5	**	**	-	**	**	2	2	**	**	4	1	-	-
1%	**	**	-%	**	**	2%	3%	**	**	1%	3%	-%	-%
5	**	**	*	**	**	2	-	**	**	4	-	1	-
1%	**	**	*%	**	**	2%	-%	**	**	1%	-%	3%	-%
5	**	**	2	**	**	-	*	**	**	5	-	-	*
1%	**	**	4%	**	**	-%	*%	**	**	1%	-%	-%	*%
4	**	**	-	**	**	2	2	**	**	4	*	-	-
1%	**	**	-%	**	**	2%	3%	**	**	1%	*%	-%	-%
4	**	**	-	**	**	2	-	**	**	2	1	*	1
1%	**	**	-%	**	**	2%	-%	**	**	*%	3%	*%	4%
										j	j	j	j
2	**	**	-	**	**	-	-	**	**	2	*	-	-
*%	**	**	-%	**	**	-%	-%	**	**	*%	*%	-%	-%
					j								
2	**	**	-	**	**	-	2	**	**	2	-	-	-
*%	**	**	-%	**	**	-%	3%	**	**	*%	-%	-%	-%
2	**	**	-	**	**	-	2	**	**	2	-	-	-
*%	**	**	-%	**	**	-%	3%	**	**	*%	-%	-%	-%
2	**	**	-	**	**	2	-	**	**	2	-	-	-
*%	**	**	-%	**	**	2%	-%	**	**	*%	-%	-%	-%
*	**	**	-	**	**	-	-	**	**	-	-	-	*
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%
*	**	**	*	**	**	-	-	**	**	*	-	-	-
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
10	**	**	6	**	**	-	-	**	**	9	-	1	-
2%	**	**	12%	**	**	-%	-%	**	**	2%	-%	4%	-%
		efghjklm											
501	**	**	37	**	**	91	69	**	**	427	29	24	20
89%	**	**	68%	**	**	86%	89%	**	**	88%	94%	93%	95%
		c			c	c	c	c		c	c	c	c
62	**	**	17	**	**	15	8	**	**	57	2	2	1
11%	**	**	32%	**	**	14%	11%	**	**	12%	6%	7%	5%
		beafhjk											
		lm											

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
501	**	**	37	**	**	79	68	**	**	424	32	23	22	
89%	**	**	71%	**	**	82%	91%	**	**	88%	94%	93%	95%	
	c						c	c	c	c	cf	c	cef	
7	**	**	2	**	**	2	-	**	**	7	-	-	-	
1%	**	**	4%	**	**	2	-%	**	**	1%	-%	-%	-%	
7	**	**	4	**	**	*	*	**	**	6	*	-	-	
1%	**	**	8%	**	**	*%	*%	**	**	1%	*%	-%	-%	
			fgjklm		fl									
6	**	**	-	**	**	4	-	**	**	6	-	-	-	
1%	**	**	-%	**	**	4%	-%	**	**	1%	-%	-%	-%	
5	**	**	-	**	**	2	2	**	**	4	1	-	-	
1%	**	**	-%	**	**	2%	3%	**	**	1%	3%	-%	-%	
5	**	**	*	**	**	2	-	**	**	4	-	1	-	
1%	**	**	*%	**	**	2%	-%	**	**	1%	-%	3%	-%	
					jk									
5	**	**	2	**	**	3	*	**	**	5	-	-	*	
1%	**	**	4%	**	**	3%	*%	**	**	1%	-%	-%	*%	
4	**	**	-	**	**	-	2	**	**	4	*	-	-	
1%	**	**	-%	**	**	-%	3%	**	**	1%	*%	-%	-%	
4	**	**	-	**	**	2	-	**	**	2	1	*	1	
1%	**	**	-%	**	**	2%	-%	**	**	*%	3%	*%	4%	
											j		j	
2	**	**	-	**	**	-	-	**	**	2	*	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	*%	*%	-%	-%	
					fjl									
2	**	**	-	**	**	-	2	**	**	2	-	-	-	
*%	**	**	-%	**	**	-%	3%	**	**	*%	-%	-%	-%	
2	**	**	-	**	**	2	-	**	**	2	-	-	-	
*%	**	**	-%	**	**	2%	-%	**	**	*%	-%	-%	-%	
2	**	**	-	**	**	-	-	**	**	2	-	-	-	
*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%	
*	**	**	-	**	**	-	-	**	**	-	-	-	*	
*%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	*%	
*	**	**	*	**	**	-	-	**	**	*	-	-	-	
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%	
10	**	**	6	**	**	-	-	**	**	9	-	1	-	
2%	**	**	12%	**	**	-%	-%	**	**	2%	-%	4%	-%	
			efghijk											
			m											
501	**	**	37	**	**	79	68	**	**	424	32	23	22	
89%	**	**	71%	**	**	82%	91%	**	**	88%	94%	93%	95%	
	c						c	c	c	c	cf	c	cef	
62	**	**	15	**	**	17	6	**	**	57	2	2	1	
11%	**	**	29%	**	**	18%	9%	**	**	12%	6%	7%	5%	
			aghiijkl		m	km								
			m											

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	563													
Weighted total	563													
Royal Mail	501													
89%	**													
	**													
DHL	7													
1%	**													
TNT Express	7													
1%	**													
DPD	6													
1%	**													
APC	5													
1%	**													
UPS	5													
1%	**													
Pitney Bowes	5													
1%	**													
FedEx	4													
1%	**													
Parcelforce	4													
1%	**													
Tuffnells	2													
*%	**													
Hermes	2													
*%	**													
Neo Post	2													
*%	**													
Collect Plus	2													
*%	**													
Postal Sort	*													
*%	**													
Global Mailing	*													
*%	**													
Other answers	10													
2%	**													

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

NET: RM Only

NET: Provider other than

RM only

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
501	**	51	**	64	138	**	**	184	330	171	458	43	458	**
89%	**	91%	**	95%	82%	**	**	94%	86%	95%	91%	74%	88%	**
		g		eg				eg		a	b			
62	**	5	**	3	30	**	**	12	53	9	47	15	60	**
11%	**	9%	**	5%	18%	**	**	6%	14%	5%	9%	26%	12%	**
					dh		bdh		b		a			

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Royal Mail	501	321	75	98	436	53	**	**	**	**	**	**	489	**	239	197	65
	89%	89%	92%	87%	90% b	80%	**	**	**	**	**	**	89% b	**	96% bc	85%	80%
DHL	7	5	-	2	5	*	**	**	**	**	**	**	5	**	3	2	2
	1%	1%	-%	2%	1%	%	**	**	**	**	**	**	1%	**	1%	1%	3%
TNT Express	7	4	-	2	4	2	**	**	**	**	**	**	6	**	2	2	2
	1%	1%	-%	2%	1%	3%	**	**	**	**	**	**	1%	**	1%	1%	3%
DPD	6	4	2	*	4	2	**	**	**	**	**	**	6	**	-	4	2
	1%	1%	3%	%	1%	3%	**	**	**	**	**	**	1%	**	-%	2%	3%
APC	5	1	-	4	3	2	**	**	**	**	**	**	5	**	-	3	2
	1%	%	-%	4% a	1%	3% ai	**	**	**	**	**	**	1%	**	-%	1%	3% a
UPS	5	2	-	3	4	1	**	**	**	**	**	**	5	**	-	4	1
	1%	1%	-%	3% a	1%	1%	**	**	**	**	**	**	1%	**	-%	2%	1%
Pitney Bowes	5	5	-	*	5	*	**	**	**	**	**	**	5	**	-	5	*
	1%	1%	-%	%	1%	%	**	**	**	**	**	**	1%	**	-%	2%	%
FedEx	4	4	*	*	4	*	**	**	**	**	**	**	4	**	-	4	*
	1%	1%	%	%	1%	%	**	**	**	**	**	**	1%	**	-%	2%	%
Parcelforce	4	3	-	1	3	1	**	**	**	**	**	**	4	**	2	1	1
	1%	1%	-%	1%	1%	2%	**	**	**	**	**	**	1%	**	1%	%	1%
Tuffnells	2	2	-	-	*	2	**	**	**	**	**	**	2	**	-	*	2
	%	1%	-%	-%	% ai	3%	**	**	**	**	**	**	%	**	-%	%	3% ab
Hermes	2	-	-	2	2	-	**	**	**	**	**	**	2	**	-	2	-
	%	-%	-%	2% a	%	-%	**	**	**	**	**	**	%	**	-%	1%	-%
Neo Post	2	-	2	-	-	2	**	**	**	**	**	**	2	**	-	-	2
	%	-%	3% a	-%	-%	3% ai	**	**	**	**	**	**	%	**	-%	-%	3% ab
Collect Plus	2	2	-	-	2	-	**	**	**	**	**	**	2	**	-	2	-
	%	1%	-%	-%	%	-%	**	**	**	**	**	**	%	**	-%	1%	-%
Postal Sort	*	*	-	-	-	*	**	**	**	**	**	**	*	**	-	-	*
	%	%	-%	-%	-%	%	**	**	**	**	**	**	%	**	-%	-%	%
Global Mailing	*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
	%	-%	-%	%	-%	%	**	**	**	**	**	**	%	**	-%	-%	%
Other answers	10	8	2	-	10	*	**	**	**	**	**	**	10	**	4	6	*
	2%	2%	3%	-%	2%	%	**	**	**	**	**	**	2%	**	2%	2%	%
NET: RM Only	501	321	75	98	436	53	**	**	**	**	**	**	489	**	239	197	65
	89%	89%	92%	87%	90% b	80%	**	**	**	**	**	**	89% b	**	96% bc	85%	80%
NET: Provider other than RM only	62	41	6	15	46	13	**	**	**	**	**	**	60	**	11	35	16
	11%	11%	8%	13%	10% ai	20%	**	**	**	**	**	**	11%	**	4% a	15% a	20% a

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

TNT Express

DPD

APC

UPS

Pitney Bowes

FedEx

Parcelforce

Tuffnells

Hermes

Neo Post

Collect Plus

Postal Sort

Global Mailing

Other answers

NET: RM Only

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
Royal Mail	501	285	174	324	143	114	295	**	**	**	**	**	**	135	**	**	**	**	**	**	**
89%	93%	92%	91%	82%	94%	92%	91%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**
	d	d	d	d	d	d															
DHL	7	*	*	*	2	-	*	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	*%	*%	*%	1%	-%	1%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
				ac																	
TNT Express	7	2	2	4	*	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
1%	1%	1%	1%	2%	*%	1%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
DPD	6	4	2	4	6	-	4	**	**	**	**	**	**	6	**	**	**	**	**	**	**
1%	1%	1%	1%	4%	-%	1%	1%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
				cef																	
APC	5	1	3	3	5	-	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
1%	*%	2%	1%	3%	-%	*%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
		f		acef																	
UPS	5	*	*	*	4	-	*	**	**	**	**	**	**	4	**	**	**	**	**	**	**
1%	*%	*%	*%	2%	-%	1%	*%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				abce																	
Pitney Bowes	5	3	2	5	*	2	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	1%	1%	1%	*%	2%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
FedEx	4	-	*	*	*	-	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	-%	*%	*%	*%	-%	1%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
				ac																	
Parcelforce	4	1	1	1	2	*	1	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	*%	1%	*%	1%	*%	*%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Tuffnells	2	2	-	2	2	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
*%	1%	-%	1%	1%	*%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Hermes	2	-	-	-	2	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
*%	-%	-%	-%	1%	-%	-%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
				acf																	
Neo Post	2	2	-	2	-	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	1%	-%	1%	-%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
				b																	
Collect Plus	2	-	-	-	2	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
*%	-%	-%	-%	1%	-%	-%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
				acf																	
Postal Sort	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Global Mailing	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	10	6	5	8	1	3	8	**	**	**	**	**	**	1	**	**	**	**	**	**	**
2%	2%	3%	2%	1%	2%	2%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
NET: RM Only	501	285	174	324	143	114	295	**	**	**	**	**	**	135	**	**	**	**	**	**	**
89%	93%	92%	91%	82%	94%	92%	91%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**
	d	d	d	d	d	d															

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
62	22	16	30	32	7	31	30	**	**	**	**	**	**	32	**	**	**	**	**	**	**		
11%	7%	8%	9%	18%	6%	8%	9%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**		
abcef																							

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
501	126	82	74	37	**	53	**	**	**	**	97	**	38	501	-
89%	89%	90%	97%	92%	**	82%	**	**	**	**	83%	**	80%	100%	-%
			ab											b	
7	*	*	-	-	**	-	**	**	**	**	2	**	*	-	7
1%	*%	*%	-%	-%	**	-%	**	**	**	**	2%	**	*%	-%	11%
								a						a	
7	4	-	*	*	**	4	**	**	**	**	2	**	2	-	7
1%	3%	-%	*%	*%	**	6%	**	**	**	**	2%	**	4%	-%	11%
								**	**	**				a	
6	2	2	-	-	**	4	**	**	**	**	2	**	2	-	6
1%	1%	2%	-%	-%	**	7%	**	**	**	**	2%	**	5%	-%	10%
								**	**	**				a	
5	2	1	-	-	**	-	**	**	**	**	2	**	2	-	5
1%	2%	1%	-%	-%	**	-%	**	**	**	**	2%	**	4%	-%	9%
							ac	a						a	
5	-	-	*	-	**	-	**	**	**	**	2	**	2	-	5
1%	-%	-%	*%	-%	**	-%	**	**	**	**	2%	**	4%	-%	8%
								**	**	**				a	
5	5	*	-	*	**	-	**	**	**	**	-	**	-	-	5
1%	3%	*%	-%	*%	**	-%	**	**	**	**	-%	**	-%	-%	8%
								**	**	**				a	
4	-	-	-	*	**	-	**	**	**	**	*	**	-	-	4
1%	-%	-%	-%	*%	**	-%	**	**	**	**	*%	**	-%	-%	7%
								**	**	**				a	
4	*	1	*	*	**	1	**	**	**	**	1	**	1	-	4
1%	*%	1%	*%	*%	**	2%	**	**	**	**	1%	**	2%	-%	7%
								**	**	**				a	
2	-	2	-	-	**	-	**	**	**	**	2	**	-	-	2
*%	-%	2%	-%	-%	**	-%	**	**	**	**	2%	**	-%	-%	4%
								**	**	**				a	
2	-	-	-	-	**	2	**	**	**	**	2	**	-	-	2
*%	-%	-%	-%	-%	**	3%	**	**	**	**	2%	**	-%	-%	3%
								**	**	**				a	
2	-	-	-	2	**	-	**	**	**	**	-	**	-	-	2
*%	-%	-%	-%	5%	**	-%	**	**	**	**	-%	**	-%	-%	3%
				abc				**	**	**				a	
2	-	-	-	-	**	-	**	**	**	**	2	**	-	-	2
*%	-%	-%	-%	-%	**	-%	**	**	**	**	2%	**	-%	-%	3%
								**	**	**				a	
*	-	-	-	*	**	*	**	**	**	**	*	**	-	-	*
*%	-%	-%	-%	*%	**	*%	**	**	**	**	*%	**	-%	-%	*%

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Global Mailing

Other answers

NET: RM Only

NET: Provider other than

RM only

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
*	-	*	-	-	**	*	**	**	**	**	*	**	-	-	*
*%	-%	*%	-%	-%	**	*%	**	**	**	**	*%	**	-%	-%	*%
10	2	3	2	1	**	-	**	**	**	**	1	**	*	-	10
2%	1%	3%	3%	2%	**	-%	**	**	**	**	1%	**	*%	-%	16% a
501	126	82	74	37	**	53	**	**	**	**	97	**	38	501	-
89%	89%	90%	97% ab	92%	**	82%	**	**	**	**	83%	**	80%	100% b	-%
62	15	9	2	3	**	12	**	**	**	**	20	**	10	-	62
11%	11% c	10% c	3%	8%	**	18%	**	**	**	**	17%	**	20%	-%	100% a

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	d	
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39
Royal Mail	501	322	**	134	9	317	**	124	19	89	261	32
	89%	97%	**	100%	21%	98%	**	99%	37%	92%	93%	82%
				b		b		b		c		
DHL	7	*	**	-	2	*	**	-	2	*	*	*
	1%	%	**	-	5%	%	**	-	4%	%	%	%
				a				a				
TNT Express	7	2	**	-	4	2	**	-	4	*	2	*
	1%	1%	**	-	10%	1%	**	-	9%	%	1%	%
				a		a		a				
DPD	6	4	**	-	6	2	**	-	6	-	4	-
	1%	1%	**	-	16%	1%	**	-	13%	-	2%	-
				a		a		a				
APC	5	*	**	-	5	-	**	-	5	1	1	1
	1%	%	**	-	13%	-	**	-	11%	1%	%	2%
				a		a		a				
UPS	5	*	**	-	4	*	**	-	4	*	*	*
	1%	%	**	-	11%	%	**	-	9%	%	%	%
				a		a		a				
Pitney Bowes	5	-	**	-	*	-	**	-	*	*	3	3
	1%	-	**	-	%	-	**	-	%	1%	7%	ab
				a		a		a				
FedEx	4	-	**	-	*	-	**	-	*	-	-	-
	1%	-	**	-	1%	-	**	-	%	-	-	-
				a		a		a				
Parcelforce	4	*	**	-	2	*	**	1	1	1	*	*
	1%	%	**	-	5%	%	**	1%	2%	1%	%	%
				a		a		a				
Tuffnells	2	-	**	-	2	-	**	-	2	-	2	-
	%	-	**	-	5%	-	**	-	4%	-	1%	-
				a		a		a				
Hermes	2	-	**	-	2	-	**	-	2	-	-	-
	%	-	**	-	5%	-	**	-	4%	-	-	-
				a		a		a				
Neo Post	2	-	**	-	-	-	**	-	-	-	2	-
	%	-	**	-	-	-	**	-	-	-	1%	-
				a		a		a				
Collect Plus	2	-	**	-	2	-	**	-	2	-	-	-
	%	-	**	-	5%	-	**	-	4%	-	-	-
				a		a		a				
Postal Sort	*	-	**	-	*	-	**	-	*	-	*	*
	%	-	**	-	%	-	**	-	%	-	%	%
				a		a		a				
Global Mailing	*	-	**	-	*	-	**	-	*	-	*	-
	%	-	**	-	%	-	**	-	%	-	%	-

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
Other answers	10	2	**	-	1	2	**	-	6	4	3	**
	2%	1%	**	-%	3%	1%	**	-%	6%	1%	8%	**
						a			b		b	
NET: RM Only	501	322	**	134	9	317	**	124	89	261	32	**
	89%	97%	**	100%	21%	98%	**	99%	92%	93%	82%	**
				b		b		b		c		
NET: Provider other than RM only	62	9	**	-	32	7	**	1	8	19	7	**
	11%	3%	**	-%	79%	2%	**	1%	8%	7%	18%	**
					a	a		a			b	

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Royal Mail	501	70	147	**	**	94	106	**	**	283	170	131	263	213	**
	89%	84%	91%	**	**	77%	85%	**	**	98%	98%	92%	97%	98%	**
		c	c							c	c				
DHL	7	*	*	**	**	2	*	**	**	*	*	*	*	*	**
	1%	*%	*%	**	**	2%	*%	**	**	*%	*%	*%	*%	*%	**
								b							
TNT Express	7	2	2	**	**	2	4	**	**	*	*	2	*	*	**
	1%	2%	1%	**	**	2%	3%	**	**	*%	*%	2%	*%	*%	**
				b								a			
DPD	6	-	2	**	**	6	-	**	**	4	2	2	4	2	**
	1%	-%	1%	**	**	5%	-%	**	**	1%	1%	2%	2%	1%	**
						b									
APC	5	3	3	**	**	5	3	**	**	-	*	2	*	-	**
	1%	4%	2%	**	**	4%	3%	**	**	-%	*%	1%	*%	-%	**
				b								a			
UPS	5	-	*	**	**	2	4	**	**	*	*	2	*	*	**
	1%	-%	*%	**	**	2%	4%	**	**	*%	*%	2%	*%	*%	**
												a			
Pitney Bowes	5	2	2	**	**	*	*	**	**	-	-	-	-	-	**
	1%	3%	1%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
				b											
FedEx	4	-	*	**	**	*	*	**	**	-	-	*	-	-	**
	1%	-%	*%	**	**	*%	*%	**	**	-%	-%	*%	-%	-%	**
Parcelforce	4	1	*	**	**	2	1	**	**	*	*	1	*	*	**
	1%	1%	*%	**	**	2%	1%	**	**	*%	*%	1%	*%	*%	**
Tuffnells	2	-	-	**	**	2	2	**	**	-	-	-	-	-	**
	*%	-%	-	**	**	2%	2%	**	**	-%	-%	-%	-%	-%	**
Hermes	2	-	-	**	**	2	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	2%	-%	**	**	-%	-%	-%	-%	-%	**
Neo Post	2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	*%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Collect Plus	2	-	-	**	**	2	2	**	**	-	-	2	-	-	**
	*%	-%	-%	**	**	2%	2%	**	**	-%	-%	1%	-%	-%	**
												a			
Postal Sort	*	-	*	**	**	*	-	**	**	-	-	-	-	-	**
	*%	-%	*%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
Global Mailing	*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
	*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
Other answers	10	5	5	**	**	1	1	**	**	2	*	-	2	2	**
	2%	6%	3%	**	**	1%	1%	**	**	1%	*%	-%	1%	1%	**
NET: RM Only	501	70	147	**	**	94	106	**	**	283	170	131	263	213	**
	89%	84%	91%	**	**	77%	85%	**	**	98%	98%	92%	97%	98%	**
		c	c							c	c				

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%
Unweighted total
Weighted total
NET: Provider other than
RM only

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
62	13	15	**	**	28	18	**	**	7	3	12	7	4	**
11%	16%	9%	**	**	23%	15%	**	**	2%	2%	8%	3%	2%	**
			ab								ab			

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
501	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
89%	93	51	72	**	**	254	213	**	**	**	**	458	337	460	359	484
	87% d	86% d	88% d			96%	98%	**	**	**	**	91%	89%	91%	88%	89%
7	*	-	2	**	**	*	*	**	**	**	**	4	4	4	4	7
1%	*%	-%	3%	abce	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%
7	4	2	*	**	**	2	*	**	**	**	**	4	2	4	4	4
1%	4%	4%	*%	**	**	1%	*%	**	**	**	**	1%	1%	1%	1%	1%
6	2	-	-	**	**	4	2	**	**	**	**	6	4	6	6	6
1%	2%	-%	-%	**	**	2%	1%	**	**	**	**	1%	1%	1%	2%	1%
5	1	1	*	**	**	*	-	**	**	**	**	1	3	3	5	3
1%	1%	1%	*%	**	**	*%	-%	**	**	**	**	*%	1%	1%	1%	1%
				c												
5	2	2	2	**	**	*	2	**	**	**	**	5	5	5	5	5
1%	2%	4%	3%	**	**	*%	1%	**	**	**	**	1%	1%	1%	1%	1%
5	-	-	*	**	**	-	-	**	**	**	**	5	5	5	2	5
1%	-%	-%	*%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
4	*	*	*	**	**	-	*	**	**	**	**	2	2	2	4	4
1%	*%	*%	*%	**	**	-%	*%	**	**	**	**	*%	1%	*%	1%	1%
4	1	*	2	**	**	1	*	**	**	**	**	3	3	3	4	4
1%	1%	*%	2%	**	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%
				b	ab											
2	-	2	-	**	**	-	-	**	**	**	**	2	2	2	2	2
*%	-%	4%	-%	**	**	-%	-%	**	**	**	**	*%	1%	*%	1%	*%
		a														
2	-	-	2	**	**	-	-	**	**	**	**	2	2	2	2	2
*%	-%	-%	3%	**	**	-%	-%	**	**	**	**	*%	1%	*%	1%	*%
2	-	-	-	**	**	-	-	**	**	**	**	2	2	2	2	2
*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	1%	*%	1%	*%
2	2	-	-	**	**	2	-	**	**	**	**	-	-	-	-	2
*%	2%	-%	-%	**	**	1%	-%	**	**	**	**	-%	-%	-%	-%	*%
*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
10	1	1	1	**	**	*	*	**	**	**	**	8	8	8	6	10
2%	1%	2%	1%	**	**	*%	*%	**	**	**	**	2%	2%	2%	1%	2%
					a											
501	93	51	72	**	**	254	213	**	**	**	**	458	337	460	359	484
89%	87% d	86% d	88% d	**	**	96%	98%	**	**	**	**	91%	89%	91%	88%	89%

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
62	14	9	10	**	**	10	5	**	**	**	**	46	44	48	48	58
11%	13%	14%	12%	abc	**	4%	2%	**	**	**	**	9%	11%	9%	12%	11%

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

Ofcom; Business Postal Tracker April 2018

Table 24 (continuation)

Page 414

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Royal Mail	501	240	455	89	411	**	70	431	50	**	**	48	44	361	96
	89%	86% c	89% c	79%	95%	**	99%	94%	49%	**	**	53%	89%	88%	94%
DHL	7	2	4	4	3	**	*	5	5	**	**	3	-	7	*
	1%	1%	1%	4%	1%	**	*%	1%	5%	**	**	3%	-%	2%	*%
TNT Express	7	6	4	2	4	**	-	4	7	**	**	2	2	4	-
	1%	2%	1%	2%	1%	**	-%	1%	6%	**	**	3%	4% c	1%	-%
DPD	6	6	6	4	4	**	-	4	4	**	**	4	*	6	-
	1%	2%	1%	4%	1%	**	-%	1%	4%	**	**	5%	*%	2%	-%
APC	5	2	5	3	2	**	-	2	5	**	**	3	*	4	1
	1%	1%	1%	3%	1%	**	-%	*%	5%	**	**	3%	1%	1%	1%
UPS	5	3	5	-	3	**	-	3	5	**	**	2	1	4	*
	1%	1%	1%	-%	1%	**	-%	1%	5%	**	**	2%	2%	1%	*%
Pitney Bowes	5	2	5	2	-	**	-	-	5	**	**	5	-	2	3
	1%	1%	1%	2%	-%	**	-%	-%	5%	**	**	5%	-%	1%	3%
FedEx	4	2	4	-	*	**	-	*	4	**	**	4	*	2	2
	1%	1%	1%	-%	*%	**	-%	*%	4%	**	**	5%	*%	1%	2%
Parcelforce	4	4	3	3	1	**	1	*	4	**	**	3	1	3	*
	1%	1%	1%	3%	*%	**	1%	*%	4%	**	**	4%	2%	1%	*%
Tuffnells	2	2	2	2	*	**	-	*	2	**	**	2	-	2	-
	*%	1%	*%	2%	*%	**	-%	*%	2%	**	**	2%	-%	1%	-%
Hermes	2	2	2	2	-	**	-	-	2	**	**	2	-	2	-
	*%	1%	*%	2%	-%	**	-%	-%	2%	**	**	2%	-%	*%	-%
Neo Post	2	-	2	-	-	**	-	-	-	**	**	2	-	2	-
	*%	-%	*%	-%	-%	**	-%	-%	-%	**	**	2%	-%	*%	-%
Collect Plus	2	-	-	-	2	**	-	2	2	**	**	2	-	2	-
	*%	-%	-%	-%	*%	**	-%	*%	2%	**	**	2%	-%	*%	-%
Postal Sort	*	*	*	*	-	**	-	-	*	**	**	*	-	*	-
	*%	*%	*%	*%	-%	**	-%	-%	*%	**	**	*%	-%	*%	-%
Global Mailing	*	*	*	-	*	**	-	*	*	**	**	*	-	-	*
	*%	*%	*%	-%	*%	**	-%	*%	*%	**	**	*%	-%	-%	*%
Other answers	10	6	10	1	2	**	-	4	7	**	**	7	1	9	*
	2%	2%	2%	1%	1%	**	-%	1%	7%	**	**	8%	2%	2%	*%
NET: RM Only	501	240	455	89	411	**	70	431	50	**	**	48	44	361	96
	89%	86% c	89% c	79%	95%	**	99%	94%	49%	**	**	53%	89%	88%	94%

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
563	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
62	39	54	24	**	22	**	1	26	53	**	**	43	5	51	6
11%	14%	11%	21%	**	5%	**	1%	6%	51%	**	**	47%	11%	12%	6%
			ab												

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	325	35	151	74	108	46	175	108
Royal Mail	501	57	**	426	287	297	23	133	59	99	42	163	99
	89%	64%	**	95% a	88%	91% bd	66%	88% b	80% b	92%	91%	93%	92%
DHL	7	7	**	*	2	*	*	2	2	*	-	*	-
	1%	8%	**	*%	1%	*%	*%	1%	3%	*%	-%	*%	-%
		c						a	a				
TNT Express	7	*	**	6	4	4	2	2	2	2	*	2	*
	1%	*%	**	1%	1%	1%	6%	1%	3%	2%	*%	1%	*%
							a						
DPD	6	4	**	2	4	4	-	-	*	-	-	4	-
	1%	5%	**	*%	1%	1%	-%	-%	*%	-%	-%	2%	-%
		c											
APC	5	3	**	2	1	3	-	3	2	3	1	2	3
	1%	3%	**	1%	*%	1%	-%	2%	3%	3%	2%	1%	3%
		c											
UPS	5	1	**	2	3	*	-	2	2	2	-	*	-
	1%	1%	**	*%	1%	*%	-%	2%	3%	2%	-%	*%	-%
								a	a	c			
Pitney Bowes	5	2	**	*	5	5	5	*	*	*	-	*	*
	1%	2%	**	*%	1%	1%	14%	*%	*%	*%	-%	*%	*%
		c					acd						
FedEx	4	4	**	*	2	*	-	*	*	-	*	-	*
	1%	5%	**	*%	1%	*%	-%	*%	*%	-%	*%	-%	*%
		c											
Parcelforce	4	2	**	2	4	1	-	*	1	*	*	*	*
	1%	2%	**	*%	1%	*%	-%	*%	1%	*%	*%	*%	*%
Tuffnells	2	*	**	2	2	2	-	2	2	-	2	-	2
	*%	*%	**	*%	1%	1%	-%	1%	3%	-%	5%	-%	2%
											ac		c
Hermes	2	2	**	-	-	-	-	2	2	-	-	-	-
	*%	2%	**	-%	-%	-%	-%	1%	3%	-%	-%	-%	-%
		c						a	a				
Neo Post	2	-	**	-	2	2	-	-	-	-	-	-	2
	*%	-%	**	-%	1%	1%	-%	-%	-%	-%	-%	-%	2%
													c
Collect Plus	2	2	**	-	-	-	-	2	-	-	-	-	-
	*%	2%	**	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
		c						a					
Postal Sort	*	-	**	-	-	-	-	*	*	-	-	-	-
	*%	-%	**	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Global Mailing	*	*	**	-	-	*	*	-	-	-	-	-	-
	*%	*%	**	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Other answers	10	4	**	4	9	6	5	1	*	1	1	3	1
	2%	4%	**	1%	3%	2%	14%	1%	*%	1%	2%	2%	1%
		c			b		acd						

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

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

Significance Level: 95%

Unweighted total

Weighted total

NET: RM Only

NET: Provider other than

RM only

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
501	57	**	426	287	214	297	23	133	59	99	42	163	99
89%	64%	**	95% a	88%	90%	91% bd	66%	88% b	80% b	92%	91%	93%	92%
62	31	**	22	39	23	28	12	18	14	9	4	12	8
11%	36% c	**	5%	12%	10%	9%	34% acd	12%	20% a	8%	9%	7%	8%

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

QV4. Main provider (And who does your organisation use for its postal service?)**Base: All**

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

TNT Express

DPD

APC

UPS

Pitney Bowes

FedEx

Parcelforce

Tuffnells

Hermes

Neo Post

Collect Plus

Postal Sort

Global Mailing

Other answers

NET: RM Only

NET: Provider other than
RM only

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
501	92	209	**	143	501
89%	90%	87%	**	91%	89%
7	*	*	**	2	7
1%	*%	*%	**	1%	1%
7	*	4	**	2	7
1%	*%	2%	**	1%	1%
6	2	4	**	-	6
1%	2%	2%	**	-%	1%
5	-	1	**	4	5
1%	-%	*%	**	3%	1%
			b		
5	-	5	**	-	5
1%	-%	2%	**	-%	1%
5	2	3	**	-	5
1%	2%	1%	**	-%	1%
4	*	2	**	2	4
1%	*%	1%	**	1%	1%
4	1	3	**	*	4
1%	1%	1%	**	*%	1%
2	-	2	**	-	2
*%	-%	1%	**	-%	*%
2	-	2	**	-	2
*%	-%	1%	**	-%	*%
2	-	2	**	-	2
*%	-%	1%	**	-%	*%
2	-	-	**	2	2
*%	-%	-%	**	1%	*%
*	*	-	**	*	*
*%	*%	-%	**	*%	*%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%
10	5	2	**	2	10
2%	5%	1%	**	1%	2%
	b				
501	92	209	**	143	501
89%	90%	87%	**	91%	89%
62	10	31	**	15	62
11%	10%	13%	**	9%	11%

Columns Tested: a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	79	41	22	11	5	38	18	16	4	3	10
Weighted total	85	83	2	1	*	3	34	22	2	1	5
Royal Mail	53	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**
DHL	7	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
DPD	4	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Parcelforce	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Tuffnells	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Other answers	4	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
NET: RM Only	53	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	79	-	5	21	1	6	9	3	7	4	56	11	7	5
Weighted total	85	-	11	19	2	9	11	4	16	7	79	3	4	*
Royal Mail	53	**	**	**	**	**	**	**	**	**	48	**	**	**
	62%	**	**	**	**	**	**	**	**	**	61%	**	**	**
DHL	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	6%	**	**	**
DPD	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	6%	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Parcelforce	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Tuffnells	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
NET: RM Only	53	**	**	**	**	**	**	**	**	**	48	**	**	**
	62%	**	**	**	**	**	**	**	**	**	61%	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	**	31	**	**	**
	38%	**	**	**	**	**	**	**	**	**	39%	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	79	2	3	18	1	5	9	4	9	6	57	11	6	5
Weighted total	85	2	8	17	2	7	11	7	15	12	80	3	2	*
Royal Mail	53	**	**	**	**	**	**	**	**	**	49	**	**	**
	62%	**	**	**	**	**	**	**	**	**	61%	**	**	**
DHL	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	6%	**	**	**	**	**	**	**	**	**	5%	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
DPD	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Parcelforce	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Tuffnells	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
NET: RM Only	53	**	**	**	**	**	**	**	**	**	49	**	**	**
	62%	**	**	**	**	**	**	**	**	**	61%	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	**	31	**	**	**
	38%	**	**	**	**	**	**	**	**	**	39%	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 25 (continuation)

Page 422

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	79	-	14	1	5	25	3	7	24	58	21	62	17	77	2
Weighted total	85	-	10	*	5	29	3	9	29	69	17	69	16	80	5
Royal Mail	53	**	**	**	**	**	**	**	**	37	**	47	**	50	**
	62%	**	**	**	**	**	**	**	**	54%	**	68%	**	62%	**
DHL	7	**	**	**	**	**	**	**	**	7	**	5	**	4	**
	8%	**	**	**	**	**	**	**	**	10%	**	7%	**	5%	**
UPS	5	**	**	**	**	**	**	**	**	5	**	5	**	5	**
	6%	**	**	**	**	**	**	**	**	8%	**	8%	**	7%	**
TNT Express	4	**	**	**	**	**	**	**	**	4	**	2	**	4	**
	5%	**	**	**	**	**	**	**	**	6%	**	3%	**	5%	**
DPD	4	**	**	**	**	**	**	**	**	4	**	2	**	4	**
	5%	**	**	**	**	**	**	**	**	6%	**	3%	**	5%	**
APC	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	2	**	-	**	2	**
	2%	**	**	**	**	**	**	**	**	3%	**	-%	**	3%	**
Collect Plus	2	**	**	**	**	**	**	**	**	2	**	-	**	2	**
	2%	**	**	**	**	**	**	**	**	3%	**	-%	**	3%	**
Parcelforce	1	**	**	**	**	**	**	**	**	*	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*%	**	1%	**	1%	**
FedEx	*	**	**	**	**	**	**	**	**	-	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	-%	**	*%	**	*%	**
Global Mailing	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Tuffnells	*	**	**	**	**	**	**	**	**	-	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	-%	**	*%	**	*%	**
Other answers	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	5%	**	**	**	**	**	**	**	**	6%	**	6%	**	5%	**
NET: RM Only	53	**	**	**	**	**	**	**	**	37	**	47	**	50	**
	62%	**	**	**	**	**	**	**	**	54%	**	68%	**	62%	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	32	**	22	**	30	**
	38%	**	**	**	**	**	**	**	**	46%	**	32%	**	38%	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	79	42	8	29	43	27	8	1	-	-	-	-	70	9	11	32	36
Weighted total	85	51	5	29	61	16	8	*	-	-	-	-	77	8	20	41	24
Royal Mail	53	**	**	**	**	**	**	**	**	**	**	**	47	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	61%	**	**	**	**
DHL	7	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
DPD	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
Parcelforce	1	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Tuffnells	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Other answers	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
NET: RM Only	53	**	**	**	**	**	**	**	**	**	**	**	47	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	61%	**	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	**	**	**	30	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	39%	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 25 (continuation)

Page 424

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	79	51	41	56	54	27	53	42	9	1	2	2	-	-	47	6	-	1	-	-	-	-
Weighted total	85	39	30	49	55	19	50	45	1	*	*	3	-	-	53	3	-	*	-	-	-	-
Royal Mail	53	30	**	37	36	**	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	76%	**	77%	66%	**	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	7	*	**	*	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*%	**	*%	4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	5	*	**	*	4	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*%	**	*%	8%	**	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
				ac																		
TNT Express	4	2	**	2	2	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	6%	**	4%	4%	**	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	4	4	**	4	4	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	11%	**	9%	8%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		f		f	f																	
APC	2	*	**	*	2	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*%	**	*%	4%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	*	**	2	-	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	*%	**	4%	-%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	-	**	-	2	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	-%	**	-%	4%	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	1	*	**	*	1	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*%	**	*%	2%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	-	**	-	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	-%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	*	**	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnells	*	-	**	-	-	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	-%	-%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	4	2	**	2	*	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	6%	**	4%	*%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	53	30	**	37	36	**	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	76%	**	77%	66%	**	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	33	9	**	11	19	**	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	24%	**	23%	34%	**	25%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
79	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
85	16	13	12	14	1	15	10	16	11	2	35	5	14	48	31
53	23	9	10	6	1	15	8	17	14	1	40	5	11	53	33
62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														b	
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	
53	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														b	
33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
														a	

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

QV4. Main provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%													
Unweighted total	79	a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Weighted total	85	51	5	17	37	46	10	15	39	24	43	13	-
Royal Mail	53	37	**	**	**	**	**	**	**	**	**	**	**
	62%	80%	**	**	**	**	**	**	**	**	**	**	**
DHL	7	*	**	**	**	**	**	**	**	**	**	**	**
	8%	*%	**	**	**	**	**	**	**	**	**	**	**
UPS	5	*	**	**	**	**	**	**	**	**	**	**	**
	6%	*%	**	**	**	**	**	**	**	**	**	**	**
TNT Express	4	2	**	**	**	**	**	**	**	**	**	**	**
	5%	5%	**	**	**	**	**	**	**	**	**	**	**
DPD	4	4	**	**	**	**	**	**	**	**	**	**	**
	5%	9%	**	**	**	**	**	**	**	**	**	**	**
APC	2	*	**	**	**	**	**	**	**	**	**	**	**
	3%	*%	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	-	**	**	**	**	**	**	**	**	**	**	**
	2%	-%	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	-	**	**	**	**	**	**	**	**	**	**	**
	2%	-%	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	1	*	**	**	**	**	**	**	**	**	**	**	**
	1%	*%	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	-	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	-	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**	**	**
Tuffnells	*	-	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**	**	**
Other answers	4	2	**	**	**	**	**	**	**	**	**	**	**
	5%	5%	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	53	37	**	**	**	**	**	**	**	**	**	**	**
	62%	80%	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	33	9	**	**	**	**	**	**	**	**	**	**	**
	38%	20%	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	79	19	34	13	-	38	37	16	-	46	36	42	43	30	1
Weighted total	85	17	24	9	-	43	38	14	-	37	25	45	35	30	1
Royal Mail	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnells	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	53	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
79	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
85	34	18	31	9	8	47	30	1	2	5	2	70	60	71	73	76
	35	22	32	7	3	43	29	*	2	8	3	72	58	72	76	81
53	**	**	**	**	**	**	**	**	**	**	**	50	37	50	50	53
62%	**	**	**	**	**	**	**	**	**	**	**	70%	63%	70%	66%	65%
7	**	**	**	**	**	**	**	**	**	**	**	4	4	4	4	7
8%	**	**	**	**	**	**	**	**	**	**	**	6%	7%	6%	6%	8%
5	**	**	**	**	**	**	**	**	**	**	**	5	5	5	5	5
6%	**	**	**	**	**	**	**	**	**	**	**	7%	9%	7%	7%	6%
4	**	**	**	**	**	**	**	**	**	**	**	2	2	2	4	2
5%	**	**	**	**	**	**	**	**	**	**	**	3%	4%	3%	6%	3%
4	**	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
5%	**	**	**	**	**	**	**	**	**	**	**	6%	7%	6%	6%	5%
2	**	**	**	**	**	**	**	**	**	**	**	*	-	*	2	-
3%	**	**	**	**	**	**	**	**	**	**	**	*%	-%	*%	3%	-%
2	**	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
2%	**	**	**	**	**	**	**	**	**	**	**	3%	4%	3%	3%	3%
2	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	2
2%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	3%
1	**	**	**	**	**	**	**	**	**	**	**	1	1	1	1	1
1%	**	**	**	**	**	**	**	**	**	**	**	1%	2%	1%	1%	1%
*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	-	*
*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	-%	*%
*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
4	**	**	**	**	**	**	**	**	**	**	**	2	2	2	2	4
5%	**	**	**	**	**	**	**	**	**	**	**	3%	4%	3%	3%	5%
53	**	**	**	**	**	**	**	**	**	**	**	50	37	50	50	53
62%	**	**	**	**	**	**	**	**	**	**	**	70%	63%	70%	66%	65%
33	**	**	**	**	**	**	**	**	**	**	**	22	22	22	26	28
38%	**	**	**	**	**	**	**	**	**	**	**	30%	37%	30%	34%	35%

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

QV4. Main provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	79	50	73	28	62	3	15	59	68	3	15	64	13	52	14
Weighted total	85	50	74	26	62	2	15	64	78	*	17	69	10	60	15
Royal Mail	53	**	48	**	40	**	**	39	50	**	**	48	**	29	**
	62%	**	65%	**	64%	**	**	60%	64%	**	**	69%	**	48%	**
DHL	7	**	4	**	3	**	**	5	5	**	**	3	**	7	**
	8%	**	6%	**	4%	**	**	7%	6%	**	**	4%	**	11%	**
UPS	5	**	5	**	3	**	**	3	5	**	**	2	**	4	**
	6%	**	7%	**	5%	**	**	5%	7%	**	**	3%	**	7%	**
TNT Express	4	**	2	**	4	**	**	4	4	**	**	2	**	4	**
	5%	**	3%	**	7%	**	**	7%	6%	**	**	3%	**	7%	**
DPD	4	**	4	**	4	**	**	4	2	**	**	4	**	4	**
	5%	**	6%	**	7%	**	**	7%	3%	**	**	6%	**	7%	**
APC	2	**	2	**	2	**	**	2	2	**	**	*	**	2	**
	3%	**	3%	**	4%	**	**	3%	3%	**	**	%	**	3%	**
Pitney Bowes	2	**	2	**	-	**	**	-	2	**	**	2	**	2	**
	2%	**	3%	**	-%	**	**	-%	3%	**	**	3%	**	3%	**
Collect Plus	2	**	-	**	2	**	**	2	2	**	**	2	**	2	**
	2%	**	-%	**	3%	**	**	3%	3%	**	**	3%	**	3%	**
Parcelforce	1	**	1	**	1	**	**	*	1	**	**	1	**	1	**
	1%	**	1%	**	2%	**	**	%	1%	**	**	2%	**	2%	**
FedEx	*	**	*	**	*	**	**	*	-	**	**	*	**	*	**
	%	**	%	**	%	**	**	%	-%	**	**	%	**	%	**
Global Mailing	*	**	*	**	*	**	**	*	*	**	**	*	**	-	**
	%	**	%	**	%	**	**	%	%	**	**	%	**	-%	**
Tuffnells	*	**	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	**	%	**	%	**	**	%	-%	**	**	-%	**	%	**
Other answers	4	**	4	**	2	**	**	4	4	**	**	4	**	4	**
	5%	**	6%	**	4%	**	**	7%	5%	**	**	6%	**	7%	**
NET: RM Only	53	**	48	**	40	**	**	39	50	**	**	48	**	29	**
	62%	**	65%	**	64%	**	**	60%	64%	**	**	69%	**	48%	**
NET: Provider other than RM only	33	**	26	**	22	**	**	26	28	**	**	21	**	31	**
	38%	**	35%	**	36%	**	**	40%	36%	**	**	31%	**	52%	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	*b	c	d	*a	*b	c	*d
Unweighted total	79	33	8	37	43	36	53	14	42	31	28	14	30	15
Weighted total	85	42	11	33	46	39	49	9	43	31	30	14	31	15
Royal Mail	53	**	**	**	**	**	37	**	**	**	**	**	**	**
	62%	**	**	**	**	**	77%	**	**	**	**	**	**	**
DHL	7	**	**	**	**	**	*	**	**	**	**	**	**	**
	8%	**	**	**	**	**	%	**	**	**	**	**	**	**
		c												
UPS	5	**	**	**	**	**	*	**	**	**	**	**	**	**
	6%	**	**	**	**	**	%	**	**	**	**	**	**	**
TNT Express	4	**	**	**	**	**	2	**	**	**	**	**	**	**
	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**
				a										
DPD	4	**	**	**	**	**	4	**	**	**	**	**	**	**
	5%	**	**	**	**	**	9%	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	*	**	**	**	**	**	**	**
	3%	**	**	**	**	**	%	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcellforce	1	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	**	**	**	**	**	%	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	**	%	**	**	**	**	**	**	**
Tuffnells	*	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	4	**	**	**	**	**	2	**	**	**	**	**	**	**
	5%	**	**	**	**	**	5%	**	**	**	**	**	**	**
NET: RM Only	53	**	**	**	**	**	37	**	**	**	**	**	**	**
	62%	**	**	**	**	**	77%	**	**	**	**	**	**	**
NET: Provider other than RM only	33	**	**	**	**	**	11	**	**	**	**	**	**	**
	38%	**	**	**	**	**	23%	**	**	**	**	**	**	**

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

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	*a	b	*c	*d	
Unweighted total	79	18	34	5	16
Weighted total	85	15	38	4	21
Royal Mail	53	**	**	**	**
	62%	**	**	**	**
DHL	7	**	**	**	**
	8%	**	**	**	**
UPS	5	**	**	**	**
	6%	**	**	**	**
TNT Express	4	**	**	**	**
	5%	**	**	**	**
DPD	4	**	**	**	**
	5%	**	**	**	**
APC	2	**	**	**	**
	3%	**	**	**	**
Pitney Bowes	2	**	**	**	**
	2%	**	**	**	**
Collect Plus	2	**	**	**	**
	2%	**	**	**	**
Parcelforce	1	**	**	**	**
	1%	**	**	**	**
FedEx	*	**	**	**	**
	*%	**	**	**	**
Global Mailing	*	**	**	**	**
	*%	**	**	**	**
Tuffnells	*	**	**	**	**
	*%	**	**	**	**
Other answers	4	**	**	**	**
	5%	**	**	**	**
NET: RM Only	53	**	**	**	**
	62%	**	**	**	**
NET: Provider other than RM only	33	**	**	**	**
	38%	**	**	**	**

Columns Tested: a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	79	41	22	11	5	38	18	16	4	3	10
Weighted total	85	83	2	1	*	3	34	22	2	1	5
Royal Mail	23	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**
DHL	11	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**
DPD	9	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
Parcelforce	8	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Hermes	6	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
TNT Express	5	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**
Business Post	1	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Neo Post	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
NET: RM Only	23	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	79	-	5	21	1	6	9	3	7	4	56	11	7	5
Weighted total	85	-	11	19	2	9	11	4	16	7	79	3	4	*
Royal Mail	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	27%	**	**	**	**	**	**	**	**	**	29%	**	**	**
DHL	11	**	**	**	**	**	**	**	**	**	11	**	**	**
	13%	**	**	**	**	**	**	**	**	**	14%	**	**	**
DPD	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	11%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Parcelforce	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**	**
Hermes	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	3	**	**	**
	6%	**	**	**	**	**	**	**	**	**	3%	**	**	**
TNT Express	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Business Post	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Neo Post	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
NET: RM Only	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	27%	**	**	**	**	**	**	**	**	**	29%	**	**	**
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	**	56	**	**	**
	73%	**	**	**	**	**	**	**	**	**	71%	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	79	2	3	18	1	5	9	4	9	6	57	11	6	5
Weighted total	85	2	8	17	2	7	11	7	15	12	80	3	2	*
Royal Mail	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	27%	**	**	**	**	**	**	**	**	**	28%	**	**	**
DHL	11	**	**	**	**	**	**	**	**	**	11	**	**	**
	13%	**	**	**	**	**	**	**	**	**	14%	**	**	**
DPD	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	11%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Parcelforce	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**	**
Hermes	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	3	**	**	**
	6%	**	**	**	**	**	**	**	**	**	4%	**	**	**
TNT Express	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Business Post	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Neo Post	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
NET: RM Only	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	27%	**	**	**	**	**	**	**	**	**	28%	**	**	**
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	**	58	**	**	**
	73%	**	**	**	**	**	**	**	**	**	72%	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	79	-	14	1	5	25	3	7	24	58	21	62	17	77	2
Weighted total	85	-	10	*	5	29	3	9	29	69	17	69	16	80	5
Royal Mail	23	**	**	**	**	**	**	**	**	22	**	19	**	21	**
	27%	**	**	**	**	**	**	**	**	32%	**	28%	**	26%	**
DHL	11	**	**	**	**	**	**	**	**	11	**	7	**	8	**
	13%	**	**	**	**	**	**	**	**	16%	**	10%	**	10%	**
DPD	9	**	**	**	**	**	**	**	**	7	**	9	**	9	**
	11%	**	**	**	**	**	**	**	**	10%	**	13%	**	11%	**
Parcelforce	8	**	**	**	**	**	**	**	**	3	**	8	**	8	**
	10%	**	**	**	**	**	**	**	**	4%	**	12%	**	11%	**
Hermes	6	**	**	**	**	**	**	**	**	2	**	6	**	6	**
	7%	**	**	**	**	**	**	**	**	3%	**	8%	**	7%	**
UK Mail	5	**	**	**	**	**	**	**	**	4	**	4	**	5	**
	6%	**	**	**	**	**	**	**	**	6%	**	6%	**	6%	**
TNT Express	5	**	**	**	**	**	**	**	**	3	**	3	**	5	**
	6%	**	**	**	**	**	**	**	**	4%	**	4%	**	6%	**
UPS	5	**	**	**	**	**	**	**	**	5	**	5	**	5	**
	6%	**	**	**	**	**	**	**	**	7%	**	7%	**	6%	**
FedEx	4	**	**	**	**	**	**	**	**	4	**	-	**	4	**
	5%	**	**	**	**	**	**	**	**	6%	**	-%	**	5%	**
Parcels to go	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	3%	**	**	**	**	**	**	**	**	4%	**	4%	**	3%	**
Business Post	1	**	**	**	**	**	**	**	**	-	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	-%	**	1%	**	1%	**
APC	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Local Courier	*	**	**	**	**	**	**	**	**	*	**	-	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	-%	**	*%	**
Neo Post	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Global Mailing	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
DX	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Other answers	6	**	**	**	**	**	**	**	**	5	**	6	**	6	**
	7%	**	**	**	**	**	**	**	**	7%	**	8%	**	7%	**
NET: RM Only	23	**	**	**	**	**	**	**	**	22	**	19	**	21	**
	27%	**	**	**	**	**	**	**	**	32%	**	28%	**	26%	**
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	46	**	50	**	59	**
	73%	**	**	**	**	**	**	**	**	68%	**	72%	**	74%	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	79	42	8	29	43	27	8	1	-	-	-	-	70	9	11	32	36
Weighted total	85	51	5	29	61	16	8	*	-	-	-	-	77	8	20	41	24
Royal Mail	23	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	30%	**	**	**	**
DHL	11	**	**	**	**	**	**	**	**	**	**	**	11	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	14%	**	**	**	**
DPD	9	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	12%	**	**	**	**
Parcelforce	8	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
Hermes	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
TNT Express	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
Business Post	1	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Neo Post	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
NET: RM Only	23	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	30%	**	**	**	**
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	**	**	**	54	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	70%	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h
Unweighted total	79	51	41	56	54	27	53	42	9	1	2	2	-	-	47	6	-	1	-	-	-	-
Weighted total	85	39	30	49	55	19	50	45	1	*	*	3	-	-	53	3	-	*	-	-	-	-
Royal Mail	23	7	**	7	12	**	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	18%	**	15%	22%	**	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	11	*	**	7	5	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	*%	**	14%	9%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			af	a	a																	
DPD	9	5	**	5	7	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	13%	**	10%	12%	**	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		b		b	b		b															
Parcelforce	8	6	**	8	8	**	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	16%	**	17%	15%	**	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	6	5	**	5	5	**	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	12%	**	10%	9%	**	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	5	3	**	3	3	**	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	9%	**	7%	6%	**	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	5	2	**	2	-	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	6%	**	5%	-%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			d																			
UPS	5	2	**	2	5	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	6%	**	5%	9%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	4	2	**	2	4	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	5%	**	4%	7%	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	3	**	3	3	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	7%	**	5%	5%	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	1	-	**	1	-	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	-%	**	2%	-%	**	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	*	**	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	*	*	**	*	-	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	-%	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	*	*	**	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	*	**	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DX	*	*	**	*	-	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	-%	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	3	**	4	3	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	7%	**	7%	5%	**	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	23	7	**	7	12	**	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	18%	**	15%	22%	**	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	62	32	**	42	43	**	43	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	82%	**	85%	78%	**	85%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	79	16	13	12	14	1	15	10	16	11	2	35	5	14	48	31
Weighted total	85	23	9	10	6	1	15	8	17	14	1	40	5	11	53	33
Royal Mail	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
27%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	a
13%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	8	**	**	**	**	**	**	**	**	**	**	**	**	**	b	**
10%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	6	**	**	**	**	**	**	**	**	**	**	**	**	**	b	**
7%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	a
3%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DX	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Base: All selecting more than one provider

[illegible]

Unweighted total

Weighted total

Weighted total
NET: RM 0.14

NET: RM Only

NET: Provider other than

RM only

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	79	51	5	17	37	46	10	15	39	24	43	13	-
Weighted total	85	47	2	28	28	39	9	19	37	19	28	6	-
Royal Mail	23	7	**	**	**	**	**	**	**	**	**	**	**
	27%	15%	**	**	**	**	**	**	**	**	**	**	**
DHL	11	5	**	**	**	**	**	**	**	**	**	**	**
	13%	10%	**	**	**	**	**	**	**	**	**	**	**
DPD	9	5	**	**	**	**	**	**	**	**	**	**	**
	11%	11%	**	**	**	**	**	**	**	**	**	**	**
Parcellforce	8	8	**	**	**	**	**	**	**	**	**	**	**
	10%	18%	**	**	**	**	**	**	**	**	**	**	**
Hermes	6	5	**	**	**	**	**	**	**	**	**	**	**
	7%	10%	**	**	**	**	**	**	**	**	**	**	**
UK Mail	5	3	**	**	**	**	**	**	**	**	**	**	**
	6%	7%	**	**	**	**	**	**	**	**	**	**	**
TNT Express	5	2	**	**	**	**	**	**	**	**	**	**	**
	6%	5%	**	**	**	**	**	**	**	**	**	**	**
UPS	5	2	**	**	**	**	**	**	**	**	**	**	**
	6%	5%	**	**	**	**	**	**	**	**	**	**	**
FedEx	4	2	**	**	**	**	**	**	**	**	**	**	**
	5%	4%	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	3	**	**	**	**	**	**	**	**	**	**	**
	3%	6%	**	**	**	**	**	**	**	**	**	**	**
Business Post	1	1	**	**	**	**	**	**	**	**	**	**	**
	1%	2%	**	**	**	**	**	**	**	**	**	**	**
APC	*	*	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	**	**	**	**	**	**	**	**	**	**
Local Courier	*	*	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	**	**	**	**	**	**	**	**	**	**
Neo Post	*	*	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	-	**	**	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**	**	**
DX	*	*	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	**	**	**	**	**	**	**	**	**	**
Other answers	6	3	**	**	**	**	**	**	**	**	**	**	**
	7%	7%	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	23	7	**	**	**	**	**	**	**	**	**	**	**
	27%	15%	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	62	39	**	**	**	**	**	**	**	**	**	**	**
	73%	85%	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
79	19	34	13	-	38	37	16	-	46	36	42	43	30	1
85	17	24	9	-	43	38	14	-	37	25	45	35	30	1
23	**	**	**	**	**	**	**	**	**	**	**	**	**	**
27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11	**	**	**	**	**	**	**	**	**	**	**	**	**	**
13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
									a					
9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
									b					
8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
									c					
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
23	**	**	**	**	**	**	**	**	**	**	**	**	**	**
27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
62	**	**	**	**	**	**	**	**	**	**	**	**	**	**
73%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	79	34	18	31	9	47	30	1	2	5	2	70	60	71	73	76
Weighted total	85	35	22	32	7	43	29	*	2	8	3	72	58	72	76	81
Royal Mail	23	**	**	**	**	**	**	**	**	**	**	14	14	15	17	19
	27%	**	**	**	**	**	**	**	**	**	**	20%	25%	20%	22%	23%
DHL	11	**	**	**	**	**	**	**	**	**	**	11	7	11	11	11
	13%	**	**	**	**	**	**	**	**	**	**	15%	12%	15%	14%	14%
DPD	9	**	**	**	**	**	**	**	**	**	**	9	7	9	9	9
	11%	**	**	**	**	**	**	**	**	**	**	13%	12%	13%	12%	11%
Parcelforce	8	**	**	**	**	**	**	**	**	**	**	8	6	8	8	8
	10%	**	**	**	**	**	**	**	**	**	**	12%	10%	12%	11%	10%
Hermes	6	**	**	**	**	**	**	**	**	**	**	6	5	6	6	6
	7%	**	**	**	**	**	**	**	**	**	**	8%	8%	8%	7%	7%
UK Mail	5	**	**	**	**	**	**	**	**	**	**	5	5	5	5	5
	6%	**	**	**	**	**	**	**	**	**	**	7%	9%	7%	7%	6%
TNT Express	5	**	**	**	**	**	**	**	**	**	**	5	5	5	3	5
	6%	**	**	**	**	**	**	**	**	**	**	7%	8%	7%	4%	6%
UPS	5	**	**	**	**	**	**	**	**	**	**	2	2	2	5	5
	6%	**	**	**	**	**	**	**	**	**	**	3%	4%	3%	6%	6%
FedEx	4	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
	5%	**	**	**	**	**	**	**	**	**	**	6%	7%	6%	5%	5%
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	3	-	3	3	3
	3%	**	**	**	**	**	**	**	**	**	**	4%	-%	4%	3%	3%
Business Post	1	**	**	**	**	**	**	**	**	**	**	1	-	1	1	1
	1%	**	**	**	**	**	**	**	**	**	**	1%	-%	1%	1%	1%
APC	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Neo Post	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
DX	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Other answers	6	**	**	**	**	**	**	**	**	**	**	4	3	4	6	6
	7%	**	**	**	**	**	**	**	**	**	**	5%	5%	5%	7%	7%
NET: RM Only	23	**	**	**	**	**	**	**	**	**	**	14	14	15	17	19
	27%	**	**	**	**	**	**	**	**	**	**	20%	25%	20%	22%	23%
NET: Provider other than RM only	62	**	**	**	**	**	**	**	**	**	**	57	44	57	60	62
	73%	**	**	**	**	**	**	**	**	**	**	80%	75%	80%	78%	77%

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	79	50	73	28	62	3	15	59	68	3	15	64	13	52	14
Weighted total	85	50	74	26	62	2	15	64	78	*	17	69	10	60	15
Royal Mail	23	**	15	**	19	**	**	22	19	**	**	17	**	23	**
	27%	**	20%	**	31%	**	**	35%	24%	**	**	25%	**	38%	**
DHL	11	**	9	**	3	**	**	5	11	**	**	11	**	9	**
	13%	**	12%	**	4%	**	**	8%	14%	**	**	16%	**	15%	**
DPD	9	**	9	**	9	**	**	9	6	**	**	6	**	7	**
	11%	**	12%	**	14%	**	**	14%	8%	**	**	9%	**	11%	**
Parcelforce	8	**	8	**	6	**	**	4	8	**	**	6	**	5	**
	10%	**	11%	**	9%	**	**	6%	11%	**	**	9%	**	9%	**
Hermes	6	**	6	**	3	**	**	3	6	**	**	6	**	3	**
	7%	**	8%	**	6%	**	**	4%	7%	**	**	8%	**	4%	**
UK Mail	5	**	5	**	2	**	**	2	5	**	**	4	**	2	**
	6%	**	7%	**	3%	**	**	3%	7%	**	**	6%	**	3%	**
TNT Express	5	**	5	**	5	**	**	5	5	**	**	5	**	*	**
	6%	**	7%	**	8%	**	**	7%	6%	**	**	7%	**	%	**
UPS	5	**	5	**	5	**	**	5	5	**	**	5	**	*	**
	6%	**	7%	**	8%	**	**	8%	6%	**	**	7%	**	%	**
FedEx	4	**	4	**	2	**	**	2	4	**	**	-	**	4	**
	5%	**	6%	**	3%	**	**	3%	5%	**	**	-%	**	7%	**
Parcels to go	3	**	3	**	3	**	**	3	3	**	**	3	**	3	**
	3%	**	3%	**	4%	**	**	4%	3%	**	**	4%	**	4%	**
Business Post	1	**	1	**	1	**	**	1	1	**	**	1	**	-	**
	1%	**	1%	**	1%	**	**	1%	1%	**	**	1%	**	-%	**
APC	*	**	*	**	*	**	**	*	*	**	**	*	**	*	**
	%	**	%	**	%	**	**	%	%	**	**	%	**	%	**
Local Courier	*	**	*	**	*	**	**	*	*	**	**	*	**	*	**
	%	**	%	**	%	**	**	%	%	**	**	%	**	%	**
Neo Post	*	**	*	**	*	**	**	*	*	**	**	*	**	*	**
	%	**	%	**	%	**	**	%	%	**	**	%	**	%	**
Global Mailing	*	**	*	**	*	**	**	*	*	**	**	*	**	-	**
	%	**	%	**	%	**	**	%	%	**	**	%	**	-%	**
DX	*	**	*	**	*	**	**	-	*	**	**	*	**	-	**
	%	**	%	**	%	**	**	-%	%	**	**	%	**	-%	**
Other answers	6	**	6	**	6	**	**	6	6	**	**	6	**	4	**
	7%	**	8%	**	9%	**	**	9%	7%	**	**	8%	**	7%	**
NET: RM Only	23	**	15	**	19	**	**	22	19	**	**	17	**	23	**
	27%	**	20%	**	31%	**	**	35%	24%	**	**	25%	**	38%	**
NET: Provider other than RM only	62	**	60	**	43	**	**	42	59	**	**	52	**	37	**
	73%	**	80%	**	69%	**	**	65%	76%	**	**	75%	**	62%	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	*a	*b	c	*d
Unweighted total	79	33	8	43	36	53	14	42	31	28	14	30	15
Weighted total	85	42	11	46	39	49	9	43	31	30	14	31	15
Royal Mail	23	**	**	**	**	7	**	**	**	**	**	**	**
	27%	**	**	**	**	15%	**	**	**	**	**	**	**
DHL	11	**	**	**	**	7	**	**	**	**	**	**	**
	13%	**	**	**	**	14%	**	**	**	**	**	**	**
DPD	9	**	**	**	**	5	**	**	**	**	**	**	**
	11%	**	**	**	**	10%	**	**	**	**	**	**	**
Parcelforce	8	**	**	**	**	8	**	**	**	**	**	**	**
	10%	**	**	**	**	17%	**	**	**	**	**	**	**
Hermes	6	**	**	**	**	5	**	**	**	**	**	**	**
	7%	**	**	**	**	10%	**	**	**	**	**	**	**
UK Mail	5	**	**	**	**	3	**	**	**	**	**	**	**
	6%	**	**	**	**	7%	**	**	**	**	**	**	**
TNT Express	5	**	**	**	**	2	**	**	**	**	**	**	**
	6%	**	**	**	**	5%	**	**	**	**	**	**	**
UPS	5	**	**	**	**	2	**	**	**	**	**	**	**
	6%	**	**	**	**	5%	**	**	**	**	**	**	**
FedEx	4	**	**	**	**	2	**	**	**	**	**	**	**
	5%	**	**	**	**	4%	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	3	**	**	**	**	**	**	**
	3%	**	**	**	**	5%	**	**	**	**	**	**	**
Business Post	1	**	**	**	**	1	**	**	**	**	**	**	**
	1%	**	**	**	**	2%	**	**	**	**	**	**	**
APC	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
Local Courier	*	**	**	**	**	-	**	**	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**
Neo Post	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
DX	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
Other answers	6	**	**	**	**	4	**	**	**	**	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	**	**
NET: RM Only	23	**	**	**	**	7	**	**	**	**	**	**	**
	27%	**	**	**	**	15%	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
79	a	*b	c	a	b	a	*b	c	d	*a	*b	c	*d
85	33	8	37	43	36	53	14	42	31	28	14	30	15
	42	11	33	46	39	49	9	43	31	30	14	31	15
62	**	**	**	**	**	42	**	**	**	**	**	**	**
73%	**	**	**	**	**	85%	**	**	**	**	**	**	**

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

QV4. Second provider selected (And who does your organisation use for its postal service?)**Base: All selecting more than one provider**

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		*a	b	*c	*d	
Unweighted total	79	18	34	5	16	79
Weighted total	85	15	38	4	21	85
Royal Mail	23	**	**	**	**	23
	27%	**	**	**	**	27%
DHL	11	**	**	**	**	11
	13%	**	**	**	**	13%
DPD	9	**	**	**	**	9
	11%	**	**	**	**	11%
Parcelforce	8	**	**	**	**	8
	10%	**	**	**	**	10%
Hermes	6	**	**	**	**	6
	7%	**	**	**	**	7%
UK Mail	5	**	**	**	**	5
	6%	**	**	**	**	6%
TNT Express	5	**	**	**	**	5
	6%	**	**	**	**	6%
UPS	5	**	**	**	**	5
	6%	**	**	**	**	6%
FedEx	4	**	**	**	**	4
	5%	**	**	**	**	5%
Parcels to go	3	**	**	**	**	3
	3%	**	**	**	**	3%
Business Post	1	**	**	**	**	1
	1%	**	**	**	**	1%
APC	*	**	**	**	**	*
	*%	**	**	**	**	*%
Local Courier	*	**	**	**	**	*
	*%	**	**	**	**	*%
Neo Post	*	**	**	**	**	*
	*%	**	**	**	**	*%
Global Mailing	*	**	**	**	**	*
	*%	**	**	**	**	*%
DX	*	**	**	**	**	*
	*%	**	**	**	**	*%
Other answers	6	**	**	**	**	6
	7%	**	**	**	**	7%
NET: RM Only	23	**	**	**	**	23
	27%	**	**	**	**	27%
NET: Provider other than RM only	62	**	**	**	**	62
	73%	**	**	**	**	73%

Columns Tested: a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	412	184	128	67	33	228	75	69	29	13	49
Weighted total	352	334	10	6	3	18	116	92	23	10	12
Royal Mail	331	313	10	5	**	18	112	90	**	**	**
	94%	94%	97%	91%	**	96%	96%	98%	**	**	**
Pitney Bowes	5	5	-	*	**	*	-	-	**	**	**
	1%	1%	-%	3%	**	1%	-%	-%	**	**	**
APC	3	3	-	-	**	-	2	-	**	**	**
	1%	1%	-%	-%	**	-%	2%	-%	**	**	**
Tuffnells	2	2	-	-	**	-	-	-	**	**	**
	1%	1%	-%	-%	**	-%	-%	-%	**	**	**
TNT Express	2	2	-	*	**	*	-	-	**	**	**
	1%	1%	-%	1%	**	*%	-%	-%	**	**	**
Neo Post	2	2	-	-	**	-	-	2	**	**	**
	1%	1%	-%	-%	**	-%	-%	2%	**	**	**
Parcelforce	1	1	-	*	**	*	-	-	**	**	**
	*%	*%	-%	3%	**	1%	-%	-%	**	**	**
Postal Sort	*	-	*	*	**	*	-	-	**	**	**
	*%	-%	1%	1%	**	1%	-%	-%	**	**	**
Global Mailing	*	-	*	-	**	*	-	-	**	**	**
	*%	-%	1%	-%	**	*%	-%	-%	**	**	**
FedEx	*	-	*	-	**	*	-	-	**	**	**
	*%	-%	1%	-%	**	*%	-%	-%	**	**	**
Other answers	6	6	*	*	**	*	3	*	**	**	**
	2%	2%	1%	1%	**	1%	2%	*%	**	**	**
NET: RM Only	331	313	10	5	**	18	112	90	**	**	**
	94%	94%	97%	91%	**	96%	96%	98%	**	**	**
NET: Provider other than RM only	21	20	*	1	**	1	5	2	**	**	**
	6%	6%	3%	9%	**	4%	4%	2%	**	**	**

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?**Base: All who send letters/large letters at (QV6a=1 or 2)**

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	412	10	23	43	18	33	56	39	22	13	257	57	52	46
Weighted total	352	16	38	27	23	36	59	50	33	14	297	22	19	14
Royal Mail	331	**	**	**	**	**	57	**	**	**	279	21	18	**
	94%	**	**	**	**	**	96%	**	**	**	94%	96%	95%	**
						c	c	c			c	c	c	c
Pitney Bowes	5	**	**	**	**	**	-	**	**	**	5	-	-	**
	1%	**	**	**	**	**	-%	**	**	**	2%	-%	-%	**
				fjkl										
APC	3	**	**	**	**	**	2	**	**	**	2	1	-	**
	1%	**	**	**	**	**	3%	**	**	**	1%	4%	-%	**
												j		
Tuffnells	2	**	**	**	**	**	-	**	**	**	2	-	-	**
	1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**
						j								
TNT Express	2	**	**	**	**	**	*	**	**	**	2	-	-	**
	1%	**	**	**	**	**	*%	**	**	**	1%	-%	-%	**
				fjkl										
Neo Post	2	**	**	**	**	**	-	**	**	**	2	-	-	**
	1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**
Parcelforce	1	**	**	**	**	**	-	**	**	**	-	-	*	**
	*%	**	**	**	**	**	-%	**	**	**	-%	-%	1%	**
													j	
Postal Sort	*	**	**	**	**	**	-	**	**	**	-	-	-	**
	*%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**
Global Mailing	*	**	**	**	**	**	-	**	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**
FedEx	*	**	**	**	**	**	-	**	**	**	-	*	-	**
	*%	**	**	**	**	**	-%	**	**	**	-%	*%	-%	**
Other answers	6	**	**	**	**	**	-	**	**	**	5	-	1	**
	2%	**	**	**	**	**	-%	**	**	**	2%	-%	5%	**
				fjk										
NET: RM Only	331	**	**	**	**	**	57	**	**	**	279	21	18	**
	94%	**	**	**	**	**	96%	**	**	**	94%	96%	95%	**
						c	c	c			c	c	c	c
NET: Provider other than RM only	21	**	**	**	**	**	2	**	**	**	18	1	1	**
	6%	**	**	**	**	**	4%	**	**	**	6%	4%	5%	**
				etgijklm										

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m	
412	23	13	42	13	22	54	35	25	25	252	58	55	47	
352	39	19	27	14	22	59	45	36	33	293	24	19	16	
331	**	**	**	**	**	52	**	**	**	275	23	18	**	
94%	**	**	**	**	**	88%	**	**	**	94%	96%	94%	**	
							cf			c	c	c	c	
5	**	**	**	**	**	3	**	**	**	5	-	-	**	
1%	**	**		**	**	4%	**	**	**	2%	-%	-%	**	
			jkl											
3	**	**	**	**	**	2	**	**	**	2	1	-	**	
1%	**	**	**	**	**	4%	**	**	**	1%	4%	-%	**	
2	**	**	**	**	**	-	**	**	**	2	-	-	**	
1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**	
2	**	**	**	**	**	*	**	**	**	2	-	-	**	
1%	**	**	**	**	**	*%	**	**	**	1%	-%	-%	**	
			fjkl											
2	**	**	**	**	**	2	**	**	**	2	-	-	**	
1%	**	**	**	**	**	4%	**	**	**	1%	-%	-%	**	
1	**	**	**	**	**	-	**	**	**	-	-	*	**	
*%	**	**	**	**	**	-%	**	**	**	-%	-%	1%	**	
													j	
*	**	**	**	**	**	-	**	**	**	-	-	-	**	
*%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**	
*	**	**	**	**	**	-	**	**	**	*	-	-	**	
*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**	
*	**	**	**	**	**	-	**	**	**	-	*	-	**	
*%	**	**	**	**	**	-%	**	**	**	-%	*%	-%	**	
6	**	**	**	**	**	-	**	**	**	5	-	1	**	
2%	**	**		**	**	-%	**	**	**	2%	-%	5%	**	
			fjkm											
331	**	**	**	**	**	52	**	**	**	275	23	18	**	
94%	**	**	**	**	**	88%	**	**	**	94%	96%	94%	**	
							cf			c	c	c	c	
21	**	**	**	**	**	7	**	**	**	18	1	1	**	
6%	**	**		**	**	12%	**	**	**	6%	4%	6%	**	
			gijklm			g								

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

Ofcom; Business Postal Tracker April 2018

Table 27 (continuation)

Page 450

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	6	47	10	57	85	19	32	156	257	155	345	67	396	16
Weighted total	3	32	4	51	78	12	33	139	220	132	316	36	328	24
Royal Mail	**	**	**	48	71	**	**	134	203	128	299	32	307	**
94%	**	**	**	94%	91%	**	**	97%	92%	97%	95%	88%	94%	**
Pitney Bowes	**	eg	**	-	3	**	**	*	5	-	3	2	5	**
1%	**	**	**	-%	3%	**	**	*%	2%	-%	1%	6%	1%	**
APC	**	**	**	-	1	**	**	2	1	2	3	-	3	**
1%	**	**	**	-%	1%	**	**	1%	*%	2%	1%	-%	1%	**
Tuffnells	**	**	**	2	-	**	**	-	2	-	2	-	2	**
1%	**	**	**	4%	-%	**	**	-%	1%	-%	1%	-%	1%	**
TNT Express	**	**	**	-	-	**	**	2	2	-	2	-	2	**
1%	**	**	**	-%	-%	**	**	1%	1%	-%	1%	-%	1%	**
Neo Post	**	**	**	-	-	**	**	-	2	-	2	-	2	**
1%	**	**	**	-%	-%	**	**	-%	1%	-%	1%	-%	1%	**
Parcelforce	**	**	**	-	1	**	**	-	*	1	1	*	1	**
*%	**	**	**	-%	1%	**	**	-%	*%	1%	*%	*%	*%	**
Postal Sort	**	**	**	-	*	**	**	-	*	-	*	-	*	**
*%	**	**	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
Global Mailing	**	**	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	**	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**
FedEx	**	**	**	-	*	**	**	-	*	-	*	-	*	**
*%	**	**	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
Other answers	**	**	**	1	3	**	**	*	5	1	4	2	6	**
2%	**	**	**	2%	3%	**	**	*%	2%	1%	1%	6%	2%	**
NET: RM Only	**	**	**	48	71	**	**	134	203	128	299	32	307	**
94%	**	eg	**	94%	91%	**	**	97%	92%	97%	95%	88%	94%	**
NET: Provider other than RM only	**	**	**	3	7	**	**	4	17	4	17	4	21	**
6%	**	**	**	6%	9%	**	**	3%	8%	3%	5%	12%	6%	**
					bh		bh		b		a			

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

Ofcom; Business Postal Tracker April 2018

Table 27 (continuation)

Page 451

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	352	211	66	74	302	41	9	*	-	-	-	-	343	9	129	173	50
Royal Mail	331	197	61	70	287	35	**	**	**	**	**	**	322	**	129	158	44
	94%	94%	93%	96%	95%	86%	**	**	**	**	**	**	94%	**	100%	91%	88%
Pitney Bowes	5	5	-	*	5	*	**	**	**	**	**	**	5	**	-	5	*
	1%	2%	-%	*%	2%	*%	**	**	**	**	**	**	1%	**	-%	3%	*%
APC	3	1	-	2	3	-	**	**	**	**	**	**	3	**	-	3	-
	1%	*%	-%	3%	1%	-%	**	**	**	**	**	**	1%	**	-%	2%	-%
Tuffnells	2	2	-	-	-	2	**	**	**	**	**	**	2	**	-	-	2
	1%	1%	-%	-%	-%	5%	**	**	**	**	**	**	1%	**	-%	-%	4%
TNT Express	2	2	-	*	2	-	**	**	**	**	**	**	2	**	-	2	*
	1%	1%	-%	*%	1%	-%	**	**	**	**	**	**	1%	**	-%	1%	*%
Neo Post	2	-	2	-	-	2	**	**	**	**	**	**	2	**	-	-	2
	1%	-%	3%	-%	-%	5%	**	**	**	**	**	**	1%	**	-%	-%	4%
Parcelforce	1	*	*	1	*	1	**	**	**	**	**	**	1	**	-	*	1
	*%	*%	*%	1%	*%	2%	**	**	**	**	**	**	*%	**	-%	*%	2%
Postal Sort	*	*	-	-	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	*%	-%	-%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
Global Mailing	*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
FedEx	*	-	*	-	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	-%	*%	-%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
Other answers	6	4	2	-	6	*	**	**	**	**	**	**	6	**	*	6	*
	2%	2%	3%	-%	2%	*%	**	**	**	**	**	**	2%	**	*%	3%	*%
NET: RM Only	331	197	61	70	287	35	**	**	**	**	**	**	322	**	129	158	44
	94%	94%	93%	96%	95%	86%	**	**	**	**	**	**	94%	**	100%	91%	88%
NET: Provider other than RM only	21	14	4	3	15	6	**	**	**	**	**	**	21	**	*	15	6
	6%	6%	7%	4%	5%	14%	**	**	**	**	**	**	6%	**	*%	9%	12%
					ai											a	a

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	412	378	269	412	166	146	302	349	38	11	8	6	-	-	158	4	2	1	-	1	-	1
Weighted total	352	305	190	352	129	86	235	324	14	5	4	5	-	-	124	2	2	*	-	*	-	*
Royal Mail	331	292	177	331	119	79	224	303	**	**	**	**	**	**	114	**	**	**	**	**	**	**
	94%	96%	93%	94%	93%	92%	95%	94%	**	**	**	**	**	**	92%	**	**	**	**	**	**	**
Pitney Bowes	5	3	2	5	*	2	3	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	2%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
						d																
APC	3	1	3	3	3	-	-	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*%	2%	1%	2%	-%	-%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
			f		af																	
Tuffnells	2	2	-	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	-%	1%	2%	-%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
					b																	
TNT Express	2	*	2	2	2	*	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*%	1%	1%	2%	*%	*%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
			a		af																	
Neo Post	2	2	-	2	-	2	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	-%	1%	-%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
					bd																	
Parcelforce	1	1	1	1	1	*	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	*%	*%	1%	*%	1%	*%	*%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Postal Sort	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Global Mailing	*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
FedEx	*	-	*	*	*	-	-	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	-%	*%	*%	*%	-%	-%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Other answers	6	4	5	6	1	3	4	6	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	2%	1%	3%	2%	1%	3%	2%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
NET: RM Only	331	292	177	331	119	79	224	303	**	**	**	**	**	**	114	**	**	**	**	**	**	**
	94%	96%	93%	94%	93%	92%	95%	94%	**	**	**	**	**	**	92%	**	**	**	**	**	**	**
NET: Provider other than RM only	21	13	13	21	9	7	12	21	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	6%	4%	7%	6%	7%	8%	5%	6%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
412	a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
352	112	105	101	91	3	55	38	38	32	3	87	11	68	375	37
331	141	91	76	41	3	53	28	28	17	2	83	9	37	322	30
94%	132	84	74	37	**	51	**	**	**	**	79	**	33	322	**
	94%	93%	97%	92%	**	96%	**	**	b	**	95%	**	89%	100%	**
5	5	*	-	*	**	-	**	**	**	**	-	**	-	-	**
1%	3%	*%	-%	*%	**	-%	**	**	**	**	-%	**	-%	-%	**
3	2	1	-	-	**	-	**	**	**	**	-	**	2	-	**
1%	1%	1%	-%	-%	**	-%	ac	**	**	**	-%	**	6%	-%	**
2	-	2	-	-	**	-	**	**	**	**	2	**	-	-	**
1%	-%	2%	-%	-%	**	-%	**	**	**	**	3%	**	-%	-%	**
								a					-%		a
2	2	-	*	-	**	2	**	**	**	**	*	**	2	-	**
1%	1%	-%	*%	-%	**	4%	**	**	**	**	*%	**	6%	-%	**
													a		a
2	-	-	-	2	**	-	**	**	**	**	-	**	-	-	**
1%	-%	-%	-%	5%	**	-%	**	**	**	**	-%	**	-%	-%	**
				abc									-%		a
1	-	1	*	-	**	-	**	**	**	**	1	**	*	*	**
*%	-%	1%	*%	-%	**	-%	**	**	**	**	1%	**	*%	*%	**
															a
*	-	-	-	*	**	*	**	**	**	**	*	**	-	-	**
*%	-%	-%	-%	*%	**	*%	**	**	**	**	*%	**	-%	-%	**
*	-	*	-	-	**	*	**	**	**	**	*	**	-	-	**
*%	-%	*%	-%	-%	**	*%	**	**	**	**	*%	**	-%	-%	**
*	-	-	-	*	**	-	**	**	**	**	-	**	-	-	**
*%	-%	-%	-%	*%	**	-%	**	**	**	**	-%	**	-%	-%	**
6	*	3	2	1	**	-	**	**	**	**	1	**	*	*	**
2%	*%	3%	3%	2%	**	-%	**	**	**	**	1%	**	*%	*%	**
															a
331	132	84	74	37	**	51	**	**	**	**	79	**	33	322	**
94%	94%	93%	97%	92%	**	96%	**	**	**	**	95%	**	89%	100%	**
						b			b					b	
21	9	7	2	3	**	2	**	**	**	**	4	**	4	*	**
6%	6%	7%	3%	6%	**	4%	**	**	**	**	5%	**	11%	*%	**
							ad								a

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b		a	b	a	b	a	b	c	d
Unweighted total	412	387	25	125	41	382	30	123	120	354	61	-
Weighted total	352	331	21	104	25	324	28	96	97	280	39	-
Royal Mail	331	331	**	104	**	324	**	96	91	268	34	**
	94%	100%	**	100%	**	100%	**	100%	94%	96%	88%	**
				b		b		b		c		
Pitney Bowes	5	-	**	-	**	-	**	-	*	3	3	**
	1%	-%	**	-%	**	-%	**	-%	1%	1%	7%	**
						a					ab	
APC	3	-	**	-	**	-	**	-	1	1	1	**
	1%	-%	**	-%	**	-%	**	-%	1%	1%	2%	**
				a		a		a				
Tuffnells	2	-	**	-	**	-	**	-	-	2	-	**
	1%	-%	**	-%	**	-%	**	-%	-%	1%	-%	**
				a		a		a				
TNT Express	2	-	**	-	**	-	**	-	*	-	-	**
	1%	-%	**	-%	**	-%	**	-%	1%	-%	-%	**
				a		a		a				
Neo Post	2	-	**	-	**	-	**	-	-	2	-	**
	1%	-%	**	-%	**	-%	**	-%	-%	1%	-%	**
				a		a		a				
Parcelforce	1	-	**	-	**	*	**	-	1	*	*	**
	1%	-%	**	-%	**	1%	**	-%	1%	1%	1%	**
				a		a		a				
Postal Sort	*	-	**	-	**	-	**	-	-	*	*	**
	1%	-%	**	-%	**	-%	**	-%	-%	1%	1%	**
Global Mailing	*	-	**	-	**	-	**	-	-	*	-	**
	1%	-%	**	-%	**	-%	**	-%	-%	1%	-%	**
				a		a		a				
FedEx	*	-	**	-	**	-	**	-	-	-	-	**
	1%	-%	**	-%	**	-%	**	-%	-%	-%	-%	**
				a		a		a				
Other answers	6	-	**	-	**	-	**	-	4	4	1	**
	2%	-%	**	-%	**	-%	**	-%	4%	1%	2%	**
				a		a		a				
NET: RM Only	331	331	**	104	**	324	**	96	91	268	34	**
	94%	100%	**	100%	**	100%	**	100%	94%	96%	88%	**
				b		b		b		c		
NET: Provider other than RM only	21	-	**	-	**	*	**	-	5	12	5	**
	6%	-%	**	-%	**	1%	**	-%	6%	4%	12%	**
				a		a		a			b	

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?**Base: All who send letters/large letters at (QV6a=1 or 2)**

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
352	83	162	27	-	87	97	20	-	290	173	108	270	217	3
331	70	149	**	**	79	89	**	**	290	173	108	270	217	**
94%	85% c	92% ac	**	**	92%	91%	**	**	100%	100%	100%	100%	100%	**
5	2	2	**	**	*	*	**	**	-	-	-	-	-	**
1%	3%	1%	**	**	%	%	**	**	-%	-%	-%	-%	-%	**
		b												
3	3	3	**	**	3	3	**	**	-	-	-	-	-	**
1%	4%	2%	**	**	3%	3%	**	**	-%	-%	-%	-%	-%	**
		b												
2	-	-	**	**	2	2	**	**	-	-	-	-	-	**
1%	-%	-%	**	**	3%	2%	**	**	-%	-%	-%	-%	-%	**
2	2	2	**	**	*	2	**	**	-	-	-	-	-	**
1%	2%	1%	**	**	%	2%	**	**	-%	-%	-%	-%	-%	**
		b												
2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
1	1	-	**	**	1	*	**	**	*	-	*	*	*	**
*%	1%	-%	**	**	1%	*%	**	**	*%	-%	*%	*%	*%	**
*	-	*	**	**	*	-	**	**	-	-	-	-	-	**
*%	-%	*%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
*	-	*	**	**	-	*	**	**	-	-	-	-	-	**
*%	-%	*%	**	**	-%	*%	**	**	-%	-%	-%	-%	-%	**
6	5	5	**	**	1	1	**	**	-	-	-	-	-	**
2%	6%	3%	**	**	1%	1%	**	**	-%	-%	-%	-%	-%	**
331	70	149	**	**	79	89	**	**	290	173	108	270	217	**
94%	85% c	92% ac	**	**	92%	91%	**	**	100%	100%	100%	100%	100%	**
21	13	12	**	**	7	8	**	**	*	-	*	*	*	**
6%	15% b	8%	**	**	8%	9%	**	**	*%	-%	*%	*%	*%	**
		ab												

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?**Base: All who send letters/large letters at (QV6a=1 or 2)**

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
412	a	b	c	d	e	a	b	a	b	c	d	a	b	c	d	e
352	121	71	83	30	24	299	251	10	6	4	1	398	345	403	339	405
331	89	54	65	9	7	244	205	9	3	7	*	335	280	339	270	344
94%	85	47	63	**	**	244	205	**	**	**	**	317	262	319	256	322
	96%	89%	97%	**	**	100%	100%	**	**	**	**	95%	94%	94%	95%	94%
	d		bd													
5	-	-	*	**	**	-	-	**	**	**	**	5	5	5	2	5
1%	-%	-%	*%	**	**	-%	-%	**	**	**	**	1%	2%	1%	1%	1%
3	1	1	-	**	**	-	-	**	**	**	**	1	3	3	3	3
1%	1%	2%	-%	**	**	-%	-%	**	**	**	**	*%	1%	1%	1%	1%
				ac												
2	-	2	-	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	4%	-%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
		a														
2	2	2	-	**	**	-	-	**	**	**	**	2	*	2	*	2
1%	2%	4%	-%	**	**	-%	-%	**	**	**	**	1%	*%	1%	*%	1%
2	-	-	-	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	-%	-%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
1	*	*	1	**	**	*	*	**	**	**	**	*	*	*	1	1
*%	*%	*%	1%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	*	*	-	**	**	-	-	**	**	**	**	*	-	*	-	*
*%	*%	*%	-%	**	**	-%	-%	**	**	**	**	*%	-%	*%	-%	*%
6	1	1	1	**	**	*	-	**	**	**	**	6	6	6	4	6
2%	1%	2%	1%	**	**	*%	-%	**	**	**	**	2%	2%	2%	1%	2%
				ac												
331	85	47	63	**	**	244	205	**	**	**	**	317	262	319	256	322
94%	96%	89%	97%	**	**	100%	100%	**	**	**	**	95%	94%	94%	95%	94%
	d		bd													
21	4	6	2	**	**	*	*	**	**	**	**	18	18	20	14	21
6%	4%	11%	3%	**	**	*%	*%	**	**	**	**	5%	6%	6%	5%	6%
		c		ac												

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

Ofcom; Business Postal Tracker April 2018

Table 27 (continuation)

Page 457

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	412	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	352	228	395	108	-	334	13	50	340	66	3	14	62	48	72
Royal Mail	331	181	334	72	-	269	11	54	277	58	*	13	55	38	57
	94%	165	314	62	**	269	**	**	277	41	**	**	39	**	243
		91%	94%	86%	**	100%	**	**	100%	71%	**	**	72%	**	95%
Pitney Bowes	5	2	5	2	**	-	**	**	-	5	**	**	5	**	2
	1%	1%	1%	3%	**	-%	**	**	-%	8%	**	**	9%	**	1%
APC	3	2	3	3	**	-	**	**	-	3	**	**	3	**	2
	1%	1%	1%	4%	**	-%	**	**	-%	5%	**	**	5%	**	1%
Tuffnells	2	2	2	2	**	-	**	**	-	2	**	**	2	**	2
	1%	1%	1%	3%	**	-%	**	**	-%	4%	**	**	4%	**	1%
TNT Express	2	2	2	2	**	-	**	**	-	2	**	**	-	**	*
	1%	1%	1%	3%	**	-%	**	**	-%	4%	**	**	-%	**	*%
Neo Post	2	-	2	-	**	-	**	**	-	-	**	**	2	**	2
	1%	-%	1%	-%	**	-%	**	**	-%	-%	**	**	4%	**	1%
Parcelforce	1	1	*	*	**	*	**	**	*	1	**	**	*	**	*
	*%	1%	*%	*%	**	*%	**	**	*%	2%	**	**	*%	**	*%
Postal Sort	*	*	*	*	**	-	**	**	-	*	**	**	*	**	*
	*%	*%	*%	*%	**	-%	**	**	-%	*%	**	**	*%	**	-%
Global Mailing	*	*	*	-	**	*	**	**	*	*	**	**	*	**	*
	*%	*%	*%	-%	**	*%	**	**	*%	*%	**	**	*%	**	-%
FedEx	*	-	*	-	**	-	**	**	-	*	**	**	-	**	-
	*%	-%	*%	-%	**	-%	**	**	-%	*%	**	**	-%	**	-%
Other answers	6	6	6	1	**	*	**	**	*	3	**	**	3	**	5
	2%	3%	2%	1%	**	*%	**	**	*%	5%	**	**	6%	**	2%
NET: RM Only	331	165	314	62	**	269	**	**	277	41	**	**	39	**	243
	94%	91%	94%	86%	**	100%	**	**	100%	71%	**	**	72%	**	95%
NET: Provider other than RM only	21	15	20	10	**	*	**	**	*	16	**	**	15	**	14
	6%	9%	6%	14%	**	*%	**	**	*%	29%	**	**	28%	**	5%

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	412	43	15	350	234	387	59	150	79	115	53	208	134
Weighted total	352	47	18	286	208	325	35	112	55	90	42	175	108
Royal Mail	331	**	**	277	190	306	23	108	50	88	38	172	100
	94%	**	**	97% a	91%	94% b	66%	96% b	90% b	98% b	90%	98% bd	92%
Pitney Bowes	5	**	**	*	5	5	5	*	*	*	-	*	*
	1%	**	**	*%	2%	1%	14%	*%	*%	*%	-%	*%	*%
		c		b			acd						
APC	3	**	**	2	1	3	-	1	-	1	1	2	3
	1%	**	**	1%	*%	1%	-%	1%	-%	1%	2%	1%	3%
Tuffnells	2	**	**	2	2	2	-	2	2	-	2	-	2
	1%	**	**	1%	1%	1%	-%	2%	4%	-%	5%	-%	2%
									a		ac		c
TNT Express	2	**	**	2	2	2	2	*	2	*	-	*	-
	1%	**	**	1%	1%	1%	6%	*%	4%	*%	-%	*%	-%
							ac		ac				
Neo Post	2	**	**	-	2	2	-	-	-	-	-	-	2
	1%	**	**	-%	1%	1%	-%	-%	-%	-%	-%	-%	2%
													c
Parcellforce	1	**	**	*	1	1	-	*	1	*	*	*	-
	*%	**	**	*%	*%	*%	-%	*%	2%	*%	*%	*%	-%
		c											
Postal Sort	*	**	**	-	-	-	-	*	*	-	-	-	-
	*%	**	**	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Global Mailing	*	**	**	-	-	*	*	-	-	-	-	-	-
	*%	**	**	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
FedEx	*	**	**	-	-	*	-	*	*	-	*	-	*
	*%	**	**	-%	-%	*%	-%	*%	*%	-%	*%	-%	*%
Other answers	6	**	**	2	5	4	5	1	*	1	1	1	1
	2%	**	**	1%	2%	1%	14%	1%	*%	1%	2%	1%	1%
		c					acd						
NET: RM Only	331	**	**	277	190	306	23	108	50	88	38	172	100
	94%	**	**	97% a	91%	94% b	66%	96% b	90% b	98% b	90%	98% bd	92%
NET: Provider other than RM only	21	**	**	9	18	19	12	4	6	2	4	3	8
	6%	**	**	3%	9%	6%	34%	4%	10%	2%	10%	2%	8%
		c			b		acd				ac		c

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

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	412	a	b	c	d
Weighted total	352	91	185	31	91
Royal Mail	331	73	135	24	105
	94%	65	125	**	103
		89%	92%	**	98%
				a	
Pitney Bowes	5	2	3	**	-
	1%	3%	2%	**	-%
APC	3	-	1	**	2
	1%	-%	1%	**	2%
Tuffnells	2	-	2	**	-
	1%	-%	2%	**	-%
TNT Express	2	-	2	**	-
	1%	-%	2%	**	-%
Neo Post	2	-	2	**	-
	1%	-%	2%	**	-%
Parcelforce	1	1	*	**	*
	*%	1%	*%	**	*%
Postal Sort	*	*	-	**	*
	*%	*%	-%	**	*%
Global Mailing	*	-	*	**	-
	*%	-%	*%	**	-%
FedEx	*	*	-	**	-
	*%	*%	-%	**	-%
Other answers	6	5	*	**	*
	2%	6%	*%	**	*%
		bd		b	
NET: RM Only	331	65	125	**	103
	94%	89%	92%	**	98%
				a	
NET: Provider other than RM only	21	8	10	**	2
	6%	11%	8%	**	2%
		d			

Columns Tested: a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	54	25	17	9	3	29	9	13	3	3	8
Weighted total	55	53	1	1	*	2	18	19	2	1	3
Royal Mail	28	**	**	**	**	**	**	**	**	**	**
50%		**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**
12%		**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**
8%		**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**
7%		**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**
5%		**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**
4%		**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**
4%		**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**
4%		**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**
4%		**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**
%		**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**
%		**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**
1%		**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**
50%		**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**
50%		**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	-	5	10	1	2	7	3	5	4	37	7	5	5
Weighted total	55	-	11	5	2	4	8	4	11	7	52	1	2	*
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	2	3	7	-	2	8	4	6	6	38	7	4	5
Weighted total	55	2	8	2	-	4	8	7	9	12	53	1	1	*
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	-	14	1	4	15	1	2	17	39	15	45	9	53	1
Weighted total	-	10	*	5	16	*	2	22	43	12	47	9	53	3
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	25	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	48%	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	7	**
12%	**	**	**	**	**	**	**	**	**	**	**	**	12%	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	4	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	4	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	3	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	1	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	*	**
%	**	**	**	**	**	**	**	**	**	**	**	**	%	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	*	**
%	**	**	**	**	**	**	**	**	**	**	**	**	%	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	*	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	1%	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	25	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	48%	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	28	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	52%	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	54	24	5	25	21	24	8	1	-	-	-	-	45	9	2	19	33
Weighted total	55	25	3	27	32	15	8	*	-	-	-	-	47	8	3	29	23
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h
Unweighted total	54	41	30	43	54	17	40	33	7	1	1	1	-	-	47	6	-	1	-	-	-	-
Weighted total	55	34	22	39	55	9	36	36	*	*	*	3	-	-	53	3	-	*	-	-	-	-
Royal Mail	28	**	**	**	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	54	10	10	10	12	1	15	10	16	11	2	35	5	14	33	21
Weighted total	55	14	8	10	6	1	15	8	17	14	1	40	5	11	36	19
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50%	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
12%	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7%	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
%	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
%	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50%	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50%	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*c	*d	
Unweighted total	54	41	2	17	37	6	15	39	18	35	9	-
Weighted total	55	39	*	28	28	5	19	37	14	26	1	-
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**
12%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**
%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**
%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	b	*c	*d	a	*b	c	a	*b	*c
Unweighted total	54	13	24	8	-	38	37	16	-	38	28	42	33	26	1
Weighted total	55	9	16	1	-	43	38	14	-	32	20	45	28	25	1
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	c	**	**	**	**	**
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	54	34	18	31	9	38	27	-	1	4	2	48	43	49	51	52
Weighted total	55	35	22	32	7	37	25	-	1	7	3	48	43	48	53	53
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**	**	28	28
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	52%	52%
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**	**	7	7
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	12%	12%
UPS	4	**	**	**	**	**	**	**	**	**	**	**	**	**	4	4
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	8%
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**	**	4	4
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	7%	7%
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	3
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	5%	5%
APC	2	**	**	**	**	**	**	**	**	**	**	**	**	**	2	*
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	4%	*%
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	4%	4%
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**	**	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	4%	4%
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**	**	-	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	4%
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	1
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	2%	2%
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	*%
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	*%
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	*
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	1%
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	28	28
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	52%	52%
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**	**	25	25
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	48%	48%

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	34	52	19	-	46	1	9	42	46	2	11	43	9	36	9
Weighted total	55	53	14	-	43	*	11	40	50	*	14	42	6	42	7
Royal Mail	28	**	28	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	52%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	7	**	**	**	**	**	**	**	**	**	**	**	**
12%	**	12%	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	4	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	4	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	3	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	-	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
%	**	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
%	**	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	28	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	52%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	25	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	48%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	*c	*a	*b	a	*b	c	d	*a	*b	*c	*d
Unweighted total	54	20	6	25	29	42	6	42	31	28	14	25	13
Weighted total	55	26	8	24	31	39	3	43	31	30	14	28	13
Royal Mail	28	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	7	**	**	**	**	**	**	**	**	**	**	**	**
12%	**	**	**	**	**	**	**	**	**	**	**	**	**
UPS	4	**	**	**	**	cd	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	4	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	3	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**
%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**
%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	28	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	28	**	**	**	**	**	**	**	**	**	**	**	**
50%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DPD

UPS

Parcelforce

Parcels to go

APC

DHL

TNT Express

Collect Plus

UK Mail

FedEx

Global Mailing

Other answers

NET: RM Only

NET: Provider other than
RM only

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	*b	*c	*d	
54	12	23	4	11	54
55	9	24	3	15	55
28	**	**	**	**	28
50%	**	**	**	**	50%
7	**	**	**	**	7
12%	**	**	**	**	12%
4	**	**	**	**	4
8%	**	**	**	**	8%
4	**	**	**	**	4
7%	**	**	**	**	7%
3	**	**	**	**	3
5%	**	**	**	**	5%
2	**	**	**	**	2
4%	**	**	**	**	4%
2	**	**	**	**	2
4%	**	**	**	**	4%
2	**	**	**	**	2
4%	**	**	**	**	4%
2	**	**	**	**	2
4%	**	**	**	**	4%
2	**	**	**	**	2
4%	**	**	**	**	4%
1	**	**	**	**	1
2%	**	**	**	**	2%
*	**	**	**	**	*
0%	**	**	**	**	0%
*	**	**	**	**	*
0%	**	**	**	**	0%
*	**	**	**	**	*
1%	**	**	**	**	1%
28	**	**	**	**	28
50%	**	**	**	**	50%
28	**	**	**	**	28
50%	**	**	**	**	50%

Columns Tested: a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	56	22	19	10	5	34	10	10	4	2	9
Weighted total	49	46	1	1	*	2	19	12	2	1	5
Royal Mail	39	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
DPD	2	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	56	-	5	15	1	4	6	1	3	4	39	8	4	5
Weighted total	49	-	11	9	2	5	4	*	8	7	45	1	2	*
Royal Mail	39	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	56	1	3	14	1	3	6	2	3	6	39	8	4	5
Weighted total	49	*	8	9	2	2	4	3	6	12	46	1	1	*
Royal Mail	39	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	-	12	1	5	11	2	4	21	40	16	44	12	55	1
Weighted total	-	8	*	5	7	1	4	23	35	14	40	9	46	3
Royal Mail	**	**	**	**	**	**	**	**	**	**	**	**	**	**
81%	**	**	**	**	**	**	**	**	**	**	**	**	80%	**
UK Mail	**	**	**	**	**	**	**	**	**	**	**	**	3	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
DPD	**	**	**	**	**	**	**	**	**	**	**	**	2	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
DHL	**	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Pitney Bowes	**	**	**	**	**	**	**	**	**	**	**	**	2	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	*	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	*	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	*	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
NET: RM Only	**	**	**	**	**	**	**	**	**	**	**	**	37	**
81%	**	**	**	**	**	**	**	**	**	**	**	**	80%	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	9	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	20%	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	56	29	7	20	28	22	5	1	-	-	-	-	50	6	5	23	28
Weighted total	49	29	3	17	34	9	6	*	-	-	-	-	43	6	8	27	14
Royal Mail	39 81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3 5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2 5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	* *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	* *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	* *%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39 81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9 19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	56	51	41	56	43	24	39	42	9	1	2	2	-	-	38	4	-	1	-	-	-	-
Weighted total	49	39	30	49	39	15	30	45	1	*	*	3	-	-	36	2	-	*	-	-	-	-
Royal Mail	39	34	**	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	86%	**	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	3	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	7%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	6%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	*	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	*	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	*%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	34	**	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	86%	**	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	5	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	14%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	56	16	13	12	14	1	14	9	11	7	2	26	5	12	39	17
Weighted total	49	23	9	10	6	1	14	6	10	8	1	26	5	8	37	11
Royal Mail	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a *b	*a *b		a *b		*a b		*a b		*c *d	
Unweighted total	56	51 5	15 28		46 10		13 30		24 43		13 -	
Weighted total	49	47 2	23 16		39 9		16 23		19 28		6 -	
Royal Mail	39	39 **	** **		** **		** **		** **		** **	**
	81%	85% **	** **		** **		** **		** **		** **	**
UK Mail	3	3 **	** **		** **		** **		** **		** **	**
	5%	6% **	** **		** **		** **		** **		** **	**
DPD	2	2 **	** **		** **		** **		** **		** **	**
	5%	5% **	** **		** **		** **		** **		** **	**
DHL	2	2 **	** **		** **		** **		** **		** **	**
	4%	5% **	** **		** **		** **		** **		** **	**
Pitney Bowes	2	- **	** **		** **		** **		** **		** **	**
	4%	-% **	** **		** **		** **		** **		** **	**
APC	*	* **	** **		** **		** **		** **		** **	**
	*%	*% **	** **		** **		** **		** **		** **	**
Global Mailing	*	- **	** **		** **		** **		** **		** **	**
	*%	-% **	** **		** **		** **		** **		** **	**
Other answers	*	- **	** **		** **		** **		** **		** **	**
	*%	-% **	** **		** **		** **		** **		** **	**
NET: RM Only	39	39 **	** **		** **		** **		** **		** **	**
	81%	85% **	** **		** **		** **		** **		** **	**
NET: Provider other than RM only	9	7 **	** **		** **		** **		** **		** **	**
	19%	15% **	** **		** **		** **		** **		** **	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	c	a	b	*c
Unweighted total	56	19	34	13	-	28	29	9	-	46	36	34	43	30	1
Weighted total	49	17	24	9	-	29	26	4	-	37	25	33	35	30	1
Royal Mail	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	56	27	16	25	6	4	42	28	-	2	4	1	54	47	55	53	55
Weighted total	49	25	20	24	1	*	35	26	-	2	7	*	49	40	49	44	49
Royal Mail	39	**	**	**	**	**	**	**	**	**	**	**	39	**	39	35	39
	81%	**	**	**	**	**	**	**	**	**	**	**	81%	**	81%	79%	81%
UK Mail	3	**	**	**	**	**	**	**	**	**	**	**	3	**	3	3	3
	5%	**	**	**	**	**	**	**	**	**	**	**	5%	**	5%	6%	5%
DPD	2	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	5%	**	**	**	**	**	**	**	**	**	**	**	5%	**	5%	5%	5%
DHL	2	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	4%	**	4%	5%	4%
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	4%	**	4%	5%	4%
APC	*	**	**	**	**	**	**	**	**	**	**	**	*	**	*	*	-
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	*%	*%	-%
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	*	**	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	*%	*%	*%
Other answers	*	**	**	**	**	**	**	**	**	**	**	**	*	**	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	*%	*%	*%
NET: RM Only	39	**	**	**	**	**	**	**	**	**	**	**	39	**	39	35	39
	81%	**	**	**	**	**	**	**	**	**	**	**	81%	**	81%	79%	81%
NET: Provider other than RM only	9	**	**	**	**	**	**	**	**	**	**	**	9	**	9	9	9
	19%	**	**	**	**	**	**	**	**	**	**	**	19%	**	19%	21%	19%

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	56	39	55	21	-	45	10	44	48	3	9	47	10	35	11
Weighted total	49	33	49	16	-	35	10	37	43	*	7	41	7	33	9
Royal Mail	39	**	39	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	81%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	3	**	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	5%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**
APC	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	39	**	39	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	81%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	9	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	c	*d	*a	*b	c	*d
Unweighted total	56	19	5	31	26	53	14	34	26	23	13	30	15
Weighted total	49	22	5	22	19	49	9	30	24	21	14	31	15
Royal Mail	39	**	**	**	**	39	**	**	**	**	**	**	**
	81%	**	**	**	**	81%	**	**	**	**	**	**	**
UK Mail	3	**	**	**	**	3	**	**	**	**	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	**	**
DPD	2	**	**	**	**	2	**	**	**	**	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	**	**
DHL	2	**	**	**	**	2	**	**	**	**	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	2	**	**	**	**	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	**
APC	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	*	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**
Other answers	*	**	**	**	**	-	**	**	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**
NET: RM Only	39	**	**	**	**	39	**	**	**	**	**	**	**
	81%	**	**	**	**	81%	**	**	**	**	**	**	**
NET: Provider other than RM only	9	**	**	**	**	9	**	**	**	**	**	**	**
	19%	**	**	**	**	19%	**	**	**	**	**	**	**

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

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	56	15	24	5	9
Weighted total	49	8	25	4	9
Royal Mail	39	**	**	**	39
	81%	**	**	**	81%
UK Mail	3	**	**	**	3
	5%	**	**	**	5%
DPD	2	**	**	**	2
	5%	**	**	**	5%
DHL	2	**	**	**	2
	4%	**	**	**	4%
Pitney Bowes	2	**	**	**	2
	4%	**	**	**	4%
APC	*	**	**	**	*
	*%	**	**	**	*%
Global Mailing	*	**	**	**	*
	*%	**	**	**	*%
Other answers	*	**	**	**	*
	*%	**	**	**	*%
NET: RM Only	39	**	**	**	39
	81%	**	**	**	81%
NET: Provider other than RM only	9	**	**	**	9
	19%	**	**	**	19%

Columns Tested: a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	199	90	54	39	16	109	42	25	12	8	22
Weighted total	175	167	5	3	1	9	70	36	9	2	4
Royal Mail	125	119	3	**	**	7	**	**	**	**	**
	71%	71%	68%	**	**	75%	**	**	**	**	**
DPD	11	11	*	**	**	*	**	**	**	**	**
	6%	7%	1%	**	**	2%	**	**	**	**	**
UPS	7	7	*	**	**	*	**	**	**	**	**
	4%	4%	1%	**	**	1%	**	**	**	**	**
Parcelforce	6	6	*	**	**	*	**	**	**	**	**
	4%	4%	4%	**	**	4%	**	**	**	**	**
APC	5	5	*	**	**	*	**	**	**	**	**
	3%	3%	10%	**	**	5%	**	**	**	**	**
DHL	5	5	*	**	**	*	**	**	**	**	**
	3%	3%	1%	**	**	1%	**	**	**	**	**
TNT Express	4	4	*	**	**	*	**	**	**	**	**
	2%	2%	1%	**	**	1%	**	**	**	**	**
UK Mail	3	3	-	**	**	-	**	**	**	**	**
	2%	2%	-%	**	**	-%	**	**	**	**	**
Tuffnells	2	2	-	**	**	-	**	**	**	**	**
	1%	1%	-%	**	**	-%	**	**	**	**	**
Hermes	2	2	-	**	**	-	**	**	**	**	**
	1%	1%	-%	**	**	-%	**	**	**	**	**
Collect Plus	2	2	-	**	**	-	**	**	**	**	**
	1%	1%	-%	**	**	-%	**	**	**	**	**
FedEx	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	6%	**	**	3%	**	**	**	**	**
Pitney Bowes	*	-	-	**	**	*	**	**	**	**	**
	*%	-%	-%	**	**	1%	**	**	**	**	**
Global Mailing	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	1%	**	**	1%	**	**	**	**	**
Postal Sort	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	1%	**	**	1%	**	**	**	**	**
Other answers	1	1	*	**	**	*	**	**	**	**	**
	1%	1%	4%	**	**	5%	**	**	**	**	**
NET: RM Only	125	119	3	**	**	7	**	**	**	**	**
	71%	71%	68%	**	**	75%	**	**	**	**	**
NET: Provider other than RM only	50	48	1	**	**	2	**	**	**	**	**
	29%	29%	32%	**	**	25%	**	**	**	**	**

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	4	12	27	7	14	30	17	14	9	134	29	18	18
Weighted total	175	6	21	14	9	21	32	17	19	12	151	12	7	5
Royal Mail	125	**	**	**	**	**	**	**	**	**	105	**	**	**
	71%	**	**	**	**	**	**	**	**	**	70%	**	**	**
DPD	11	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	j	**	**	**	7%	**	**	**
UPS	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Parcelforce	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	3%	**	**	**
APC	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
DHL	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Tuffnells	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: RM Only	125	**	**	**	**	**	**	**	**	**	105	**	**	**
	71%	**	**	**	**	**	**	**	**	**	70%	**	**	**
NET: Provider other than RM only	50	**	**	**	**	**	**	**	**	**	46	**	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**	**

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?**Base: All who send parcels/packets at (QV6a=3)**

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	175	19	13	14	7	14	28	18	18	21	151	12	7	5
Royal Mail	125	**	**	**	**	**	**	**	**	**	106	**	**	**
	71%	**	**	**	**	**	**	**	**	**	70%	**	**	**
DPD	11	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
UPS	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Parcelforce	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	3%	**	**	**
APC	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
DHL	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
TNT Express	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
UK Mail	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Tuffnells	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Postal Sort	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: RM Only	125	**	**	**	**	**	**	**	**	**	106	**	**	**
	71%	**	**	**	**	**	**	**	**	**	70%	**	**	**
NET: Provider other than RM only	50	**	**	**	**	**	**	**	**	**	46	**	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 30 (continuation)

Page 489

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	199	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total	175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
Royal Mail	125	**	**	**	**	51	**	**	39	91	35	107	**	117	**
	71%	**	**	**	**	74%	**	**	70%	70%	75%	72%	**	71%	**
DPD	11	**	**	**	**	5	**	**	6	9	2	9	**	11	**
	6%	**	**	**	**	7%	**	**	11%	7%	5%	6%	**	7%	**
UPS	7	**	**	**	**	4	**	**	-	7	-	7	**	7	**
	4%	**	**	**	**	6%	**	**	-%	5%	-%	4%	**	4%	**
						h									
Parcelforce	6	**	**	**	**	1	**	**	3	*	6	6	**	6	**
	4%	**	**	**	**	1%	**	**	5%	%	13%	4%	**	4%	**
											a				
APC	5	**	**	**	**	1	**	**	2	3	2	5	**	5	**
	3%	**	**	**	**	1%	**	**	4%	3%	5%	4%	**	3%	**
DHL	5	**	**	**	**	-	**	**	-	5	-	3	**	2	**
	3%	**	eh	**	**	-%	**	**	-%	4%	-%	2%	**	1%	**
TNT Express	4	**	**	**	**	2	**	**	2	4	*	2	**	4	**
	2%	**	**	**	**	3%	**	**	4%	3%	%	1%	**	3%	**
												a			
UK Mail	3	**	**	**	**	-	**	**	3	3	-	3	**	3	**
	2%	**	**	**	**	-%	**	**	6%	3%	-%	2%	**	2%	**
								e							
Tuffnells	2	**	**	**	**	-	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	-%	**	**	-%	2%	-%	1%	**	1%	**
Hermes	2	**	**	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	3%	**	**	-%	2%	-%	1%	**	1%	**
Collect Plus	2	**	**	**	**	2	**	**	-	2	-	-	**	2	**
	1%	**	**	**	**	3%	**	**	-%	2%	-%	-%	**	1%	**
												a			
FedEx	*	**	**	**	**	*	**	**	-	*	*	*	**	*	**
	*%	**	**	**	**	*%	**	**	-%	*%	*%	*%	**	*%	**
Pitney Bowes	*	**	**	**	**	-	**	**	*	*	-	*	**	*	**
	*%	**	**	**	**	-%	**	**	*%	*%	-%	*%	**	*%	**
Global Mailing	*	**	**	**	**	-	**	**	*	*	-	*	**	*	**
	*%	**	**	**	**	-%	**	**	*%	*%	-%	*%	**	*%	**
Postal Sort	*	**	**	**	**	-	**	**	-	*	-	*	**	*	**
	*%	**	**	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**
Other answers	1	**	**	**	**	*	**	**	*	*	1	1	**	1	**
	1%	**	**	**	**	*%	**	**	*%	*%	2%	1%	**	1%	**
NET: RM Only	125	**	**	**	**	51	**	**	39	91	35	107	**	117	**
	71%	**	**	**	**	74%	**	**	70%	70%	75%	72%	**	71%	**
NET: Provider other than RM only	50	**	**	**	**	17	**	**	17	39	12	42	**	48	**
	29%	**	**	**	**	26%	**	**	30%	30%	25%	28%	**	29%	**

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

 Produced by OLR
 Issue date: 11/05/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	199	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	175	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
Royal Mail	125	49	**	55	89	27	**	**	**	**	**	**	116	**	**	61	36
	71%	66%	**	71%	74%	67%	**	**	**	**	**	**	72%	**	**	66%	66%
			ac														
DPD	11	6	**	3	6	5	**	**	**	**	**	**	11	**	**	6	5
	6%	9%	**	4%	5%	12%	**	**	**	**	**	**	7%	**	**	7%	9%
UPS	7	4	**	2	7	*	**	**	**	**	**	**	7	**	**	7	*
	4%	6%	**	3%	5%	*%	**	**	**	**	**	**	4%	**	**	7%	*%
																c	
Parcelforce	6	3	**	4	5	1	**	**	**	**	**	**	6	**	**	5	1
	4%	4%	**	5%	4%	3%	**	**	**	**	**	**	4%	**	**	6%	2%
APC	5	1	**	4	3	2	**	**	**	**	**	**	5	**	**	3	3
	3%	1%	**	6%	2%	6%	**	**	**	**	**	**	3%	**	**	3%	5%
DHL	5	3	**	2	3	*	**	**	**	**	**	**	3	**	**	3	2
	3%	4%	**	3%	2%	*%	**	**	**	**	**	**	2%	**	**	3%	4%
TNT Express	4	2	**	2	2	2	**	**	**	**	**	**	4	**	**	2	2
	2%	3%	**	3%	2%	5%	**	**	**	**	**	**	3%	**	**	2%	4%
UK Mail	3	1	**	3	1	-	**	**	**	**	**	**	1	**	**	1	3
	2%	1%	**	3%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	5%
Tuffnells	2	2	**	-	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	3%	**	-%	-%	6%	**	**	**	**	**	**	1%	**	**	-%	4%
					a												
Hermes	2	-	**	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	**	3%	2%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
Collect Plus	2	2	**	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	3%	**	-%	2%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
FedEx	*	-	**	*	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	-%	**	*%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	1%
Pitney Bowes	*	*	**	-	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	*%	**	-%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Global Mailing	*	-	**	*	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	-%	**	*%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Postal Sort	*	*	**	-	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	*%	**	-%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Other answers	1	1	**	*	1	*	**	**	**	**	**	**	1	**	**	1	*
	1%	1%	**	*%	1%	1%	**	**	**	**	**	**	1%	**	**	1%	1%
NET: RM Only	125	49	**	55	89	27	**	**	**	**	**	**	116	**	**	61	36
	71%	66%	**	71%	74%	67%	**	**	**	**	**	**	72%	**	**	66%	66%
			ac														
NET: Provider other than RM only	50	26	**	22	32	13	**	**	**	**	**	**	45	**	**	32	19
	29%	34%	**	29%	26%	33%	**	**	**	**	**	**	28%	**	**	34%	34%
		b		b													

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

Ofcom; Business Postal Tracker April 2018

Table 30 (continuation)

Page 491

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
Unweighted total	199	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2		
Weighted total	175	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*		
Royal Mail	125	84	72	96	125	26	91	87	**	**	**	**	**	**	118	**	**	**	**	**	**	**		
	71%	77%	80%	75%	71%	81%	75%	75%	**	**	**	**	**	**	70%	**	**	**	**	**	**	**		
DPD	11	6	2	6	11	*	7	6	**	**	**	**	**	**	11	**	**	**	**	**	**	**		
	6%	6%	3%	5%	6%	*%	6%	6%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**		
		e		e	e		e																	
UPS	7	2	*	2	7	-	2	2	**	**	**	**	**	**	7	**	**	**	**	**	**	**		
	4%	2%	*%	2%	4%	-%	2%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**		
				b																				
Parcelforce	6	6	6	6	6	3	6	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**		
	4%	6%	7%	5%	4%	9%	5%	6%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**		
APC	5	1	3	3	5	*	*	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**		
	3%	1%	4%	2%	3%	*%	*%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**		
		f																						
DHL	5	*	3	3	5	-	5	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**		
	3%	*%	3%	2%	3%	-%	4%	2%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**		
			a				a																	
TNT Express	4	2	2	4	4	*	2	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**		
	2%	2%	2%	3%	2%	*%	2%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**		
UK Mail	3	3	1	3	3	3	3	1	**	**	**	**	**	**	3	**	**	**	**	**	**	**		
	2%	3%	1%	3%	2%	8%	3%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**		
					bd																			
Tuffnells	2	2	-	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
	1%	2%	-%	2%	1%	-%	2%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
Hermes	2	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
	1%	-%	-%	-%	1%	-%	-%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
Collect Plus	2	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**		
	1%	-%	-%	-%	1%	-%	-%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
FedEx	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
Pitney Bowes	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
Global Mailing	*	*	*	*	*	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
Postal Sort	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
	*%	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
Other answers	1	1	*	1	1	*	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**		
	1%	1%	*%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**		
NET: RM Only	125	84	72	96	125	26	91	87	**	**	**	**	**	**	118	**	**	**	**	**	**	**		
	71%	77%	80%	75%	71%	81%	75%	75%	**	**	**	**	**	**	70%	**	**	**	**	**	**	**		
NET: Provider other than RM only	50	26	18	33	50	6	30	30	**	**	**	**	**	**	50	**	**	**	**	**	**	**		
	29%	23%	20%	25%	29%	19%	25%	25%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**		

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?**Base: All who send parcels/packets at (QV6a=3)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
175	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
125	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
71%	**	**	**	19	**	51	**	**	**	**	83	**	34	124	**
				90%	**	79%	**	**	**	**	71%	**	71%	87%	**
				abc										b	
11	**	**	**	*	**	4	**	**	**	**	7	**	2	5	**
6%	**	**	**	*%	**	7%	**	**	**	**	6%	**	5%	3%	**
															a
7	**	**	**	-	**	-	**	**	**	**	2	**	4	2	**
4%	**	**	**	-%	**	-%	**	**	**	**	2%	**	9%	2%	**
							ad						a		a
6	**	**	**	*	**	3	**	**	**	**	4	**	3	5	**
4%	**	**	**	*%	**	4%	**	**	**	**	3%	**	6%	4%	**
			abd												
5	**	**	**	*	**	-	**	**	**	**	3	**	2	*	**
3%	**	**	**	*%	**	-%	**	**	**	**	2%	**	4%	*%	**
							a		a						a
5	**	**	**	*	**	*	**	**	**	**	5	**	*	3	**
3%	**	**	**	*%	**	*%	**	**	**	**	4%	**	*%	2%	**
							a	a	a						
4	**	**	**	-	**	4	**	**	**	**	2	**	2	-	**
2%	**	**	**	-%	**	6%	**	**	**	**	2%	**	4%	-%	**
	d														a
3	**	**	**	1	**	-	**	**	**	**	3	**	-	3	**
2%	**	**	**	4%	**	-%	**	**	**	**	3%	**	-%	2%	**
									ac						
2	**	**	**	-	**	-	**	**	**	**	2	**	-	-	**
1%	**	**	**	-%	**	-%	**	**	**	**	2%	**	-%	-%	**
															a
2	**	**	**	-	**	2	**	**	**	**	2	**	-	-	**
1%	**	**	**	-%	**	3%	**	**	**	**	2%	**	-%	-%	**
															a
2	**	**	**	-	**	-	**	**	**	**	2	**	-	-	**
1%	**	**	**	-%	**	-%	**	**	**	**	2%	**	-%	-%	**
															a
*	**	**	**	*	**	-	**	**	**	**	*	**	-	-	**
*%	**	**	**	1%	**	-%	**	**	**	**	*%	**	-%	-%	**
*	**	**	**	-	**	-	**	**	**	**	-	**	-	-	**
*%	**	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
*	**	**	**	-	**	*	**	**	**	**	*	**	-	-	**
*%	**	**	**	-%	**	*%	**	**	**	**	*%	**	-%	-%	**
*	**	**	**	*	**	*	**	**	**	**	*	**	-	-	**
*%	**	**	**	*%	**	*%	**	**	**	**	*%	**	-%	-%	**

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Other answers

NET: RM Only

NET: Provider other than
RM only

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
30		40	41	52	3	64	42	47	42	4	110	12	76	162	37
175	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
1	**	**	**	1	**	-	**	**	**	**	1	**	*	*	**
1%	**	**	**	4%	**	-%	**	**	**	**	1%	**	*%	*%	**
														a	
125	**	**	**	19	**	51	**	**	**	**	83	**	34	124	**
71%	**	**	**	90% abc	**	79%	**	**	**	**	71%	**	71%	87% b	**
50	**	**	**	2	**	13	**	**	**	**	33	**	14	19	**
29%	**	**	**	10%	**	21%	**	**	**	**	29%	**	29%	13%	**
	d	d	d												a

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

Ofcom; Business Postal Tracker April 2018

Table 30 (continuation)

Page 494

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	d	
Unweighted total	199	151	15	146	53	147	19	144	55	70	134	43
Weighted total	175	119	9	134	41	114	15	125	50	50	92	22
Royal Mail	125	96	**	122	4	96	**	125	-	44	70	**
	71%	81%	**	91%	9%	84%	**	100%	-%	88%	76%	**
DPD	11	6	**	3	9	4	**	-	11	6	**	**
	6%	5%	**	2%	21%	4%	**	-%	22%	7%	**	**
UPS	7	2	**	2	4	2	**	-	7	2	**	**
	4%	2%	**	2%	11%	2%	**	-%	13%	2%	**	**
Parcelforce	6	5	**	3	4	5	**	-	6	3	**	**
	4%	5%	**	2%	9%	5%	**	-%	13%	3%	**	**
APC	5	*	**	-	5	*	**	-	5	1	**	**
	3%	1%	**	-%	13%	1%	**	-%	11%	1%	**	**
DHL	5	3	**	3	2	3	**	-	5	*	**	**
	3%	2%	**	2%	5%	2%	**	-%	10%	1%	**	**
TNT Express	4	2	**	-	4	2	**	-	4	*	**	**
	2%	2%	**	-%	10%	2%	**	-%	8%	2%	**	**
UK Mail	3	3	**	3	1	1	**	-	3	3	**	**
	2%	3%	**	2%	2%	1%	**	-%	7%	4%	**	**
Tuffnells	2	-	**	-	2	-	**	-	2	2	**	**
	1%	-%	**	-%	5%	-%	**	-%	4%	2%	**	**
Hermes	2	-	**	-	2	-	**	-	2	-	**	**
	1%	-%	**	-%	5%	-%	**	-%	4%	-%	**	**
Collect Plus	2	-	**	-	2	-	**	-	2	-	**	**
	1%	-%	**	-%	5%	-%	**	-%	4%	-%	**	**
FedEx	*	*	**	-	*	*	**	-	*	*	**	**
	1%	1%	**	-%	1%	1%	**	-%	1%	1%	**	**
Pitney Bowes	*	-	**	-	*	-	**	-	*	*	**	**
	1%	-%	**	-%	1%	-%	**	-%	1%	1%	**	**
Global Mailing	*	-	**	-	*	-	**	-	*	*	**	**
	1%	-%	**	-%	1%	-%	**	-%	1%	1%	**	**
Postal Sort	*	-	**	-	*	-	**	-	*	*	**	**
	1%	-%	**	-%	1%	-%	**	-%	1%	1%	**	**

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

 Produced by OLR
 Issue date: 11/05/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	199	151	146	53	147	19	144	55	70	134	43	-
Weighted total	175	119	134	41	114	15	125	50	50	92	22	-
Other answers	1	*	-	1	*	**	-	1	1	1	**	**
	1%	*%	-%	3% a	*%	**	-%	3%	2%	1%	**	**
NET: RM Only	125	96	122	4	96	**	125	-	44	70	**	**
	71%	81%	91% b	9%	84%	**	100% b	-%	88% b	76%	**	**
NET: Provider other than RM only	50	23	13	38	18	**	-	50	6	22	**	**
	29%	19%	9%	91% a	16%	**	-%	100% a	12%	24% a	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 30 (continuation)

Page 496

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
Royal Mail	125	35	56	**	**	81	93	**	**	84	71	116	85	63	**
	71%	75%	80%	**	**	67%	75%	**	**	82%	88%	81%	85%	83%	**
DPD	11	-	2	**	**	9	5	**	**	6	2	5	4	4	**
	6%	-%	3%	**	**	7%	4%	**	**	6%	3%	3%	4%	6%	**
UPS	7	-	*	**	**	2	7	**	**	2	*	5	2	2	**
	4%	-%	*%	**	**	2%	5%	**	**	2%	*%	3%	2%	3%	**
Parcelforce	6	4	3	**	**	6	*	**	**	5	3	5	3	*	**
	4%	8%	4%	**	**	5%	*%	**	**	5%	3%	4%	3%	*%	**
APC	5	3	3	**	**	b	3	**	**	*	*	2	*	*	**
	3%	7%	4%	**	**	4%	3%	**	**	*%	*%	2%	*%	*%	**
DHL	5	3	3	**	**	5	3	**	**	*	3	3	3	3	**
	3%	6%	4%	**	**	4%	2%	**	**	*%	3%	2%	3%	3%	**
TNT Express	4	2	2	**	**	2	4	**	**	*	*	2	*	-	**
	2%	4%	3%	**	**	2%	3%	**	**	*%	*%	1%	*%	-%	**
UK Mail	3	-	1	**	**	3	3	**	**	3	1	3	3	3	**
	2%	-%	1%	**	**	2%	3%	**	**	3%	1%	2%	3%	5%	**
Tuffnells	2	-	-	**	**	2	2	**	**	-	-	-	-	-	**
	1%	-%	-%	**	**	2%	2%	**	**	-%	-%	-%	-%	-%	**
Hermes	2	-	-	**	**	2	-	**	**	-	-	-	-	-	**
	1%	-%	-%	**	**	2%	-%	**	**	-%	-%	-%	-%	-%	**
Collect Plus	2	-	-	**	**	2	2	**	**	-	-	2	-	-	**
	1%	-%	-%	**	**	2%	2%	**	**	-%	-%	1%	-%	-%	**
FedEx	*	-	*	**	**	*	*	**	**	*	-	*	-	*	**
	*%	-%	*%	**	**	*%	*%	**	**	*%	-%	*%	-%	*%	**
Pitney Bowes	*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
	*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
Global Mailing	*	*	*	**	**	*	*	**	**	-	-	-	-	-	**
	*%	*%	*%	**	**	*%	*%	**	**	-%	-%	-%	-%	-%	**
Postal Sort	*	-	*	**	**	*	-	**	**	-	-	-	-	-	**
	*%	-%	*%	**	**	*%	-%	**	**	-%	-%	-%	-%	-%	**
Other answers	1	*	*	**	**	1	1	**	**	*	*	*	*	*	**
	1%	*%	*%	**	**	1%	1%	**	**	*%	*%	*%	*%	*%	**
NET: RM Only	125	35	56	**	**	81	93	**	**	84	71	116	85	63	**
	71%	75%	80%	**	**	67%	75%	**	**	82%	88%	81%	85%	83%	**
NET: Provider other than RM only	50	12	14	**	**	41	31	**	**	18	9	27	15	13	**
	29%	25%	20%	**	**	33%	25%	**	**	18%	12%	19%	15%	17%	**

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?**Base: All who send parcels/packets at (QV6a=3)**

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
125	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
71%	81	44	62	**	**	89	62	**	**	**	**	123	108	123	114	124
	75%	73%	76%	**	**	80%	80%	**	**	**	**	75%	74%	74%	71%	72%
	d		d	d	d											
11	5	-	3	**	**	7	4	**	**	**	**	9	6	9	11	11
6%	5%	-%	3%	**	**	6%	5%	**	**	**	**	5%	4%	5%	7%	6%
				abce												
7	5	4	2	**	**	2	5	**	**	**	**	7	7	7	7	7
4%	4%	7%	3%	**	**	2%	6%	**	**	**	**	4%	5%	4%	4%	4%
6	3	*	6	**	**	3	*	**	**	**	**	6	6	6	6	6
4%	3%	*%	8%	**	**	2%	*%	**	**	**	**	3%	4%	3%	4%	4%
			b													
5	1	1	*	**	**	*	*	**	**	**	**	1	3	3	5	3
3%	1%	2%	*%	**	**	*%	*%	**	**	**	**	1%	2%	2%	3%	2%
			c													
5	3	3	5	**	**	3	3	**	**	**	**	5	5	5	5	5
3%	3%	4%	6%	**	**	2%	3%	**	**	**	**	3%	3%	3%	3%	3%
			ae													
4	4	2	*	**	**	2	-	**	**	**	**	4	2	4	2	4
2%	4%	3%	*%	**	**	2%	-%	**	**	**	**	3%	1%	3%	1%	2%
3	3	3	-	**	**	3	3	**	**	**	**	3	3	3	3	3
2%	2%	4%	-%	**	**	2%	4%	**	**	**	**	2%	2%	2%	2%	2%
		c														
2	-	2	-	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	4%	-%	**	**	-%	-%	**	**	**	**	1%	2%	1%	1%	1%
		a														
2	-	-	2	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	-%	3%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
2	2	-	-	**	**	2	-	**	**	**	**	-	-	-	-	2
1%	2%	-%	-%	**	**	2%	-%	**	**	**	**	-%	-%	-%	-%	1%
*	*	*	*	**	**	-	*	**	**	**	**	*	*	*	*	*
*%	*%	*%	*%	**	**	-%	*%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	*	**	**	-	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	*%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
1	1	1	1	**	**	*	*	**	**	**	**	1	1	1	1	1
1%	1%	2%	1%	**	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%
125	81	44	62	**	**	89	62	**	**	**	**	123	108	123	114	124
71%	75%	73%	76%	**	**	80%	80%	**	**	**	**	75%	74%	74%	71%	72%
	d		d	d	d											

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
50	26	16	20	**	**	22	16	**	**	**	**	40	38	43	46	48
29%	25%	27%	24%	ace	**	20%	20%	**	**	**	**	25%	26%	26%	29%	28%

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?**Base: All who send parcels/packets at (QV6a=3)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	199	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	175	129	191	71	-	160	6	33	147	62	2	17	53	35	33
		111	169	51	-	135	8	41	116	63	*	19	50	31	24
Royal Mail	125	75	122	29	**	106	**	**	87	16	**	**	14	**	83
	71%	67%	72%	56%	**	78%	**	b	75%	25%	**	**	27%	**	69%
DPD	11	9	11	7	**	9	**	**	9	9	**	**	9	**	8
	6%	8%	7%	14%	**	7%	**	**	8%	14%	**	**	18%	**	7%
UPS	7	4	7	-	**	5	**	**	5	7	**	**	4	**	4
	4%	4%	4%	-%	**	3%	**	**	4%	10%	**	**	9%	**	4%
Parcelforce	6	6	6	*	**	5	**	**	5	6	**	**	6	**	5
	4%	6%	3%	*%	**	4%	**	**	5%	10%	**	**	11%	**	5%
APC	5	2	5	3	**	2	**	**	2	5	**	**	3	**	4
	3%	2%	3%	6%	**	2%	**	**	2%	9%	**	**	6%	**	4%
DHL	5	5	5	5	**	3	**	**	3	5	**	**	3	**	5
	3%	4%	3%	9%	**	2%	**	**	2%	7%	**	**	5%	**	4%
TNT Express	4	4	4	2	**	2	**	**	2	4	**	**	*	**	2
	2%	4%	3%	4%	**	2%	**	**	2%	7%	**	**	*%	**	2%
UK Mail	3	-	3	-	**	1	**	**	1	3	**	**	3	**	1
	2%	-%	2%	-%	**	1%	**	b	1%	5%	**	**	7%	**	1%
Tuffnells	2	2	2	2	**	-	**	**	-	2	**	**	2	**	2
	1%	2%	1%	4%	**	-%	**	**	-%	4%	**	**	4%	**	2%
Hermes	2	2	2	2	**	-	**	**	-	2	**	**	2	**	2
	1%	2%	1%	4%	**	-%	**	**	-%	3%	**	**	4%	**	2%
Collect Plus	2	-	-	-	**	2	**	**	2	2	**	**	2	**	2
	1%	-%	-%	-%	**	2%	**	**	2%	3%	**	**	4%	**	2%
FedEx	*	*	*	-	**	*	**	**	*	*	**	**	*	**	*
	*%	*%	*%	-%	**	*%	**	**	*%	*%	**	**	*%	**	*%
Pitney Bowes	*	*	*	*	**	-	**	**	-	*	**	**	*	**	*
	*%	*%	*%	*%	**	-%	**	**	-%	*%	**	**	*%	**	*%
Global Mailing	*	*	*	-	**	*	**	**	*	*	**	**	*	**	-
	*%	*%	*%	-%	**	*%	**	**	*%	*%	**	**	*%	**	-%
Postal Sort	*	*	*	-	**	-	**	**	-	*	**	**	*	**	*
	*%	*%	*%	-%	**	-%	**	**	-%	*%	**	**	*%	**	*%
Other answers	1	1	1	1	**	*	**	**	*	1	**	**	1	**	*
	1%	1%	1%	2%	**	*%	**	**	*%	2%	**	**	2%	**	*%
NET: RM Only	125	75	122	29	**	106	**	**	87	16	**	**	14	**	83
	71%	67%	72%	56%	**	78%	**	b	75%	25%	**	**	27%	**	69%
NET: Provider other than RM only	50	36	47	22	**	30	**	**	30	48	**	**	36	**	37
	29%	33%	28%	44%	**	22%	**	a	25%	75%	**	**	73%	**	31%

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?**Base: All who send parcels/packets at (QV6a=3)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	199	39	16	143	105	164	22	177	91	126	57	111	66
Weighted total	175	48	17	110	97	129	6	151	74	108	46	97	53
Royal Mail	125	**	**	86	76	96	**	117	48	83	36	74	41
	71%	**	**	78% a	78% b	75%	**	77% d	65%	77%	78%	76%	77%
DPD	11	**	**	2	4	6	**	3	*	3	-	4	-
	6%	**	**	2%	5%	5%	**	2%	*%	2%	-%	4%	-%
		c				d							
UPS	7	**	**	4	5	2	**	5	4	5	2	2	2
	4%	**	**	4%	5%	2%	**	3%	6%	4%	5%	2%	4%
Parcelforce	6	**	**	5	1	6	**	5	6	5	*	5	*
	4%	**	**	5%	1%	5%	**	4%	9%	5%	*%	6%	*%
					a								
APC	5	**	**	2	1	3	**	3	2	3	1	2	3
	3%	**	**	2%	1%	2%	**	2%	3%	3%	2%	2%	6%
DHL	5	**	**	3	*	3	**	5	2	3	-	3	-
	3%	**	**	2%	*%	2%	**	3%	3%	3%	-%	3%	-%
					a								
TNT Express	4	**	**	4	4	4	**	2	2	2	-	2	-
	2%	**	**	4%	4%	3%	**	1%	3%	2%	-%	2%	-%
					b								
UK Mail	3	**	**	1	3	3	**	3	3	3	3	3	3
	2%	**	**	1%	4%	3%	**	2%	5%	2%	7%	3%	6%
Tuffnells	2	**	**	2	2	2	**	2	2	-	2	-	2
	1%	**	**	2%	2%	2%	**	1%	3%	-%	5%	-%	4%
										ac			ac
Hermes	2	**	**	-	-	-	**	2	2	-	-	-	-
	1%	**	**	-%	-%	-%	**	1%	3%	-%	-%	-%	-%
		c						a					
Collect Plus	2	**	**	-	-	-	**	2	-	-	-	-	-
	1%	**	**	-%	-%	-%	**	1%	-%	-%	-%	-%	-%
		c											
FedEx	*	**	**	*	*	*	**	*	*	-	*	-	*
	*%	**	**	*%	*%	*%	**	*%	*%	-%	*%	-%	*%
Pitney Bowes	*	**	**	-	*	*	**	*	*	-	-	-	-
	*%	**	**	-%	*%	*%	**	*%	*%	*%	-%	*%	-%
Global Mailing	*	**	**	-	-	*	**	-	-	-	-	-	-
	*%	**	**	-%	-%	*%	**	-%	-%	-%	-%	-%	-%
Postal Sort	*	**	**	-	-	-	**	*	*	-	-	-	-
	*%	**	**	-%	-%	-%	**	*%	*%	-%	-%	-%	-%
Other answers	1	**	**	*	*	1	**	1	*	1	1	1	1
	1%	**	**	*%	*%	1%	**	1%	*%	1%	2%	1%	2%
NET: RM Only	125	**	**	86	76	96	**	117	48	83	36	74	41
	71%	**	**	78% a	78% b	75%	**	77% d	65%	77%	78%	76%	77%

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
199	a	*b	c	a	b	a	*b	c	d	a	b	c	d
175	39	16	143	105	94	164	22	177	91	126	57	111	66
	48	17	110	97	78	129	6	151	74	108	46	97	53
50	**	**	24	21	29	32	**	34	26	24	10	23	12
29%	**	**	22%	22%	37%	25%	**	23%	35%	23%	22%	24%	23%
	c				a				c				

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

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	*c	d	
Unweighted total	199	49	86	16	38	199
Weighted total	175	36	76	10	42	175
Royal Mail	125	**	48	**	**	125
	71%	**	63%	**	**	71%
		b				
DPD	11	**	6	**	**	11
	6%	**	8%	**	**	6%
		d				
UPS	7	**	7	**	**	7
	4%	**	9%	**	**	4%
		a				
Parcellforce	6	**	3	**	**	6
	4%	**	4%	**	**	4%
APC	5	**	1	**	**	5
	3%	**	1%	**	**	3%
				ab		
DHL	5	**	*	**	**	5
	3%	**	*%	**	**	3%
				b		
TNT Express	4	**	4	**	**	4
	2%	**	6%	**	**	2%
UK Mail	3	**	3	**	**	3
	2%	**	3%	**	**	2%
Tuffnells	2	**	2	**	**	2
	1%	**	3%	**	**	1%
Hermes	2	**	2	**	**	2
	1%	**	3%	**	**	1%
Collect Plus	2	**	-	**	**	2
	1%	**	-%	**	**	1%
				b		
FedEx	*	**	-	**	**	*
	*%	**	-%	**	**	*%
Pitney Bowes	*	**	*	**	**	*
	*%	**	*%	**	**	*%
Global Mailing	*	**	*	**	**	*
	*%	**	*%	**	**	*%
Postal Sort	*	**	-	**	**	*
	*%	**	-%	**	**	*%
Other answers	1	**	*	**	**	1
	1%	**	*%	**	**	1%
NET: RM Only	125	**	48	**	**	125
	71%	**	63%	**	**	71%
		b				

Columns Tested: a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
50	**	28	**	**	50
29%	**	37% a	**	**	29%

Columns Tested: a,b,c,d

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	378	161	122	65	30	217	65	60	27	13	47
Weighted total	305	287	10	5	3	18	97	77	21	10	12
Standard delivery	280	263	9	5	**	17	86	73	**	**	**
	92%	92%	95%	94%	**	95%	89%	94%	**	**	**
Tracked service	87	82	3	1	**	5	29	19	**	**	**
	29%	29%	31%	22%	**	28%	30%	25%	**	**	**
International delivery	39	36	1	1	**	3	7	7	**	**	**
	13%	13%	12%	20%	**	15%	7%	8%	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	23	21	1	*	**	2	1	8	**	**	**
	8%	7%	10%	9%	a	11%	1%	10%	**	**	**
Urgent delivery - on the same day or a specific time the next day	17	15	1	*	**	2	5	1	**	**	**
	6%	5%	10%	8%	a	10%	5%	1%	**	**	**
Cross-Border Delivery (to ROI)	3	3	*	*	**	*	1	2	**	**	**
	1%	1%	2%	5%	**	2%	1%	2%	**	**	**
Other (PLEASE SPECIFY)	-	-	-	-	**	-	-	-	**	**	**
	-%	-%	-%	-%	**	-%	-%	-%	**	**	**
None of these (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	**	**
	-%	-%	-%	-%	**	-%	-%	-%	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	**	**
	-%	-%	-%	-%	**	-%	-%	-%	**	**	**
NET: Urgent / Tracked / Timed Mail	97	91	3	1	**	5	29	21	**	**	**
	32%	32%	33%	25%	**	30%	30%	28%	**	**	**

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	378	10	22	37	17	32	50	32	19	12	231	52	51	44
Weighted total	305	16	35	16	21	36	51	40	25	12	253	20	19	13
Standard delivery	280	**	**	**	**	**	**	**	**	**	231	18	18	**
	92%	**	**	**	**	**	**	**	**	**	91%	91%	95%	**
					c	cgj					c	c	c	c
Tracked service	87	**	**	**	**	**	**	**	**	**	70	7	7	**
	29%	**	**	**	**	**	**	**	**	**	28%	37%	34%	**
											c			
International delivery	39	**	**	**	**	**	**	**	**	**	29	3	3	**
	13%	**	**	**	**	**	**	**	**	**	12%	14%	14%	**
				fgj										fgj
Timed delivery (i.e. to arrive by specific time /day)	23	**	**	**	**	**	**	**	**	**	20	1	1	**
	8%	**	**	**	**	**	**	**	**	**	8%	5%	5%	**
Urgent delivery - on the same day or a specific time the next day	17	**	**	**	**	**	**	**	**	**	11	2	3	**
	6%	**	**	**	**	**	**	**	**	**	4%	10%	15%	**
						cfgj					f	cfgj	cfgj	cfgj
Cross-Border Delivery (to ROI)	3	**	**	**	**	**	**	**	**	**	-	-	-	**
	1%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
														cefjgkl
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
None of these (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	97	**	**	**	**	**	**	**	**	**	79	7	7	**
	32%	**	**	**	**	**	**	**	**	**	31%	37%	35%	**

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	378	21	12	36	11	22	50	27	23	24	226	53	54	45
Weighted total	305	37	17	16	12	22	52	32	31	31	249	22	19	15
Standard delivery	280	**	**	**	**	**	**	**	**	**	227	20	19	**
	92%	**	**	**	**	**	**	**	**	**	91%	92%	100%	**
							c				c	c	cjk	c
Tracked service	87	**	**	**	**	**	**	**	**	**	71	7	6	**
	29%	**	**	**	**	**	**	**	**	**	28%	34%	31%	**
International delivery	39	**	**	**	**	**	**	**	**	**	30	3	2	**
	13%	**	**	**	**	**	**	**	**	**	12%	13%	10%	**
				jl										jl
Timed delivery (i.e. to arrive by specific time /day)	23	**	**	**	**	**	**	**	**	**	20	1	1	**
	8%	**	**	**	**	**	**	**	**	**	8%	5%	6%	**
Urgent delivery - on the same day or a specific time the next day	17	**	**	**	**	**	**	**	**	**	11	2	3	**
	6%	**	**	**	**	**	**	**	**	**	4%	9%	15%	**
												f	cfj	fj
Cross-Border Delivery (to ROI)	3	**	**	**	**	**	**	**	**	**	-	-	-	**
	1%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
														cfjkl
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
None of these (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	97	**	**	**	**	**	**	**	**	**	80	7	6	**
	32%	**	**	**	**	**	**	**	**	**	32%	34%	31%	**

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

Ofcom; Business Postal Tracker April 2018

Table 31 (continuation)

Page 507

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	5	41	10	55	82	17	25	143	238	140	318	60	363	15
Weighted total	3	25	4	49	77	11	22	114	193	112	275	30	283	22
Standard delivery	**	**	**	47	71	**	**	102	175	104	251	29	258	**
92%	**	**	**	96%	91%	**	**	90%	91%	94%	91%	96%	91%	**
Tracked service	87	**	**	8	27	**	**	32	63	24	81	6	84	**
29%	**	**	**	16%	35%	**	**	29%	32%	22%	29%	21%	30%	**
					bd				b					
International delivery	39	**	**	2	22	**	**	7	21	17	29	10	38	**
13%	**	**	**	4%	28%	**	**	7%	11%	15%	11%	32% a	13%	**
					dh							a		
Timed delivery (i.e. to arrive by specific time /day)	23	**	**	1	5	**	**	11	16	7	17	6	23	**
8%	**	**	**	2%	7%	**	**	10%	8%	6%	6%	19% a	8%	**
		deh										a		
Urgent delivery - on the same day or a specific time the next day	17	**	**	2	6	**	**	7	10	7	14	3	15	**
6%	**	**	**	4%	7%	**	**	6%	5%	6%	5%	11%	5%	**
Cross-Border Delivery (to ROI)	3	**	**	1	1	**	**	1	1	2	2	1	3	**
1%	**	**	**	2%	1%	**	**	1%	1%	2%	1%	3%	1%	**
Other (PLEASE SPECIFY)	-	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	-	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	-	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	97	**	**	8	30	**	**	37	67	29	88	9	94	**
32%	**	**	**	16%	39%	**	**	32% d	35%	26%	32%	29%	33%	**

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	378	206	77	95	263	99	13	3	-	-	-	-	362	16	82	181	115
Weighted total	305	185	56	64	260	38	6	*	-	-	-	-	298	7	116	144	45
Standard delivery	280	169	56	54	239	35	**	**	**	**	**	**	274	**	104	135	40
	92%	92%	100% ac	85%	92%	90%	**	**	**	**	**	**	92%	**	89%	94%	90%
Tracked service	87	54	15	18	75	11	**	**	**	**	**	**	86	**	30	45	12
	29%	29%	27%	28%	29%	29%	**	**	**	**	**	**	29%	**	25%	31%	27%
International delivery	39	21	8	9	27	9	**	**	**	**	**	**	35	**	8	19	12
	13%	11%	15%	15%	10%	23% al	**	**	**	**	**	**	12%	**	7%	13%	27% ab
Timed delivery (i.e. to arrive by specific time /day)	23	18	1	5	19	4	**	**	**	**	**	**	23	**	10	9	4
	8%	10% b	1%	7%	7%	10%	**	**	**	**	**	**	8%	**	9%	6%	9%
Urgent delivery - on the same day or a specific time the next day	17	13	*	4	15	3	**	**	**	**	**	**	17	**	5	9	3
	6%	7% b	1%	6%	6%	7%	**	**	**	**	**	**	6%	**	4%	7%	6%
Cross-Border Delivery (to ROI)	3	1	*	2	2	1	**	**	**	**	**	**	3	**	1	1	1
	1%	1%	*%	3%	1%	3%	**	**	**	**	**	**	1%	**	1%	1%	2%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
None of these (DO NOT READ OUT)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	97	62	16	19	83	12	**	**	**	**	**	**	96	**	32	52	13
	32%	34%	28%	30%	32%	32%	**	**	**	**	**	**	32%	**	27%	36%	30%

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	378	378	235	378	151	141	285	319	37	9	8	5	-	-	144	3	2	1	-	1	-	1
Weighted total	305	305	143	305	110	81	218	280	14	5	4	3	-	-	107	*	2	*	-	*	-	*
Standard delivery	280	280	122	280	92	77	201	255	**	**	**	**	**	**	89	**	**	**	**	**	**	**
	92%	92%	85%	92%	84%	95%	92%	91%	**	**	**	**	**	**	83%	**	**	**	**	**	**	**
	bd			bd		bd	bd															
Tracked service	87	87	57	87	45	19	57	81	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	29%	29%	40%	29%	41%	23%	26%	29%	**	**	**	**	**	**	42%	**	**	**	**	**	**	**
		acef		acef				b														
International delivery	39	39	19	39	22	15	27	35	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	13%	13%	13%	13%	20%	19%	12%	12%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**
				acf																		
Timed delivery (i.e. to arrive by specific time /day)	23	23	11	23	18	3	12	19	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	8%	8%	7%	8%	16%	4%	6%	7%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
				abcef																		
Urgent delivery - on the same day or a specific time the next day	17	17	8	17	8	3	11	16	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	6%	6%	6%	6%	7%	4%	5%	6%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
Cross-Border Delivery (to ROI)	3	3	2	3	2	1	2	3	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	1%	1%	2%	1%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	97	97	65	97	50	21	65	91	**	**	**	**	**	**	50	**	**	**	**	**	**	**
	32%	32%	45%	32%	46%	27%	30%	32%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**
		acef		acef				b														

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

Ofcom; Business Postal Tracker April 2018

Table 31 (continuation)

Page 510

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
378	a	b	c	d	*e	a	b	c	*d	*e	a	*b	c	a	b
305	97	94	98	86	3	47	35	37	29	3	81	10	60	346	32
280	115	79	71	36	3	46	22	26	15	2	72	9	30	283	22
92%	101	76	65	36	**	**	**	**	**	**	59	**	27	261	**
	87%	96%	91%	100%	**	**	**	**	**	**	83%	**	90%	92%	**
	a			ac		ac									
87	37	22	17	9	**	**	**	**	**	**	28	**	10	82	**
29%	32%	28%	24%	26%	**	**	**	**	**	**	39%	**	35%	29%	**
39	17	7	3	10	**	**	**	**	**	**	13	**	8	32	**
13%	15%	9%	4%	29%	**	**	**	**	**	**	18%	**	27%	11%	**
	c			abc		c								a	
23	12	5	5	1	**	**	**	**	**	**	12	**	3	20	**
8%	10%	7%	7%	3%	**	**	**	**	**	**	17%	**	9%	7%	**
	d					c									
17	8	2	5	2	**	**	**	**	**	**	7	**	1	15	**
6%	7%	3%	7%	5%	**	**	**	**	**	**	10%	**	2%	5%	**
3	-	1	1	1	**	**	**	**	**	**	2	**	*	3	**
1%	-%	1%	1%	3%	**	**	**	**	**	**	3%	**	*%	1%	**
-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
97	43	26	17	9	**	**	**	**	**	**	32	**	12	89	**
32%	38%	32%	24%	26%	**	**	**	**	**	**	44%	**	41%	31%	**
	c														

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	c	*d	
Unweighted total	378	358	20	113	38	354	24	112	39	120	354	61
Weighted total	305	292	13	89	21	287	18	84	26	97	280	39
Standard delivery	280	268	**	72	**	263	**	70	**	72	280	35
	92%	92%	**	81%	**	92%	**	83%	**	74%	100%	90%
				a						ac	a	**
Tracked service	87	82	**	40	**	82	**	40	**	87	67	18
	29%	28%	**	45%	**	29%	**	47%	**	90%	24%	46%
				b				b		bc	b	**
International delivery	39	34	**	20	**	34	**	20	**	24	35	39
	13%	12%	**	22%	**	12%	**	24%	**	25%	12%	100%
								b		b	ab	**
Timed delivery (i.e. to arrive by specific time /day)	23	23	**	15	**	23	**	17	**	23	18	10
	8%	8%	**	17%	**	8%	**	21%	**	24%	6%	26%
								b		b	b	**
Urgent delivery - on the same day or a specific time the next day	17	15	**	6	**	15	**	6	**	17	15	7
	6%	5%	**	7%	**	5%	**	7%	**	18%	5%	17%
										b		b
Cross-Border Delivery (to ROI)	3	3	**	2	**	3	**	2	**	1	3	3
	1%	1%	**	2%	**	1%	**	2%	**	1%	1%	8%
											ab	**
Other (PLEASE SPECIFY)	-	-	**	-	**	-	**	-	**	-	-	-
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%
None of these (DO NOT READ OUT)	-	-	**	-	**	-	**	-	**	-	-	-
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	**	-	**	-	**	-	**	-	-	-
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	97	91	**	44	**	91	**	44	**	97	72	24
	32%	31%	**	49%	**	32%	**	52%	**	100%	26%	62%
				b				b		bc	b	**

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	378	85	207	36	-	101	107	35	-	357	219	123	306	246	6
Weighted total	305	57	118	14	-	77	79	18	-	290	135	93	238	200	3
Standard delivery	280	39	116	**	**	59	76	**	**	266	117	76	220	191	**
	92%	68%	98%	**	**	78%	96%	**	**	92%	87%	82%	92%	96%	**
		ac	a			a				c					
Tracked service	87	47	34	**	**	42	27	**	**	82	51	39	72	54	**
	29%	82%	29%	**	**	55%	34%	**	**	28%	38%	42%	30%	27%	**
		bc				b	b			a	a				
International delivery	39	14	17	**	**	17	19	**	**	34	18	19	31	22	**
	13%	25%	14%	**	**	22%	24%	**	**	12%	13%	20%	13%	11%	**
		b		ab			ab				a				
Timed delivery (i.e. to arrive by specific time /day)	23	6	10	**	**	18	16	**	**	23	11	17	23	19	**
	8%	11%	8%	**	**	23%	20%	**	**	8%	8%	18%	10%	10%	**
				ab							ab				
Urgent delivery - on the same day or a specific time the next day	17	8	6	**	**	8	5	**	**	15	7	5	15	14	**
	6%	14%	5%	**	**	10%	7%	**	**	5%	5%	5%	6%	7%	**
		b		ab											
Cross-Border Delivery (to ROI)	3	1	2	**	**	1	2	**	**	3	2	1	3	1	**
	1%	2%	2%	**	**	1%	2%	**	**	1%	1%	1%	1%	1%	**
				ab			ab								
Other (PLEASE SPECIFY)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	97	52	41	**	**	48	31	**	**	91	58	43	81	62	**
	32%	91%	35%	**	**	62%	40%	**	**	31%	43%	47%	34%	31%	**
		bc		b		b		b		a	a	a			

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

Ofcom; Business Postal Tracker April 2018

Table 31 (continuation)

Page 513

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	378	109	66	77	29	23	276	237	7	4	3	1	368	319	371	316	371
Weighted total	305	74	45	57	9	7	214	187	3	2	5	*	294	247	296	239	297
Standard delivery	280	72	42	41	**	**	211	185	**	**	**	**	270	228	272	218	271
	92%	97%	95%	72%	**	**	98%	99%	**	**	**	**	92%	92%	92%	91%	92%
		c	c														
Tracked service	87	22	15	38	**	**	53	49	**	**	**	**	87	76	87	80	82
	29%	30%	34%	67%	**	**	25%	26%	**	**	**	**	30%	31%	29%	33%	28%
				ab													
International delivery	39	18	8	17	**	**	28	15	**	**	**	**	39	35	39	29	38
	13%	24%	17%	29%	**	**	13%	8%	**	**	**	**	13%	14%	13%	12%	13%
Timed delivery (i.e. to arrive by specific time /day)	23	12	11	17	**	**	20	14	**	**	**	**	23	20	23	18	20
	8%	17%	24%	30%	**	**	9%	7%	**	**	**	**	8%	8%	8%	8%	7%
				a													
Urgent delivery - on the same day or a specific time the next day	17	6	4	7	**	**	14	11	**	**	**	**	16	16	16	12	14
	6%	8%	9%	12%	**	**	7%	6%	**	**	**	**	6%	7%	6%	5%	5%
Cross-Border Delivery (to ROI)	3	2	*	1	**	**	3	1	**	**	**	**	3	1	3	2	2
	1%	3%	%	2%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	97	27	17	44	**	**	60	53	**	**	**	**	96	85	96	85	92
	32%	36%	39%	76%	**	**	28%	29%	**	**	**	**	33%	34%	32%	36%	31%
				ab													

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

Ofcom; Business Postal Tracker April 2018

Table 31 (continuation)

Page 514

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	378	207	364	96	310	13	45	316	57	3	11	56	42	270	65
Weighted total	305	152	293	58	236	11	43	249	42	*	9	43	34	221	50
Standard delivery	280	136	269	54	217	**	**	230	30	**	**	32	**	201	47
	92%	89%	92%	93%	92%	**	**	92%	72%	**	**	75%	**	91%	94%
Tracked service	87	65	85	21	69	**	**	69	11	**	**	11	**	60	16
	29%	42%	29%	36%	29%	**	**	28%	28%	**	**	27%	**	27%	32%
	b														
International delivery	39	24	39	24	27	**	**	24	10	**	**	10	**	24	9
	13%	16%	13%	42%	11%	**	**	10%	24%	**	**	24%	**	11%	18%
			ab				b								
Timed delivery (i.e. to arrive by specific time /day)	23	14	23	7	18	**	**	18	8	**	**	7	**	18	4
	8%	9%	8%	11%	8%	**	**	7%	18%	**	**	17%	**	8%	8%
Urgent delivery - on the same day or a specific time the next day	17	17	16	6	15	**	**	15	4	**	**	4	**	12	2
	6%	11%	6%	10%	6%	**	**	6%	11%	**	**	8%	**	5%	5%
	b														
Cross-Border Delivery (to ROI)	3	1	3	2	3	**	**	3	*	**	**	*	**	2	*
	1%	1%	1%	4%	1%	**	**	1%	1%	**	**	%	**	1%	%
Other (PLEASE SPECIFY)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
None of these (DO NOT READ OUT)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	-%
NET: Urgent / Tracked / Timed Mail	97	70	93	26	76	**	**	75	19	**	**	18	**	65	21
	32%	46%	32%	44%	32%	**	**	30%	46%	**	**	42%	**	29%	41%
	b			b											

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	378	37	14	216	162	355	53	138	74	105	49	190	125
Weighted total	305	40	16	185	120	283	26	98	49	78	38	153	94
Standard delivery	280	**	**	166	114	258	24	80	39	64	**	132	94
	92%	**	**	90%	95%	91%	91%	82%	81%	81%	**	86%	100%
						cd							abc
Tracked service	87	**	**	58	29	86	5	40	19	34	**	55	24
	29%	**	**	31%	24%	30%	21%	41%	38%	44%	**	36%	26%
								ab	b	d			
International delivery	39	**	**	26	13	36	6	22	7	19	**	23	9
	13%	**	**	14%	10%	13%	24%	23%	15%	25%	**	15%	10%
							a	a		cd			
Timed delivery (i.e. to arrive by specific time /day)	23	**	**	12	11	23	3	15	5	15	**	17	5
	8%	**	**	6%	9%	8%	10%	16%	10%	19%	**	11%	6%
		c						a		d			
Urgent delivery - on the same day or a specific time the next day	17	**	**	8	10	17	4	7	2	7	**	11	8
	6%	**	**	4%	8%	6%	14%	7%	3%	9%	**	7%	8%
							ad						
Cross-Border Delivery (to ROI)	3	**	**	2	1	3	*	2	*	2	**	3	*
	1%	**	**	1%	1%	1%	%	2%	%	2%	**	2%	%
Other (PLEASE SPECIFY)	-	**	**	-	-	-	-	-	-	-	**	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	**	-%	-%
None of these (DO NOT READ OUT)	-	**	**	-	-	-	-	-	-	-	**	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	**	-%	-%
Don't Know (DO NOT READ OUT)	-	**	**	-	-	-	-	-	-	-	**	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	**	-%	-%
NET: Urgent / Tracked / Timed Mail	97	**	**	67	30	96	10	44	22	38	**	61	26
	32%	**	**	36%	25%	34%	38%	45%	44%	49%	**	40%	28%
				b				a		d		d	

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

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	378	a	b	*c	d
Weighted total	305	83	176	29	77
Standard delivery	280	60	125	23	83
	92%	56	118	**	71
		94%	94%	**	86%
			d		92%
Tracked service	87	20	26	**	18
	29%	34%	21%	**	21%
		b			
International delivery	39	6	14	**	15
	13%	10%	11%	**	18%
					13%
Timed delivery (i.e. to arrive by specific time /day)	23	6	5	**	7
	8%	10%	4%	**	9%
		b			
Urgent delivery - on the same day or a specific time the next day	17	7	6	**	*
	6%	12%	5%	**	*%
		bd			6%
Cross-Border Delivery (to ROI)	3	*	1	**	2
	1%	*%	1%	**	2%
Other (PLEASE SPECIFY)	-	-	-	**	-
	-%	-%	-%	**	-%
None of these (DO NOT READ OUT)	-	-	-	**	-
	-%	-%	-%	**	-%
Don't Know (DO NOT READ OUT)	-	-	-	**	-
	-%	-%	-%	**	-%
NET: Urgent / Tracked / Timed Mail	97	21	31	**	22
	32%	36%	24%	**	27%
					32%

Columns Tested: a,b,c,d

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted total	269	98	96	52	23	171	44	42	18	10	33
Weighted total	190	176	8	4	2	14	70	46	10	5	8
Standard delivery	162	149	7	4	**	13	**	**	**	**	**
	85%	85%	86%	92%	**	90%	**	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	69	3	1	**	4	**	**	**	**	**
	38%	39%	33%	32%	**	32%	**	**	**	**	**
International delivery	27	25	1	1	**	2	**	**	**	**	**
	14%	14%	10%	14%	**	13%	**	**	**	**	ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	18	1	*	**	2	**	**	**	**	**
	10%	10%	9%	10%	**	12%	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	14	13	1	*	**	1	**	**	**	**	**
	7%	7%	7%	10%	**	10%	**	**	**	**	ab
Cross-Border Delivery	2	2	*	*	**	*	**	**	**	**	**
	1%	1%	1%	4%	**	2%	**	**	**	**	**
Other (PLEASE SPECIFY)	-	-	-	-	**	-	**	**	**	**	**
	-%	-%	-%	-%	**	-%	**	**	**	**	**
None of these (DO NOT READ OUT)	2	2	-	-	**	-	**	**	**	**	**
	1%	1%	-%	-%	**	-%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	**	**	**	**	**
	-%	-%	-%	-%	**	-%	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	83	78	3	1	**	5	**	**	**	**	**
	44%	45%	36%	32%	**	34%	**	**	**	**	**

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	269	6	15	34	13	15	37	27	16	9	172	41	30	26
Weighted total	190	8	22	14	14	8	34	28	22	7	159	16	9	6
Standard delivery	162	**	**	**	**	**	**	**	**	**	136	**	**	**
85%	**	**	**	**	**	**	**	**	**	**	85%	**	**	**
				jk										
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	**	**	**	**	**	**	**	**	**	60	**	**	**
38%	**	**	**	**	**	**	**	**	**	**	38%	**	**	**
			fjl								f			
International delivery	27	**	**	**	**	**	**	**	**	**	20	**	**	**
14%	**	**	**	**	**	**	**	**	**	**	13%	**	**	**
			fijkl											
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	**	**	**	**	**	**	**	**	**	17	**	**	**
10%	**	**	**	**	**	**	**	**	**	**	11%	**	**	**
			fijkl											
Urgent delivery - on the same day or a specific time the next day	14	**	**	**	**	**	**	**	**	**	9	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	6%	**	**	**
			fijkl											
Cross-Border Delivery	2	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**
None of these (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	1%	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**
NET: Urgent / Tracked / Timed Mail	83	**	**	**	**	**	**	**	**	**	69	**	**	**
44%	**	**	**	**	**	**	**	**	**	**	43%	**	**	**
				fijkl										

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	269	14	8	33	10	8	34	26	19	18	170	41	32	26
Weighted total	190	22	11	14	8	3	31	28	23	19	159	16	8	6
Standard delivery	162	**	**	**	**	**	**	**	**	**	136	**	**	**
	85%	**	**	**	**	**	**	**	**	**	85%	**	**	**
				jk									jk	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	**	**	**	**	**	**	**	**	**	61	**	**	**
	38%	**	**	**	**	**	**	**	**	**	38%	**	**	**
				fjl								fl		
International delivery	27	**	**	**	**	**	**	**	**	**	21	**	**	**
	14%	**	**	**	**	**	**	**	**	**	13%	**	**	**
				fijkl										
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	**	**	**	**	**	**	**	**	**	17	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
				fijkl										
Urgent delivery - on the same day or a specific time the next day	14	**	**	**	**	**	**	**	**	**	9	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
				fijkl										
Cross-Border Delivery	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None of these (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
NET: Urgent / Tracked / Timed Mail	83	**	**	**	**	**	**	**	**	**	70	**	**	**
	44%	**	**	**	**	**	**	**	**	**	44%	**	**	**
				fijkl								l		

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 520

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	269	4	29	8	34	51	10	28	105	167	102	226	43	266	3
Weighted total	190	2	19	1	20	36	2	29	80	111	79	171	19	183	7
Standard delivery	162	**	**	**	**	29	**	**	65	95	67	145	**	155	**
	85%	**	**	**	**	81%	**	**	82%	86%	84%	85%	**	84%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	**	**	**	**	21	**	**	21	50	23	64	**	71	**
	38%	**	**	**	**	58% dh	**	**	26%	45% b	29%	37%	**	38%	**
International delivery	27	**	**	**	**	7	**	**	8	14	13	18	**	27	**
	14%	**	**	**	**	19%	**	**	11%	12%	17%	11%	a	15%	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	**	**	**	**	*	**	**	10	11	9	17	**	17	**
	10%	**	**	**	**	1%	**	**	13% e	10%	11%	10%	**	9%	**
Urgent delivery - on the same day or a specific time the next day	14	**	**	**	**	3	**	**	3	6	8	9	**	14	**
	7%	**	**	**	**	9%	**	**	4%	6%	10%	5%	a	8%	**
Cross-Border Delivery	2	**	**	**	**	1	**	**	-	*	2	1	**	2	**
	1%	**	**	**	**	3%	**	**	-%	*%	2%	1%	**	1%	**
Other (PLEASE SPECIFY)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None of these (DO NOT READ OUT)	2	**	**	**	**	-	**	**	-	-	2	2	**	2	**
	1%	**	**	**	**	-%	**	**	-%	-%	3% a	1%	**	1%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
NET: Urgent / Tracked / Timed Mail	83	**	**	**	**	24	**	**	28	52	31	72	**	81	**
	44%	**	**	**	**	67% dh	**	**	35%	47%	39%	42%	a	44%	**

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 521

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	269	121	69	78	171	84	12	2	-	-	-	-	255	14	33	138	98
Weighted total	190	91	48	49	163	21	6	*	-	-	-	-	184	6	48	115	27
Standard delivery	162	79	44	36	140	17	**	**	**	**	**	**	156	**	**	104	22
	85%	87%	92%	73%	86%	81%	**	**	**	**	**	**	85%	**	**	90%	82%
		c	c													a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	33	20	20	66	6	**	**	**	**	**	**	72	**	**	47	7
	38%	37%	42%	40%	41%	27%	**	**	**	**	**	**	39%	**	**	41%	25%
					b											c	
International delivery	27	13	3	11	19	5	**	**	**	**	**	**	24	**	**	16	8
	14%	14%	5%	23%	11%	24%	**	**	**	**	**	**	13%	**	**	14%	30%
				b		a											ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	10	3	7	18	2	**	**	**	**	**	**	20	**	**	16	2
	10%	11%	5%	14%	11%	8%	**	**	**	**	**	**	11%	**	**	14%	7%
Urgent delivery - on the same day or a specific time the next day	14	6	2	6	12	3	**	**	**	**	**	**	14	**	**	9	3
	7%	6%	5%	12%	7%	13%	**	**	**	**	**	**	8%	**	**	8%	10%
Cross-Border Delivery	2	*	*	2	1	1	**	**	**	**	**	**	2	**	**	1	1
	1%	*%	*%	4%	1%	5%	**	**	**	**	**	**	1%	**	**	1%	4%
						a											
Other (PLEASE SPECIFY)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None of these (DO NOT READ OUT)	2	2	-	-	2	-	**	**	**	**	**	**	2	**	**	-	-
	1%	2%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	**	-%	-%
															bc		
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
NET: Urgent / Tracked / Timed Mail	83	40	20	23	76	7	**	**	**	**	**	**	82	**	**	56	8
	44%	44%	42%	47%	46%	32%	**	**	**	**	**	**	45%	**	**	49%	28%
					b								b			c	

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 522

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	269	235	269	269	137	117	212	223	27	8	6	5	-	-	131	2	2	1	-	1	-	1
Weighted total	190	143	190	190	90	60	136	177	7	2	1	2	-	-	86	2	2	*	-	*	-	*
Standard delivery	162	118	162	162	71	50	115	148	**	**	**	**	**	**	66	**	**	**	**	**	**	**
	85%	83%	85%	85%	78%	83%	84%	84%	**	**	**	**	**	**	77%	**	**	**	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	52	73	73	42	18	57	71	**	**	**	**	**	**	42	**	**	**	**	**	**	**
	38%	36%	38%	38%	46% e	29%	42% e	40%	**	**	**	**	**	**	48%	**	**	**	**	**	**	**
International delivery	27	13	27	27	15	12	12	23	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	14%	9%	14%	14%	17% af	20% af	9%	13%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	6	20	20	13	1	8	19	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	10%	4%	10%	10%	14% aef	2%	6%	11%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	14	8	14	14	7	3	7	13	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	7%	6%	7%	7%	8%	5%	5%	7%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
Cross-Border Delivery	2	2	2	2	2	1	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	1%	1%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	2	2	2	2	-	2	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	1%	1%	-%	3% d	2%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	83	57	83	83	47	20	62	81	**	**	**	**	**	**	47	**	**	**	**	**	**	**
	44%	40%	44%	44%	52% ae	33%	46% e	46%	**	**	**	**	**	**	55%	**	**	**	**	**	**	**

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	*d	*e	a	*b	c	a	*b
Unweighted total	269	53	64	70	79	3	43	27	36	29	2	69	9	59	242	27
Weighted total	190	60	50	48	28	3	37	15	24	12	2	56	4	31	174	16
Standard delivery	162	43	46	42	28	**	**	**	**	**	**	43	**	26	147	**
	85%	72%	92%	86%	99%	**	**	**	**	**	**	77%	**	87%	84%	**
		a			abc											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	24	23	16	10	**	**	**	**	**	**	26	**	12	63	**
	38%	40%	45%	32%	34%	**	**	**	**	**	**	46%	**	40%	36%	**
International delivery	27	17	2	5	2	**	**	**	**	**	**	7	**	7	17	**
	14%	28%	4%	10%	7%	**	**	**	**	**	**	13%	**	22%	10%	**
		bcd														
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	11	3	5	1	**	**	**	**	**	**	6	**	7	13	**
	10%	18%	6%	10%	3%	**	**	**	**	**	**	11%	**	23%	8%	**
		bd														
Urgent delivery - on the same day or a specific time the next day	14	7	2	5	1	**	**	**	**	**	**	4	**	3	9	**
	7%	11%	4%	10%	3%	**	**	**	**	**	**	7%	**	9%	5%	**
Cross-Border Delivery	2	*	-	1	1	**	**	**	**	**	**	2	**	-	2	**
	1%	*%	-%	2%	4%	**	**	**	**	**	**	3%	**	-%	1%	**
Other (PLEASE SPECIFY)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
None of these (DO NOT READ OUT)	2	2	-	-	-	**	**	**	**	**	**	-	**	-	2	**
	1%	3%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	1%	**
Don't Know (DO NOT READ OUT)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
NET: Urgent / Tracked / Timed Mail	83	33	24	16	10	**	**	**	**	**	**	27	**	16	70	**
	44%	55%	47%	32%	34%	**	**	**	**	**	**	48%	**	53%	40%	**
		cd														

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 524

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	269	251	18	109	28	246	23	107	30	91	217	46	-
Weighted total	190	177	13	78	13	172	18	72	18	65	122	19	-
Standard delivery	162	149	**	59	**	145	**	56	**	41	116	**	**
	85%	84%	**	76%	**	84%	**	78%	**	63%	95% a	a	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	63	**	38	**	61	**	33	**	47	34	**	**
	38%	36%	**	49%	**	35%	**	45%	**	72% bc	28%	** b	**
International delivery	27	17	**	10	**	15	**	10	**	10	12	**	**
	14%	10%	**	12%	**	9%	**	13%	a	15%	10%	** ab	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	14	**	8	**	11	**	6	**	6	5	**	**
	10%	8%	**	11%	**	7%	**	8%	a	9%	4%	** ab	**
Urgent delivery - on the same day or a specific time the next day	14	9	**	4	**	7	**	4	**	8	6	**	**
	7%	5%	**	5%	**	4%	**	5%	a	12% b	5%	** ab	**
Cross-Border Delivery	2	2	**	2	**	2	**	2	**	1	2	**	**
	1%	1%	**	2%	**	1%	**	3%	**	1%	2%	** ab	**
Other (PLEASE SPECIFY)	-	-	**	-	**	-	**	-	**	-	-	**	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	**	**
None of these (DO NOT READ OUT)	2	2	**	-	**	2	**	-	**	2	2	**	**
	1%	1%	**	-%	**	1%	**	-%	**	3%	2%	**	**
Don't Know (DO NOT READ OUT)	-	-	**	-	**	-	**	-	**	-	-	**	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	**	**
NET: Urgent / Tracked / Timed Mail	83	70	**	40	**	68	**	35	**	52	39	**	**
	44%	40%	**	52%	**	40%	**	49%	**	80% b	32%	** b	**

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	269	105	239	45	-	88	97	30	-	221	248	114	223	171	5
Weighted total	190	83	162	27	-	58	61	11	-	138	173	77	146	111	3
Standard delivery	162	57	162	**	**	39	60	**	**	114	148	61	125	102	**
	85%	68%	100%	**	**	68%	98%	**	**	83%	86%	79%	85%	91%	**
		ac		a			ac								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	73	51	**	**	36	23	**	**	48	61	35	50	34	**
	38%	88%	31%	**	**	62%	38%	**	**	35%	35%	45%	34%	31%	**
		bc		b		b									
International delivery	27	21	25	**	**	10	12	**	**	12	17	9	12	12	**
	14%	26%	15%	**	**	17%	20%	**	**	9%	10%	11%	8%	11%	**
		b		ab				ab							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	20	16	**	**	10	11	**	**	6	14	8	14	7	**
	10%	24%	10%	**	**	18%	18%	**	**	4%	8%	10%	9%	7%	**
		b		ab				ab				a			
Urgent delivery - on the same day or a specific time the next day	14	14	12	**	**	7	4	**	**	7	9	3	9	6	**
	7%	17%	8%	**	**	11%	7%	**	**	5%	5%	4%	6%	5%	**
		b		ab				ab							
Cross-Border Delivery	2	1	2	**	**	1	2	**	**	2	2	1	2	1	**
	1%	1%	1%	**	**	2%	3%	**	**	1%	1%	1%	1%	1%	**
				ab				ab							
Other (PLEASE SPECIFY)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	2	-	-	**	**	-	-	**	**	2	2	-	2	2	**
	1%	-%	-%	**	**	-%	-%	**	**	1%	1%	-%	1%	2%	**
Don't Know (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	83	83	57	**	**	39	27	**	**	52	68	37	58	38	**
	44%	100%	35%	**	**	67%	45%	**	**	38%	39%	48%	39%	34%	**
		bc		b		b		b							

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 526

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	269	101	57	68	25	21	198	163	9	6	2	1	261	243	265	231	265
Weighted total	190	60	31	46	5	4	125	103	9	3	4	*	180	162	182	153	186
Standard delivery	162	60	31	29	**	**	122	98	**	**	**	**	152	138	155	125	158
	85%	100%	100%	63%	**	**	98%	95%	**	**	**	**	85%	85%	85%	81%	85%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	21	10	28	**	**	36	31	**	**	**	**	71	66	73	69	73
	38%	35%	32%	60%	**	**	29%	31%	**	**	**	**	39%	41%	40%	45%	39%
International delivery	27	9	6	6	**	**	12	9	**	**	**	**	25	19	27	17	26
	14%	14%	19%	12%	**	**	9%	9%	**	**	**	**	14%	12%	15%	11%	14%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	10	5	8	**	**	10	4	**	**	**	**	18	15	20	16	20
	10%	16%	17%	17%	**	**	8%	4%	**	**	**	**	10%	10%	11%	10%	11%
Urgent delivery - on the same day or a specific time the next day	14	3	1	4	**	**	8	5	**	**	**	**	11	11	13	10	14
	7%	5%	2%	8%	**	**	7%	5%	**	**	**	**	6%	7%	7%	6%	8%
Cross-Border Delivery	2	2	*	1	**	**	2	1	**	**	**	**	2	1	2	1	1
	1%	3%	1%	2%	**	**	2%	1%	**	**	**	**	1%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	-	-	-	**	**	-	2	**	**	**	**	2	2	2	2	2
	1%	-%	-%	-%	**	**	-%	2%	**	**	**	**	1%	1%	1%	1%	1%
							a										
Don't Know (DO NOT READ OUT)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	83	25	12	31	**	**	40	34	**	**	**	**	80	73	82	74	83
	44%	42%	38%	67%	**	**	32%	33%	**	**	**	**	45%	45%	45%	49%	45%
				ab													

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 527

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	269	161	258	80	-	218	8	40	213	48	3	11	44	39	178	52
Weighted total	190	111	178	42	-	144	5	40	137	36	*	8	33	31	124	36
Standard delivery	162	87	152	38	**	120	**	**	115	**	**	**	**	**	106	31
	85%	78%	86%	91%	**	83%	**	**	84%	**	**	**	**	**	85%	87%
		a	a	a												
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	61	73	22	**	50	**	**	51	**	**	**	**	**	52	11
	38%	55%	41%	52%	**	35%	**	**	37%	**	**	**	**	**	42%	31%
		b														
International delivery	27	18	27	19	**	13	**	**	11	**	**	**	**	**	11	8
	14%	17%	15%	47%	**	9%	**	**	8%	**	**	**	**	**	9%	21%
				ab										b		b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	18	20	13	**	11	**	**	11	**	**	**	**	**	12	4
	10%	16%	11%	30%	**	8%	**	**	8%	**	**	**	**	**	10%	12%
				ab												
Urgent delivery - on the same day or a specific time the next day	14	12	13	8	**	7	**	**	9	**	**	**	**	**	8	4
	7%	11%	8%	20%	**	5%	**	**	7%	**	**	**	**	**	6%	13%
				b												
Cross-Border Delivery	2	1	2	1	**	2	**	**	2	**	**	**	**	**	1	*
	1%	1%	1%	3%	**	1%	**	**	1%	**	**	**	**	**	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-	-
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	-%
None of these (DO NOT READ OUT)	2	2	-	-	**	2	**	**	2	**	**	**	**	**	-	2
	1%	2%	-%	-%	**	1%	**	**	2%	**	**	**	**	**	-%	6%
		b														b
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-	-
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	-%
NET: Urgent / Tracked / Timed Mail	83	72	82	28	**	57	**	**	56	**	**	**	**	**	54	15
	44%	64%	46%	67%	**	40%	**	**	41%	**	**	**	**	**	44%	43%
		b		b												

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

Ofcom; Business Postal Tracker April 2018

Table 32 (continuation)

Page 528

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	269	30	10	226	151	118	259	47	125	63	96	39	84
Weighted total	190	28	9	153	115	75	180	24	80	38	65	19	51
Standard delivery	162	**	**	130	96	66	151	**	62	30	49	**	48
	85%	**	**	85%	84%	87%	84%	**	77%	81%	76%	**	95%
							acd						ac
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	**	**	58	50	23	71	**	37	10	30	**	14
	38%	**	**	38%	43%	31%	40%	**	46%	27%	47%	**	27%
					b			d	d		d		
International delivery	27	**	**	17	18	9	25	**	11	4	8	**	8
	14%	**	**	11%	15%	12%	14%	**	13%	10%	13%	**	15%
		c						acd					
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	**	**	17	14	5	18	**	9	3	8	**	2
	10%	**	**	11%	13%	7%	10%	**	11%	8%	13%	**	5%
								acd					
Urgent delivery - on the same day or a specific time the next day	14	**	**	10	11	3	12	**	4	2	4	**	6
	7%	**	**	7%	10%	4%	7%	**	5%	4%	5%	**	11%
								acd					
Cross-Border Delivery	2	**	**	1	1	1	2	**	2	*	2	**	*
	1%	**	**	1%	1%	1%	1%	**	2%	*%	3%	**	*%
Other (PLEASE SPECIFY)	-	**	**	-	-	-	-	**	-	-	-	**	-
	-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	**	-%
None of these (DO NOT READ OUT)	2	**	**	2	-	2	2	**	-	-	-	**	-
	1%	**	**	1%	-%	3%	1%	**	-%	-%	-%	**	-%
					a								
Don't Know (DO NOT READ OUT)	-	**	**	-	-	-	-	**	-	-	-	**	-
	-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	**	-%
NET: Urgent / Tracked / Timed Mail	83	**	**	67	60	24	81	**	39	14	33	**	16
	44%	**	**	44%	52%	31%	45%	**	49%	36%	51%	**	32%
					b			ad			d		

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

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	269	64	119	19	59
Weighted total	190	42	70	13	58
Standard delivery	162	38	64	**	45
	85%	90%	91%	**	78%
		d			
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	73	15	24	**	22
	38%	34%	35%	**	37%
International delivery	27	10	10	**	6
	14%	23%	14%	**	10%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	20	3	7	**	9
	10%	8%	9%	**	16%
Urgent delivery - on the same day or a specific time the next day	14	4	8	**	2
	7%	10%	11%	**	4%
Cross-Border Delivery	2	*	1	**	1
	1%	*%	1%	**	2%
Other (PLEASE SPECIFY)	-	-	-	**	-
	-%	-%	-%	**	-%
None of these (DO NOT READ OUT)	2	-	-	**	-
	1%	-%	-%	**	-%
Don't Know (DO NOT READ OUT)	-	-	-	**	-
	-%	-%	-%	**	-%
NET: Urgent / Tracked / Timed Mail	83	15	28	**	26
	44%	37%	41%	**	45%

Columns Tested: a,b,c,d

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	199	90	54	39	16	109	42	25	12	8	22
Weighted total	175	167	5	3	1	9	70	36	9	2	4
Standard delivery	124	118	3	**	**	6	**	**	**	**	**
	71%	71%	64%	**	**	69%	**	**	**	**	**
Tracked service	105	99	3	**	**	5	**	**	**	**	**
	60%	60%	67%	**	**	61%	**	**	**	**	**
International delivery	34	32	1	**	**	2	**	**	**	**	**
	20%	19%	24%	**	**	26%	**	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	28	26	1	**	**	2	**	**	**	**	**
	16%	16%	18%	**	**	19%	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	22	20	1	**	**	2	**	**	**	**	**
	12%	12%	22%	**	**	18%	**	**	**	**	**
Cross-Border Delivery (to ROI)	2	2	*	**	**	*	**	**	**	**	**
	1%	1%	2%	**	**	3%	**	**	**	**	**
Other (PLEASE SPECIFY)	-	-	-	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**	**
None of these (DO NOT READ OUT)	2	2	-	**	**	-	**	**	**	**	**
	1%	1%	-%	**	**	-%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	122	116	3	**	**	6	**	**	**	**	**
	69%	70%	72%	**	**	67%	**	**	**	**	**

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	4	12	27	7	14	30	17	14	9	134	29	18	18
Weighted total	175	6	21	14	9	21	32	17	19	12	151	12	7	5
Standard delivery	124	**	**	**	**	**	**	**	**	**	108	**	**	**
	71%	**	**	**	**	**	**	**	**	**	72%	**	**	**
Tracked service	105	**	**	**	**	**	**	**	**	**	89	**	**	**
	60%	**	**	**	**	**	**	**	**	**	59%	**	**	**
International delivery	34	**	**	**	**	**	**	**	**	**	29	**	**	**
	20%	**	**	**	**	**	**	**	**	**	19%	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	28	**	**	**	**	**	**	**	**	**	23	**	**	**
	16%	**	**	**	**	**	**	**	**	**	16%	**	**	**
Urgent delivery - on the same day or a specific time the next day	22	**	**	**	**	**	**	**	**	**	17	**	**	**
	12%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Cross-Border Delivery (to ROI)	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None of these (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
NET: Urgent / Tracked / Timed Mail	122	**	**	**	**	**	**	**	**	**	105	**	**	**
	69%	**	**	**	**	**	**	**	**	**	70%	**	**	**

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	175	19	13	14	7	14	28	18	18	21	151	12	7	5
Standard delivery	124	**	**	**	**	**	**	**	**	**	108	**	**	**
	71%	**	**	**	**	**	**	**	**	**	71%	**	**	**
Tracked service	105	**	**	**	**	**	**	**	**	**	89	**	**	**
	60%	**	**	**	**	**	**	**	**	**	59%	**	**	**
International delivery	34	**	**	**	**	**	**	**	**	**	30	**	**	**
	20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	28	**	**	**	**	**	**	**	**	**	23	**	**	**
	16%	**	**	**	**	**	**	**	**	**	15%	**	**	**
Urgent delivery - on the same day or a specific time the next day	22	**	**	**	**	**	**	**	**	**	17	**	**	**
	12%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Cross-Border Delivery (to ROI)	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None of these (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
NET: Urgent / Tracked / Timed Mail	122	**	**	**	**	**	**	**	**	**	106	**	**	**
	69%	**	**	**	**	**	**	**	**	**	70%	**	**	**

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total	*	24	1	21	68	1	5	56	129	46	149	27	165	11
Standard delivery	**	**	**	**	46	**	**	41	90	35	106	**	114	**
71%	**	**	**	**	67%	**	**	73%	69%	75%	71%	**	69%	**
Tracked service	**	**	**	**	53	**	**	33	78	27	88	**	101	**
60%	**	**	**	**	77%	**	**	59%	61%	57%	59%	**	62%	**
					bh			b						
International delivery	**	**	**	**	17	**	**	10	23	12	31	**	33	**
20%	**	**	**	**	25%	**	**	18%	17%	25%	21%	**	20%	**
Timed delivery (i.e. to arrive by specific time /day)	**	**	**	**	10	**	**	7	20	8	21	**	25	**
16%	**	eh	**	**	14%	**	**	13%	16%	17%	14%	**	15%	**
Urgent delivery - on the same day or a specific time the next day	**	**	**	**	6	**	**	7	17	5	19	**	22	**
12%	**	**	**	**	8%	**	**	12%	13%	11%	13%	**	13%	**
Cross-Border Delivery (to ROI)	**	**	**	**	1	**	**	-	*	2	1	**	2	**
2	**	**	**	**	1%	**	**	-%	*%	4%	1%	**	1%	**
1%									a					
Other (PLEASE SPECIFY)	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None of these (DO NOT READ OUT)	**	**	**	**	2	**	**	-	-	2	2	**	2	**
2	**	**	**	**	3%	**	**	-%	-%	4%	1%	**	1%	**
1%									a					
Don't Know (DO NOT READ OUT)	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
NET: Urgent / Tracked / Timed Mail	**	**	**	**	53	**	**	39	95	27	99	**	118	**
69%	**	**	**	**	78%	**	**	69%	74%	58%	66%	**	71%	**
									b		a			

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	199	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	175	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
Standard delivery	124	52	**	56	83	31	**	**	**	**	**	**	114	**	**	66	41
	71%	70%	**	73%	68%	77%	**	**	**	**	**	**	70%	**	**	71%	76%
Tracked service	105	50	**	44	75	25	**	**	**	**	**	**	100	**	**	58	30
	60%	67%	**	58%	62%	62%	**	**	**	**	**	**	62%	**	**	63%	54%
		b															
International delivery	34	8	**	26	15	10	**	**	**	**	**	**	26	**	**	15	19
	20%	10%	**	34% ab	13%	26% a	**	**	**	**	**	**	16%	**	**	17%	35% b
Timed delivery (i.e. to arrive by specific time /day)	28	14	**	13	19	4	**	**	**	**	**	**	23	**	**	19	9
	16%	19% b	**	17% b	16%	9%	**	**	**	**	**	**	14%	**	**	21%	17%
Urgent delivery - on the same day or a specific time the next day	22	11	**	8	14	5	**	**	**	**	**	**	19	**	**	14	8
	12%	15%	**	11%	11%	12%	**	**	**	**	**	**	12%	**	**	15%	15%
Cross-Border Delivery (to ROI)	2	*	**	2	1	1	**	**	**	**	**	**	2	**	**	1	1
	1%	*%	**	2%	1%	2%	**	**	**	**	**	**	1%	**	**	1%	2%
Other (PLEASE SPECIFY)	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None of these (DO NOT READ OUT)	2	-	**	-	2	-	**	**	**	**	**	**	2	**	**	-	-
	1%	-%	**	-%	2%	-%	**	**	**	**	**	**	1%	**	**	-%	-%
			ac														
Don't Know (DO NOT READ OUT)	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
NET: Urgent / Tracked / Timed Mail	122	55	**	53	83	29	**	**	**	**	**	**	112	**	**	66	39
	69%	74% b	**	69%	69%	73%	**	**	**	**	**	**	70%	**	**	71%	71%

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g		a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	199	151	137	166	199	73	155	131	22	7	3	3	-	-		186	7	3	1	1	1	-	2
Weighted total	175	110	90	129	175	32	122	116	7	2	*	3	-	-		168	5	2	*	*	*	-	*
Standard delivery	124	79	61	97	124	21	91	86	**	**	**	**	**	**		117	**	**	**	**	**	**	**
	71%	72%	67%	75%	71%	65%	75%	74%	**	**	**	**	**	**		70%	**	**	**	**	**	**	**
Tracked service	105	65	51	75	105	11	69	69	**	**	**	**	**	**		102	**	**	**	**	**	**	**
	60%	59%	56%	58%	60%	34%	57%	59%	**	**	**	**	**	**		61%	**	**	**	**	**	**	**
International delivery	34	17	10	19	34	6	25	19	**	**	**	**	**	**		29	**	**	**	**	**	**	**
	20%	16%	12%	15%	20%	19%	20%	16%	**	**	**	**	**	**		17%	**	**	**	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	28	10	10	15	28	2	16	14	**	**	**	**	**	**		25	**	**	**	**	**	**	**
	16%	9%	11%	12%	16%	5%	13%	12%	**	**	**	**	**	**		15%	**	**	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	22	19	10	21	22	8	17	16	**	**	**	**	**	**		22	**	**	**	**	**	**	**
	12%	17%	11%	16%	12%	25%	14%	14%	**	**	**	**	**	**		13%	**	**	**	**	**	**	**
Cross-Border Delivery (to ROI)	2	2	2	2	2	1	2	2	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	1%	2%	2%	2%	1%	3%	2%	2%	**	**	**	**	**	**		1%	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	2	2	2	2	2	2	2	2	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	1%	2%	2%	2%	1%	6%	2%	2%	**	**	**	**	**	**		1%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	122	77	58	87	122	19	82	76	**	**	**	**	**	**		119	**	**	**	**	**	**	**
	69%	70%	64%	67%	69%	59%	67%	66%	**	**	**	**	**	**		71%	**	**	**	**	**	**	**

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
175	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
124	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
71%	**	**	**	21	**	37	**	**	**	**	87	**	31	106	**
	**	**	**	98%	**	57%	**	**	**	**	75%	**	65%	74%	**
	c	c		abc			a	a						b	
105	**	**	**	7	**	43	**	**	**	**	67	**	30	83	**
60%	**	**	**	34%	**	66%	**	**	**	**	57%	**	62%	58%	**
	d	d	d			d	d								
34	**	**	**	2	**	6	**	**	**	**	23	**	9	26	**
20%	**	**	**	8%	**	10%	**	**	**	**	20%	**	18%	18%	**
	bcd								ab						
28	**	**	**	*	**	9	**	**	**	**	17	**	7	18	**
16%	**	**	**	2%	**	14%	**	**	**	**	14%	**	15%	13%	**
		d	d												a
22	**	**	**	1	**	3	**	**	**	**	16	**	5	14	**
12%	**	**	**	6%	**	5%	**	**	**	**	13%	**	11%	10%	**
		d					a		a						a
2	**	**	**	1	**	-	**	**	**	**	2	**	*	2	**
1%	**	**	**	5%	**	-%	**	**	**	**	2%	**	*%	1%	**
-	**	**	**	-	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
2	**	**	**	-	**	2	**	**	**	**	-	**	2	2	**
1%	**	**	**	-%	**	3%	**	**	**	**	-%	**	4%	1%	**
												a			
-	**	**	**	-	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
122	**	**	**	7	**	48	**	**	**	**	80	**	31	94	**
69%	**	**	**	34%	**	74%	**	**	**	**	69%	**	64%	66%	**
	d	cd	d												a

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

Ofcom; Business Postal Tracker April 2018

Table 33 (continuation)

Page 537

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	*b	a	b	a	b	c	*d
199	151	15	146	53	147	19	144	55	70	134	43	-
175	119	9	134	41	114	15	125	50	50	92	22	-
124	89	**	100	24	86	**	93	31	31	76	**	**
71%	74%	**	74%	59%	75%	**	75%	61%	62%	83%	**	**
			b						a	a		
105	68	**	78	27	65	**	73	32	41	50	**	**
60%	57%	**	58%	66%	57%	**	59%	63%	81%	54%	**	**
									b	b		
34	16	**	26	9	16	**	24	10	12	15	**	**
20%	14%	**	19%	21%	14%	**	19%	21%	25%	16%	**	**
										ab		
28	13	**	18	10	13	**	16	12	7	7	**	**
16%	11%	**	13%	24%	11%	**	13%	23%	14%	8%	**	**
22	15	**	14	8	12	**	13	9	13	18	**	**
12%	12%	**	11%	18%	10%	**	10%	18%	27%	19%	**	**
2	2	**	2	*	2	**	2	*	1	2	**	**
1%	2%	**	1%	*%	2%	**	2%	*%	2%	2%	**	**
										b		
-	-	**	-	-	-	**	-	-	-	-	**	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
2	2	**	2	-	2	**	2	-	-	2	**	**
1%	2%	**	2%	-%	2%	**	2%	-%	-%	2%	**	**
-	-	**	-	-	-	**	-	-	-	-	**	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**
122	79	**	88	34	74	**	81	41	48	59	**	**
69%	67%	**	66%	82%	65%	**	65%	81%	95%	65%	**	**
			a				a		bc			

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
124	27	60	**	**	73	124	**	**	73	56	106	78	65	**
71%	58%	85%	**	**	60%	100%	**	**	71%	69%	74%	78%	86%	**
	a		a		ac	a								
105	36	35	**	**	105	66	**	**	57	43	89	59	30	**
60%	78%	49%	**	**	86%	53%	**	**	56%	54%	62%	59%	40%	**
	b				b	b					b			
34	8	8	**	**	30	30	**	**	16	8	25	13	12	**
20%	17%	12%	**	**	24%	24%	**	**	16%	10%	18%	13%	16%	**
			ab			ab								
28	7	9	**	**	28	18	**	**	10	8	18	13	12	**
16%	15%	13%	**	**	23%	14%	**	**	10%	10%	12%	13%	16%	**
						b								
22	8	7	**	**	22	18	**	**	14	7	12	14	10	**
12%	17%	10%	**	**	18%	15%	**	**	14%	9%	8%	14%	13%	**
			b											
2	1	2	**	**	1	2	**	**	2	2	1	2	1	**
1%	2%	3%	**	**	1%	2%	**	**	2%	2%	1%	2%	1%	**
			ab			a								
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
2	-	2	**	**	-	-	**	**	2	2	-	-	2	**
1%	-%	3%	**	**	-%	-%	**	**	2%	3%	-%	-%	3%	**
									c					
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
122	39	39	**	**	122	73	**	**	69	51	99	71	40	**
69%	84%	56%	**	**	100%	59%	**	**	67%	63%	69%	70%	52%	**
	bc				bc	b						b		

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

Ofcom; Business Postal Tracker April 2018

Table 33 (continuation)

Page 539

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
124	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
71%	99	56	50	**	**	100	69	**	**	**	**	116	105	119	111	123
	92%	94%	62%	**	**	90%	88%	**	**	**	**	71%	72%	72%	69%	71%
	cd	cd			cd											
105	62	27	64	**	**	66	35	**	**	**	**	95	90	98	99	105
60%	58%	44%	78%	**	**	59%	45%	**	**	**	**	58%	62%	59%	62%	61%
			ab	ab		b										
34	21	9	23	**	**	22	14	**	**	**	**	30	30	32	29	34
20%	20%	15%	28%	**	**	20%	18%	**	**	**	**	18%	20%	19%	18%	20%
			b	abc	abc											
28	11	9	17	**	**	18	17	**	**	**	**	24	26	26	25	26
16%	10%	15%	21%	**	**	16%	21%	**	**	**	**	15%	18%	16%	16%	15%
			a	ab	ab											
22	12	10	14	**	**	12	11	**	**	**	**	20	22	22	22	22
12%	11%	16%	17%	**	**	11%	15%	**	**	**	**	12%	15%	13%	14%	13%
				abc	a											
2	2	*	1	**	**	2	1	**	**	**	**	2	1	2	1	1
1%	2%	%	1%	**	**	2%	1%	**	**	**	**	1%	1%	1%	1%	1%
				b												
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
2	-	2	-	**	**	-	2	**	**	**	**	2	-	2	-	2
1%	-%	3%	-%	**	**	-%	3%	**	**	**	**	1%	-%	1%	-%	1%
		a														
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
122	67	32	74	**	**	75	47	**	**	**	**	110	105	113	116	120
69%	63%	53%	90%	**	**	68%	60%	**	**	**	**	67%	72%	68%	72%	69%
			abe	abe												

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
Weighted total	175	111	169	-	135	8	41	116	63	*	19	50	31	120	24
Standard delivery	124	69	119	35	95	**	**	81	43	**	**	34	81	82	**
	71%	62%	70%	68%	70%	**	**	70%	67%	**	**	69%	**	68%	**
															b
Tracked service	105	79	101	43	84	**	**	70	38	**	**	33	**	79	**
	60%	71%	60%	84%	62%	**	**	60%	60%	**	**	66%	**	65%	**
		b		ab										a	
International delivery	34	20	34	21	26	**	**	20	14	**	**	10	**	21	**
	20%	18%	20%	42%	19%	**	**	17%	22%	**	**	20%	**	18%	**
				ab											
Timed delivery (i.e. to arrive by specific time /day)	28	20	28	16	24	**	**	20	14	**	**	11	**	24	**
	16%	18%	17%	31%	17%	**	**	17%	23%	**	**	21%	**	20%	**
				ab										a	
Urgent delivery - on the same day or a specific time the next day	22	16	22	11	11	**	**	10	10	**	**	10	**	11	**
	12%	14%	13%	21%	8%	**	**	9%	16%	**	**	20%	**	10%	**
													b		
Cross-Border Delivery (to ROI)	2	1	2	1	2	**	**	2	*	**	**	*	**	1	**
	1%	1%	1%	2%	1%	**	**	2%	%	**	**	%	**	1%	**
Other (PLEASE SPECIFY)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
None of these (DO NOT READ OUT)	2	-	2	-	2	**	**	2	-	**	**	-	**	2	**
	1%	-%	1%	-%	2%	**	**	2%	-%	**	**	-%	**	2%	**
Don't Know (DO NOT READ OUT)	-	-	-	-	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**
NET: Urgent / Tracked / Timed Mail	122	87	118	45	94	**	**	80	49	**	**	40	**	88	**
	69%	78%	70%	89%	69%	**	**	69%	78%	**	**	80%	**	73%	**
				b											

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	199	39	16	143	105	94	22	177	91	126	57	111	66
Weighted total	175	48	17	110	97	78	6	151	74	108	46	97	53
Standard delivery	124	**	**	81	64	60	**	107	52	82	39	70	47
	71%	**	**	73%	66%	77%	**	71%	71%	76%	85%	72%	88%
													ac
Tracked service	105	**	**	61	59	46	**	89	36	64	22	60	24
	60%	**	**	56%	60%	59%	**	59%	49%	60%	46%	62%	46%
												d	
International delivery	34	**	**	16	19	15	**	29	15	19	7	14	8
	20%	**	**	14%	20%	20%	**	19%	20%	18%	15%	14%	16%
Timed delivery (i.e. to arrive by specific time /day)	28	**	**	20	15	13	**	20	11	14	3	14	5
	16%	**	**	18%	15%	17%	**	13%	15%	13%	6%	14%	10%
Urgent delivery - on the same day or a specific time the next day	22	**	**	14	16	6	**	19	10	16	9	17	14
	12%	**	**	13%	16%	8%	**	13%	14%	15%	20%	18%	26%
Cross-Border Delivery (to ROI)	2	**	**	1	1	1	**	2	*	2	*	2	*
	1%	**	**	1%	1%	1%	**	1%	*%	2%	*%	2%	*%
Other (PLEASE SPECIFY)	-	**	**	-	-	-	**	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	**	**	2	2	-	**	2	-	-	2	-	2
	1%	**	**	2%	2%	-%	**	1%	-%	-%	4%	-%	4%
											ac		ac
Don't Know (DO NOT READ OUT)	-	**	**	-	-	-	**	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	122	**	**	69	72	50	**	104	47	77	25	72	30
	69%	**	**	63%	73%	64%	**	69%	64%	72%	54%	74%	55%
										bd		bd	

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

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Significance Level: 95%					
Unweighted total	199	49	86	16	38
Weighted total	175	36	76	10	42
Standard delivery	124	**	51	**	**
	71%	**	68%	**	**
Tracked service	105	**	41	**	**
	60%	**	55%	**	**
International delivery	34	**	11	**	**
	20%	**	14%	**	**
Timed delivery (i.e. to arrive by specific time /day)	28	**	9	**	**
	16%	**	12%	**	**
Urgent delivery - on the same day or a specific time the next day	22	**	11	**	**
	12%	**	14%	**	**
Cross-Border Delivery (to ROI)	2	**	1	**	**
	1%	**	1%	**	**
Other (PLEASE SPECIFY)	-	**	-	**	**
	-%	**	-%	**	**
None of these (DO NOT READ OUT)	2	**	2	**	**
	1%	**	3%	**	**
Don't Know (DO NOT READ OUT)	-	**	-	**	**
	-%	**	-%	**	**
NET: Urgent / Tracked / Timed Mail	122	**	49	**	**
	69%	**	64%	**	**

Columns Tested: a,b,c,d

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

Significance Level: 95%

Unweighted total

Weighted total

Letters

Large Letters

Parcels and packets

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
417	193	130	61	33	224	85	72	26	15	46
369	351	11	5	3	19	135	97	22	10	11
290	273	9	5	**	17	94	75	**	**	**
79%	78%	89%	94%	**	91%	70%	77%	**	**	**
		a	a	a	a					ab
173	160	8	4	**	13	63	46	**	**	**
47%	46%	72%	71%	**	72%	47%	48%	**	**	**
		a	a	a	a					ab
143	136	4	2	**	7	56	35	**	**	**
39%	39%	35%	36%	**	38%	42%	36%	**	**	**
3	3	*	*	**	*	3	-	**	**	**
1%	1%	1%	3%	**	1%	2%	-%	**	**	**
*	-	*	-	**	*	-	*	**	**	**
*%	-%	1%	-%	**	*%	-%	*%	**	**	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packages at (QV6a=1 or 2 or 3)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	417	11	22	39	18	35	59	41	24	16	265	57	42
Weighted total	369	19	35	22	23	38	64	57	36	19	313	23	13
Letters	290	**	**	**	**	**	51	**	**	**	241	19	**
	79%	**	**	**	**	**	80%	**	**	**	77%	84%	**
					cg						cg	cg	cgj
Large Letters	173	**	**	**	**	**	32	**	**	**	145	14	**
	47%	**	**	**	**	**	51%	**	**	**	46%	63%	**
							e	e			e	cejlm	e
Parcels and packets	143	**	**	**	**	**	19	**	**	**	123	11	**
	39%	**	**	**	**	**	31%	**	**	**	39%	49%	**
					m						fglm		
None of these (DO NOT READ OUT)	3	**	**	**	**	**	-	**	**	**	3	-	**
	1%	**	**	**	**	**	-%	**	**	**	1%	-%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	-	**	**	**	*	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	-%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

Significance Level: 95%

Unweighted total

Weighted total

Letters

Large Letters

Parcels and packets

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
417	27	13	39	14	23	51	38	27	28	260	58	56	43
369	46	19	24	16	22	52	53	39	38	309	25	20	15
290	**	**	**	**	**	48	**	**	**	237	21	18	**
79%	**	**	**	**	**	92%	**	**	**	77%	85%	87%	**
						cgj				cg	cg	cg	cgj
173	**	**	**	**	**	29	**	**	**	146	14	8	**
47%	**	**	**	**	**	55%	**	**	**	47%	58%	41%	**
						cm				cm			
143	**	**	**	**	**	15	**	**	**	124	11	5	**
39%	**	**	**	**	**	30%	**	**	**	40%	45%	24%	**
			lm							lm	lm		
3	**	**	**	**	**	-	**	**	**	3	-	-	**
1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**
*	**	**	**	**	**	-	**	**	**	*	-	-	**
*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

Significance Level: 95%

Unweighted total

Weighted total

Letters

Large Letters

Parcels and packets

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
417	*a 6	b 49	*c 9	d 55	e 94	*f 17	*g 29	h 158	a 261	b 156	a 351	b 66	a 398	*b 19
369	3	35	3	49	96	12	29	141	237	132	331	39	340	29
290	**	**	**	46	68	**	**	113	180	110	262	28	268	**
79%	**	**	**	94%	71%	**	**	80%	76%	83%	79%	72%	79%	**
				beh										
173	**	**	**	20	31	**	**	73	99	74	159	15	167	**
47%	**	**	**	40%	32%	**	**	52%	42%	56%	48%	38%	49%	**
		e						e		a				
143	**	**	**	14	55	**	**	46	109	35	121	22	132	**
39%	**	**	**	28%	57%	**	**	33%	46%	26%	37%	58%	39%	**
		dh			dh				b			a		
3	**	**	**	-	3	**	**	*	*	3	3	-	3	**
1%	**	**	**	-%	3%	**	**	*%	*%	2%	1%	-%	1%	**
					h					a				
*	**	**	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	**	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	417	220	82	114	294	102	17	3	1	-	-	-	396	21	94	200	123
Weighted total	369	212	62	94	308	49	11	*	*	-	-	-	357	12	135	173	61
Letters	290	175	54	60	253	31	**	**	**	**	**	**	283	**	116	137	37
	79%	83%	88%	64%	82%	62%	**	**	**	**	**	**	79%	**	86%	79%	61%
		c	c		b								b		c	c	
Large Letters	173	82	45	43	148	19	**	**	**	**	**	**	167	**	48	100	25
	47%	39%	74%	46%	48%	39%	**	**	**	**	**	**	47%	**	35%	58%	42%
			ac												ac	ac	
Parcels and packets	143	61	17	66	100	34	**	**	**	**	**	**	134	**	26	74	43
	39%	29%	27%	70%	33%	69%	**	**	**	**	**	**	38%	**	19%	43%	70%
				ab		al									a	a	ab
None of these (DO NOT READ OUT)	3	-	-	3	-	*	**	**	**	**	**	**	*	**	-	-	3
	1%	-%	-%	3%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	5%
				a													ab
Don't Know (DO NOT READ OUT)	*	-	*	-	*	-	**	**	**	**	**	**	*	**	-	*	-
	*%	-%	*%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packages at (QV6a=1 or 2 or 3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packages	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	417	361	253	390	180	141	305	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2	
Weighted total	369	292	177	331	158	80	246	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*	
Letters	290	290	138	290	103	76	204	265	**	**	**	**	**	**	100	**	**	**	**	**	**	**	
	79%	99%	78%	88%	65%	95%	83%	87%	**	**	**	**	**	**	67%	**	**	**	**	**	**	**	
		bcdef	d	bd		bcdf	d		a														
Large Letters	173	135	173	173	81	51	128	160	**	**	**	**	**	**	76	**	**	**	**	**	**	**	
	47%	46%	98%	52%	51%	64%	52%	53%	**	**	**	**	**	**	51%	**	**	**	**	**	**	**	
		acdef				acdf																	
Parcels and packets	143	93	77	108	143	26	101	96	**	**	**	**	**	**	138	**	**	**	**	**	**	**	
	39%	32%	44%	33%	91%	33%	41%	32%	**	**	**	**	**	**	92%	**	**	**	**	**	**	**	
		ace		abcef		ac																	
None of these (DO NOT READ OUT)	3	*	*	*	3	*	3	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	1%	*%	*%	*%	2%	*%	1%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
				abc		ac																	
Don't Know (DO NOT READ OUT)	*	*	*	*	-	*	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	*%	*%	*%	*%	-%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	417	106	99	97	85	60	35	44	37	4	99	9	71	397	20
Weighted total	369	132	84	74	38	61	30	39	24	4	106	10	42	353	17
Letters	290	110	72	71	33	44	**	**	**	**	65	**	30	283	**
	79%	83%	86%	96%	88%	72%	**	**	**	**	62%	**	71%	80%	**
			abd												
Large Letters	173	54	46	43	28	34	**	**	**	**	51	**	26	170	**
	47%	41%	54%	58%	75%	57%	**	**	**	**	48%	**	63%	48%	**
			a	abc											
Parcels and packets	143	38	27	22	19	56	**	**	**	**	96	**	40	131	**
	39%	29%	32%	30%	51%	93%	**	**	**	**	91%	**	95%	37%	**
			abc												
None of these (DO NOT READ OUT)	3	-	*	-	-	*	**	**	**	**	3	**	-	3	**
	1%	-%	*%	-%	-%	*%	**	**	**	**	3%	**	-%	1%	**
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	**	**	**	**	-	**	-	*	**
	*%	-%	-%	-%	*%	-%	**	**	**	**	-%	**	-%	*%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b		a	b			a	b	c	d
Unweighted total	417	387	3		146	34			112	339	55	-
Weighted total	369	331	*		134	23			91	268	34	-
Letters	290	290	**		89	**			91	266	34	**
	79%	88%	**		66%	**			100%	99%	100%	**
Large Letters	173	173	**		74	**			58	117	18	**
	47%	52%	**		55%	**			63%	44%	53%	**
					b				b			
Parcels and packets	143	108	**		125	**			43	76	19	**
	39%	33%	**		93%	**			48%	28%	56%	**
					b				b		b	
None of these (DO NOT READ OUT)	3	-	**		3	**			-	*	-	**
	1%	-%	**		2%	**			-%	-%	-%	**
Don't Know (DO NOT READ OUT)	*	-	**		-	**			*	*	-	**
	-%	-%	**		-%	**			-%	-%	-%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packages at (QV6a=1 or 2 or 3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	417	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	369	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Letters	290	52	114	**	**	69	73	**	**	290	134	91	238	200	**
	79%	74%	76%	**	**	64%	64%	**	**	100%	78%	64%	88%	92%	**
										bc	c				
Large Letters	173	68	148	**	**	51	56	**	**	134	173	74	145	111	**
	47%	96%	99%	**	**	47%	49%	**	**	46%	100%	51%	54%	51%	**
			a				c				ac				
Parcels and packets	143	37	61	**	**	99	106	**	**	91	74	143	94	65	**
	39%	53%	41%	**	**	92%	93%	**	**	31%	42%	100%	35%	30%	**
											a	ab			
None of these (DO NOT READ OUT)	3	*	*	**	**	3	3	**	**	-	-	-	-	-	**
	1%	*%	*%	**	**	3%	2%	**	**	-%	-%	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	*	-	*	**	**	-	-	**	**	-	-	-	-	-	**
	*%	-%	*%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packages at (QV6a=1 or 2 or 3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	417	129	72	90	33	28	313	261	10	6	5	3	401	347	405	347	410
Weighted total	369	103	54	76	11	12	264	218	9	3	10	4	347	288	350	290	359
Letters	290	70	41	55	**	**	211	187	**	**	**	**	280	233	282	226	282
	79%	68%	76%	73%	**	**	80%	86%	**	**	**	**	81%	81%	81%	78%	79%
Large Letters	173	56	27	42	**	**	124	102	**	**	**	**	166	149	167	141	170
	47%	55%	50%	55%	**	**	47%	47%	**	**	**	**	48%	52%	48%	49%	47%
Parcels and packets	143	101	51	71	**	**	105	64	**	**	**	**	135	121	135	135	140
	39%	98% d	95%	95%	**	**	40% b	29%	**	**	**	**	39%	42%	39%	47% ace	39%
None of these (DO NOT READ OUT)	3	-	-	-	**	**	3	3	**	**	**	**	3	3	3	*	3
	1%	-%	-%	-%	**	**	1%	1%	**	**	**	**	1%	1%	1%	*%	1%
Don't Know (DO NOT READ OUT)	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	226	400	106	-	359	15	58	359	53	3	11	51	47	295	74
Weighted total	369	187	350	-	304	14	65	304	53	*	12	47	39	270	60
Letters	290	143	279	54	234	**	43	247	31	**	**	33	**	211	47
	79%	77%	80%	75%	77%	**	66%	81%	59%	**	**	71%	**	78%	78%
								a							
Large Letters	173	96	162	34	141	**	40	133	23	**	**	23	**	112	35
	47%	51%	46%	46%	46%	**	62%	44%	43%	**	**	48%	**	41%	58%
								b						b	b
Parcels and packets	143	88	138	33	121	**	39	105	40	**	**	34	**	99	20
	39%	47%	39%	45%	40%	**	59%	34%	75%	**	**	72%	**	37%	34%
								b					bc		
None of these (DO NOT READ OUT)	3	*	3	3	3	**	3	*	*	**	**	*	**	-	3
	1%	*%	1%	4%	1%	**	4%	*%	*%	**	**	*%	**	-%	5%
				ab				b							b
Don't Know (DO NOT READ OUT)	*	*	*	-	*	**	-	*	*	**	**	*	**	*	-
	*%	*%	*%	-%	*%	**	-%	*%	*%	**	**	*%	**	*%	-%

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	417	41	16	238	179	368	51	165	78	120	52	200	127
Weighted total	369	53	19	214	155	307	23	142	62	106	42	172	100
Letters	290	**	**	244	171	268	21	91	46	74	34	150	88
	79%	**	**	82% a	80% 77%	87% cd	90% cd	64% ab	74% ab	70% cd	81% cd	87% a	89% a
Large Letters	173	**	**	144	103	165	14	76	31	61	18	99	47
	47%	**	**	49% b	48% 45%	54% b	63% b	53% ab	50% ac	58% cd	42% cd	58% b	47% 42%
Parcels and packets	143	**	**	92	80	108	4	135	58	101	39	87	42
	39%	**	**	31% c	37% 41%	35% b	18% ab	95% ab	94% ab	96% cd	93% cd	51% cd	42% cd
None of these (DO NOT READ OUT)	3	**	**	*	3	*	*	*	3	-	-	-	-
	1%	**	**	*% c	1% *%	*% c	*% c	*% c	4% ac	-% c	-% c	-% c	-% c
Don't Know (DO NOT READ OUT)	*	**	**	-	*	-	*	-	-	-	-	-	-
	*%	**	**	-% c	*% c	-% c	*% c	-% c	-% c	-% c	-% c	-% c	-% c

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

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packages at (QV6a=1 or 2 or 3)

Significance Level: 95%

Unweighted total

Weighted total

Letters

Large Letters

Parcels and packets

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
417	89	187	30	95	417
369	73	142	24	112	369
290	56	114	**	83	290
79%	77%	81%	**	73%	79%
			ad		
173	35	67	**	56	173
47%	47%	47%	**	50%	47%
143	32	54	**	40	143
39%	44%	38%	**	35%	39%
3	-	3	**	*	3
1%	-%	2%	**	*%	1%
*	-	*	**	-	*
*%	-%	*%	**	-%	*%

Columns Tested: a,b,c,d

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	387	172	123	59	33	215	72	67	25	13	46
Weighted total	329	311	10	5	3	18	112	90	22	10	11
Standard Stamped Mail 1st Class	206	197	6	2	**	9	76	48	**	**	**
	63%	63%	63%	37%	**	53%	68%	54%	**	**	**
		ce	c			c					
Standard Stamped Mail 2nd Class	162	155	4	2	**	7	53	42	**	**	**
	49%	50%	42%	40%	**	41%	47%	47%	**	**	**
1st Class large letter stamps	118	112	4	2	**	6	52	32	**	**	**
	36%	36%	36%	33%	**	36%	46%	36%	**	**	**
						e	e				
2nd Class large letter stamps	81	77	2	1	**	4	32	19	**	**	**
	25%	25%	18%	27%	**	23%	29%	21%	**	**	**
					b		e				
Franked / metered mail 1st Class	40	33	3	2	**	7	5	9	**	**	**
	12%	11%	26%	46%	**	37%	4%	10%	**	**	**
			a	ab	abe	ab					ab
Franked / metered mail 2nd Class	37	31	2	2	**	5	5	11	**	**	**
	11%	10%	20%	38%	**	30%	4%	12%	**	**	**
			a	ab	abe	ab					ab
PPI - PPI 2nd Class	13	12	*	*	**	1	2	7	**	**	**
	4%	4%	4%	3%	**	3%	2%	8%	**	**	**
PPI - PPI 1st Class	11	10	1	*	**	1	2	6	**	**	**
	3%	3%	8%	1%	**	6%	2%	7%	**	**	**
Bulk Mail	3	3	*	*	**	*	-	-	**	**	**
	1%	1%	1%	2%	**	1%	-%	-%	**	**	**
None of these (DO NOT READ OUT)	7	7	-	-	**	-	5	2	**	**	**
	2%	2%	-%	-%	**	-%	5%	2%	**	**	**
		e									
Don't Know (DO NOT READ OUT)	1	1	-	-	**	-	-	-	**	**	**
	*%	*%	-%	-%	**	-%	-%	-%	**	**	**
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	**	**
	-%	-%	-%	-%	**	-%	-%	-%	**	**	**

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	387	10	21	35	18	32	54	37	22	13	242	55	49	41
Weighted total	329	16	33	18	23	34	57	48	33	14	277	21	18	13
Standard Stamped Mail 1st Class	206	**	**	**	**	**	28	**	**	**	171	14	**	**
	63%	**	**	**	**	f	48%	**	**	**	62%	67%	**	**
													f	
Standard Stamped Mail 2nd Class	162	**	**	**	**	**	32	**	**	**	138	10	**	**
	49%	**	**	**	**	**	55%	**	**	**	50%	49%	**	**
1st Class large letter stamps	118	**	**	**	**	**	19	**	**	**	97	10	**	**
	36%	**	**	e	**	**	33%	e	**	**	35%	49%	**	**
							e	e			e	e	e	e
2nd Class large letter stamps	81	**	**	**	**	**	15	**	**	**	63	9	**	**
	25%	**	**	**	**	**	26%	**	**	**	23%	44%	**	**
								e			cejl		cej	
Franked / metered mail 1st Class	40	**	**	**	**	**	9	**	**	**	32	4	**	**
	12%	**	**	**	**	**	15%	**	**	**	12%	20%	**	**
											cgm			
Franked / metered mail 2nd Class	37	**	**	**	**	**	9	**	**	**	29	4	**	**
	11%	**	**	**	**	**	15%	**	**	**	11%	18%	**	**
							9				cg	cg		
PPI - PPI 2nd Class	13	**	**	**	**	**	2	**	**	**	12	*	**	**
	4%	**	**	**	**	**	4%	**	**	**	4%	%	**	**
PPI - PPI 1st Class	11	**	**	**	**	**	2	**	**	**	10	1	**	**
	3%	**	**	**	**	**	4%	**	**	**	4%	5%	**	**
Bulk Mail	3	**	**	**	**	**	2	**	**	**	2	-	**	**
	1%	**	**	**	**	**	4%	**	**	**	1%	-%	j	**
None of these (DO NOT READ OUT)	7	**	**	**	**	**	-	**	**	**	7	-	**	**
	2%	**	**	**	**	**	-%	**	**	**	3%	-%	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	-	**	**	**	-	1	**	**
	*%	**	**	**	**	**	-%	**	**	**	-%	4%	**	**
											j			
Refused (DO NOT READ OUT)	-	**	**	**	**	**	-	**	**	**	-	-	**	**
	-%	**	**	**	**	**	-%	**	**	**	-%	-%	**	**

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	387	22	13	34	13	21	50	34	25	25	237	56	52	42
Weighted total	329	36	19	18	14	20	52	45	36	33	273	23	18	15
Standard Stamped Mail 1st Class	206	**	**	**	**	**	**	**	**	**	166	16	12	**
	63%	**	**	**	**	**	**	**	**	**	61%	70% f	70% f	** fj
Standard Stamped Mail 2nd Class	162	**	**	**	**	**	**	**	**	**	136	10	8	**
	49%	**	**	**	**	**	**	**	**	**	50%	44%	43%	**
1st Class large letter stamps	118	**	**	**	**	**	**	**	**	**	97	10	6	**
	36%	**	**	**	**	**	**	**	**	**	35%	44%	34%	**
2nd Class large letter stamps	81	**	**	**	**	**	**	**	**	**	63	9	4	**
	25%	**	**	**	**	**	**	**	**	**	23%	40% cfjl	21%	**
Franked / metered mail 1st Class	40	**	**	**	**	**	**	**	**	**	32	4	3	**
	12%	**	**	**	**	**	**	**	**	**	12%	18% m	19% m	**
Franked / metered mail 2nd Class	37	**	**	**	**	**	**	**	**	**	29	4	3	**
	11%	**	**	**	**	**	**	**	**	**	11%	17% cg	18% cgm	**
PPI - PPI 2nd Class	13	**	**	**	**	**	**	**	**	**	12	*	1	**
	4%	**	**	**	**	**	**	**	**	**	4%	*%	5%	**
PPI - PPI 1st Class	11	**	**	**	**	**	**	**	**	**	10	1	*	**
	3%	**	**	**	**	**	**	**	**	**	4%	4%	*%	**
Bulk Mail	3	**	**	**	**	**	**	**	**	**	3	-	-	**
	1%	**	**	**	**	**	**	**	**	**	1%	-%	-%	**
None of these (DO NOT READ OUT)	7	**	**	**	**	**	**	**	**	**	7	-	-	**
	2%	**	**	**	**	**	**	**	**	**	3%	-%	-%	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	-	1	-	**
	*%	**	**	**	**	**	**	**	**	**	-%	4% j	-%	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	-	-	**
	-%	**	**	**	**	**	**	**	**	**	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 35 (continuation)

Page 559

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	387	6	46	9	54	77	17	28	150	236	151	326	61	371	16
Weighted total	329	3	32	3	48	68	12	27	134	201	128	299	30	305	24
Standard Stamped Mail 1st Class	206 63%	** **	** h	** **	40 83% eh	45 65% h	** **	** **	67 50%	132 66%	74 58%	185 62%	21 71%	182 60%	** **
Standard Stamped Mail 2nd Class	162 49%	** **	** **	** **	24 50%	38 55% b	** **	** **	65 48% b	105 52%	57 45%	153 51% b	10 33%	145 48%	** **
1st Class large letter stamps	118 36%	** **	** **	** **	22 46% b	22 32%	** **	** **	44 33% b	72 36%	46 36%	105 35%	14 45%	112 37%	** **
2nd Class large letter stamps	81 25%	** **	** **	** **	9 19% b	17 24% b	** **	** **	37 27% b	48 24%	32 25%	78 26% b	3 9%	78 26%	** **
Franked / metered mail 1st Class	40 12%	** **	** **	** **	7 14%	8 12%	** **	** **	17 13%	21 11%	19 15%	36 12%	4 14%	40 13%	** **
Franked / metered mail 2nd Class	37 11%	** **	** **	** **	4 9%	10 15%	** **	** **	15 11%	18 9%	19 15%	30 10%	7 22% a	36 12%	** **
PPI - PPI 2nd Class	13 4%	** **	** **	** **	- -%	3 4%	** **	** **	6 4%	8 4%	4 3%	13 4%	* *% a	13 4%	** **
PPI - PPI 1st Class	11 3%	** **	** **	** **	1 2%	2 4%	** **	** **	5 4%	6 3%	5 4%	11 4%	* *% a	11 4%	** **
Bulk Mail	3 1%	** **	** **	** **	- -%	* *% a	** **	** **	3 2%	* *% a	3 2%	3 1%	- -% a	3 1%	** **
None of these (DO NOT READ OUT)	7 2%	** **	** **	** **	- -%	3 4%	** **	** **	3 2%	5 2%	3 2%	7 2%	- -% a	7 2%	** **
Don't Know (DO NOT READ OUT)	1 *%	** **	** **	** **	- -%	- -%	** **	** **	1 1%	- -%	1 1%	1 *% a	- -% a	1 *% a	** **
Refused (DO NOT READ OUT)	- -%	** **	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	- -%	** **

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	387	209	81	96	279	91	14	3	-	-	-	-	370	17	89	190	108
Weighted total	329	197	61	68	287	33	9	*	-	-	-	-	320	9	129	158	42
Standard Stamped Mail 1st Class	206	130	39	35	193	13	**	**	**	**	**	**	206	**	101	92	13
	63%	66% c	63%	52%	67% b	39%	**	**	**	**	**	**	64% b	**	78% bc	58% c	31%
Standard Stamped Mail 2nd Class	162	112	31	20	157	5	**	**	**	**	**	**	162	**	74	83	5
	49%	57% c	50% c	29%	55% b	15%	**	**	**	**	**	**	51% b	**	58% c	53% c	12%
1st Class large letter stamps	118	64	27	25	111	7	**	**	**	**	**	**	118	**	47	64	7
	36%	32%	44%	37%	39% b	21%	**	**	**	**	**	**	37% b	**	36% c	41% c	17%
2nd Class large letter stamps	81	48	22	12	78	2	**	**	**	**	**	**	81	**	36	43	2
	25%	24%	35% c	17%	27% b	7%	**	**	**	**	**	**	25% b	**	28% c	27% c	6%
Franked / metered mail 1st Class	40	19	12	9	27	12	**	**	**	**	**	**	39	**	*	27	13
	12%	9%	20% a	13%	10% ai	37%	**	**	**	**	**	**	12%	**	*% a	17% a	30% ab
Franked / metered mail 2nd Class	37	18	12	6	25	11	**	**	**	**	**	**	36	**	3	22	12
	11%	9%	19% a	9%	9% ai	33%	**	**	**	**	**	**	11%	**	2% a	14% a	28% ab
PPI - PPI 2nd Class	13	2	*	10	2	3	**	**	**	**	**	**	5	**	-	2	10
	4%	1%	*% ab	15% ab	1% ai	10%	**	**	**	**	**	**	2%	**	-% ab	1% ab	25% ab
PPI - PPI 1st Class	11	5	*	5	5	1	**	**	**	**	**	**	6	**	2	3	6
	3%	3%	*% ab	8% ab	2% ab	2%	**	**	**	**	**	**	2%	**	2% ab	2% ab	14% ab
Bulk Mail	3	2	*	1	2	*	**	**	**	**	**	**	2	**	-	2	1
	1%	1%	*% a	1%	1% ai	*% ai	**	**	**	**	**	**	1%	**	-% a	1% a	2%
None of these (DO NOT READ OUT)	7	-	2	5	5	3	**	**	**	**	**	**	7	**	-	5	3
	2%	-%	3% a	8% a	2% ai	8% ai	**	**	**	**	**	**	2%	**	-% a	3% a	6% a
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-	**	**	**	**	**	**	1	**	1	-	-
	*%	*% a	-% a	-% a	*% ai	-% ai	**	**	**	**	**	**	*% a	**	1% a	-% a	-% a
Refused (DO NOT READ OUT)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-% a	-% a	-% a	-% ai	-% ai	**	**	**	**	**	**	-% a	**	-% a	-% a	-% a

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

Ofcom; Business Postal Tracker April 2018

Table 35 (continuation)

Page 561

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	387	358	251	387	151	136	284	325	37	11	8	6	-	-	144	3	2	1	-	1	-	1
Weighted total	329	290	177	329	117	79	221	301	14	5	4	5	-	-	112	2	2	*	-	*	-	*
Standard Stamped Mail 1st Class	206 63%	195 67% bef	95 54%	206 63% b	71 61%	43 55%	131 59%	199 66% b	**	**	**	**	**	**	71 63%	**	**	**	**	**	**	**
Standard Stamped Mail 2nd Class	162 49%	157 54% be	72 40%	162 49% b	53 45%	32 40%	112 50% be	159 53% b	**	**	**	**	**	**	53 47%	**	**	**	**	**	**	**
1st Class large letter stamps	118 36%	99 34% acdef	89 51%	118 36%	41 35%	32 40%	81 36%	114 38% b	**	**	**	**	**	**	41 36%	**	**	**	**	**	**	**
2nd Class large letter stamps	81 25%	72 25% acdf	64 36%	81 25%	22 19%	25 32% d	60 27%	79 26% b	**	**	**	**	**	**	22 20%	**	**	**	**	**	**	**
Franked / metered mail 1st Class	40 12%	38 13%	31 17%	40 12%	23 20% c	16 20% ac	30 13%	31 10% a	**	**	**	**	**	**	23 20%	**	**	**	**	**	**	**
Franked / metered mail 2nd Class	37 11%	37 13%	25 14%	37 11%	15 13%	15 19% c	32 14%	28 9% a	**	**	**	**	**	**	15 13%	**	**	**	**	**	**	**
PPI - PPI 2nd Class	13 4%	8 3%	9 5%	13 4%	8 6% acf	7 9%	8 4%	7 2% a	**	**	**	**	**	**	3 3%	**	**	**	**	**	**	**
PPI - PPI 1st Class	11 3%	9 3%	6 3%	11 3%	6 5%	4 5%	7 3%	8 3%	**	**	**	**	**	**	4 4%	**	**	**	**	**	**	**
Bulk Mail	3 1%	3 1%	3 2%	3 1%	3 3%	1 1%	3 1%	3 1%	**	**	**	**	**	**	3 3%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	7 2%	5 2%	7 4%	7 2%	5 4%	3 3%	7 3%	7 2%	**	**	**	**	**	**	5 5%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1 *%	1 *%	- -%	1 *%	- -%	1 1%	- -%	1 *%	**	**	**	**	**	**	- -%	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	**	**	**	**	**	**	- -%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 35 (continuation)

Page 562

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	387	105	98	97	84	50	32	36	30	3	79	8	64	374	13
Weighted total	329	130	84	74	37	49	23	26	17	2	77	8	33	322	7
Standard Stamped Mail 1st Class	206	94	65	30	16	**	**	**	**	**	43	**	21	200	**
	63%	72%	77%	41%	44%	**	**	**	**	**	56%	**	64%	62%	**
		cd	cd			cd	cd	d							
Standard Stamped Mail 2nd Class	162	68	46	35	11	**	**	**	**	**	39	**	9	158	**
	49%	53%	55%	47%	28%	**	**	**	**	**	51%	**	28%	49%	**
		d	d	d		d	d	d			c				
1st Class large letter stamps	118	42	35	26	15	**	**	**	**	**	25	**	15	116	**
	36%	33%	42%	35%	39%	**	**	**	**	**	33%	**	47%	36%	**
						d									
2nd Class large letter stamps	81	29	22	22	6	**	**	**	**	**	13	**	7	81	**
	25%	22%	26%	30%	16%	**	**	**	**	**	17%	**	21%	25%	**
				d		d		d							
Franked / metered mail 1st Class	40	8	5	12	15	**	**	**	**	**	16	**	7	40	**
	12%	6%	6%	16%	41%	**	**	**	**	**	20%	**	23%	12%	**
			ab	abc				ab	ab						
Franked / metered mail 2nd Class	37	7	3	16	10	**	**	**	**	**	8	**	7	37	**
	11%	6%	4%	22%	26%	**	**	**	**	**	10%	**	21%	11%	**
			ab	ab				b	b						
PPI - PPI 2nd Class	13	7	-	2	3	**	**	**	**	**	8	**	-	13	**
	4%	5%	-%	3%	9%	**	**	**	**	**	10%	**	-%	4%	**
		b		b					abc		c				
PPI - PPI 1st Class	11	5	*	2	3	**	**	**	**	**	6	**	-	11	**
	3%	4%	1%	3%	9%	**	**	**	**	**	8%	**	-%	3%	**
				b					abc		c				
Bulk Mail	3	2	*	-	*	**	**	**	**	**	1	**	2	3	**
	1%	2%	*%	-%	*%	**	**	**	**	**	1%	**	7%	1%	**
None of these (DO NOT READ OUT)	7	-	2	5	-	**	**	**	**	**	5	**	-	7	**
	2%	-%	2%	7%	-%	**	**	abd	**	**	7%	**	-%	2%	**
			ad								c				
Don't Know (DO NOT READ OUT)	1	-	-	1	-	**	**	**	**	**	-	**	-	1	**
	%	-%	-%	1%	-%	**	**	**	**	**	-%	**	-%	%	**
Refused (DO NOT READ OUT)	-	-	-	-	-	**	**	**	**	**	-	**	-	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	-%	-%	**

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

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 35 (continuation)

Page 563

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	387	386	1	125	26	381	6	123	28	111	336	55	-
Weighted total	329	329	*	104	14	322	7	96	21	91	266	34	-
Standard Stamped Mail 1st Class	206	206	**	61	**	204	**	59	**	68	177	23	**
	63%	63%	**	59%	**	63%	**	61%	**	75%	67%	67%	**
Standard Stamped Mail 2nd Class	162	162	**	45	**	162	**	43	**	53	149	12	**
	49%	49%	**	44%	**	50%	**	45%	**	58% c	56% c	34%	**
1st Class large letter stamps	118	118	**	38	**	116	**	38	**	45	86	14	**
	36%	36%	**	36%	**	36%	**	39%	**	49% b	32%	41%	**
2nd Class large letter stamps	81	81	**	19	**	81	**	22	**	30	69	2	**
	25%	25%	**	18%	**	25%	**	23%	**	33% c	26% c	7%	**
Franked / metered mail 1st Class	40	40	**	23	**	40	**	23	**	11	37	8	**
	12%	12%	**	22%	**	12%	**	24%	**	12%	14%	25% ab	**
Franked / metered mail 2nd Class	37	37	**	15	**	37	**	15	**	11	37	8	**
	11%	11%	**	14%	**	11%	**	15%	**	12%	14%	24%	**
PPI - PPI 2nd Class	13	13	**	8	**	10	**	5	**	2	8	2	**
	4%	4%	**	7%	**	3%	**	5%	**	3%	3%	7%	**
PPI - PPI 1st Class	11	11	**	6	**	8	**	4	**	3	8	*	**
	3%	3%	**	6%	**	3%	**	4%	**	3%	3%	*%	**
Bulk Mail	3	3	**	3	**	3	**	3	**	3	2	3	**
	1%	1%	**	3%	**	1%	**	3%	**	3%	1%	9% b	**
None of these (DO NOT READ OUT)	7	7	**	5	**	7	**	3	**	5	-	-	**
	2%	2%	**	5%	**	2%	**	3%	**	6% b	-%	-%	**
Don't Know (DO NOT READ OUT)	1	1	**	-	**	1	**	-	**	-	1	-	**
	*%	*%	**	-%	**	*%	**	-%	**	-%	*%	-%	**
Refused (DO NOT READ OUT)	-	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 35 (continuation)

Page 564

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	387	93	224	36	-	96	110	32	-	357	248	134	331	261	6
Weighted total	329	70	149	18	-	77	86	17	-	290	173	106	270	217	3
Standard Stamped Mail 1st Class	206	41	77	**	**	53	50	**	**	195	94	65	206	124	**
	63%	59% c	52% c	**	**	68%	58%	**	**	67% b	55%	61%	76% b	57%	**
Standard Stamped Mail 2nd Class	162	28	62	**	**	28	44	**	**	157	71	42	129	162	**
	49%	40% c	42% c	**	**	36%	51% ac	**	**	54% bc	41%	40%	48% a	75% a	**
1st Class large letter stamps	118	34	73	**	**	32	29	**	**	99	89	37	118	71	**
	36%	49%	49%	**	**	41%	33%	**	**	34%	51% ac	35%	44% b	33%	**
2nd Class large letter stamps	81	27	56	**	**	13	15	**	**	72	63	16	65	81	**
	25%	39% c	37% c	**	**	17%	18%	**	**	25% c	36% ac	15%	24% a	37% a	**
Franked / metered mail 1st Class	40	8	31	**	**	11	21	**	**	38	31	23	40	31	**
	12%	11%	21% a	** a	**	15%	25%	** a	**	13%	18%	22% a	15%	14%	**
Franked / metered mail 2nd Class	37	7	25	**	**	8	14	**	**	37	25	15	29	37	**
	11%	10%	17%	** a	**	11%	16%	** a	**	13%	14%	14%	11% a	17% a	**
PPI - PPI 2nd Class	13	*	9	**	**	3	7	**	**	8	9	8	7	13	**
	4%	*% a	6% a	** ab	**	4%	8%	** a	**	3%	5%	7% a	3% a	6% a	**
PPI - PPI 1st Class	11	1	6	**	**	3	6	**	**	9	6	6	11	10	**
	3%	1%	4%	**	**	4%	7%	**	**	3%	3%	6%	4% a	5% a	**
Bulk Mail	3	3	2	**	**	3	2	**	**	3	3	3	2	2	**
	1%	4%	2%	** ab	**	4%	3%	** ab	**	1%	2%	3%	1% a	1% a	**
None of these (DO NOT READ OUT)	7	7	2	**	**	5	-	**	**	5	5	5	-	-	**
	2%	10% bc	1%	**	**	7% b	-%	**	**	2%	3%	5%	-%	-%	**
Don't Know (DO NOT READ OUT)	1	-	-	**	**	-	-	**	**	1	-	-	-	-	**
	*%	-%	-%	**	**	-%	-%	**	**	*%	-%	-%	-%	-%	**
Refused (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

 Produced by OLR
 Issue date: 11/05/18

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	387	114	65	79	28	22	296	251	10	6	4	1	375	323	379	320	381
Weighted total	329	83	47	64	7	6	242	205	9	3	7	*	315	260	317	254	320
Standard Stamped Mail 1st Class	206	52	25	43	**	**	179	115	**	**	**	**	197	161	199	159	198
	63%	62%	52%	68% b	**	**	74% b	56%	**	**	**	**	62%	62%	63%	63%	62%
Standard Stamped Mail 2nd Class	162	39	30	27	**	**	112	148	**	**	**	**	156	122	156	123	155
	49%	46%	63% ac	42%	**	**	46%	72% a	**	**	**	**	49%	47%	49%	48%	48%
1st Class large letter stamps	118	30	11	26	**	**	98	67	**	**	**	**	111	97	111	97	115
	36%	36%	22%	41% b	**	**	41%	33%	**	**	**	**	35%	37%	35%	38%	36%
2nd Class large letter stamps	81	14	13	13	**	**	55	75	**	**	**	**	73	61	73	59	78
	25%	16%	28%	21%	**	**	23%	37% a	**	**	**	**	23%	24%	23%	23%	24%
Franked / metered mail 1st Class	40	22	11	10	**	**	39	24	**	**	**	**	40	40	40	37	40
	12%	27%	22%	15%	**	**	16%	12%	**	**	**	**	13%	15%	13%	14%	12%
Franked / metered mail 2nd Class	37	14	9	9	**	**	28	32	**	**	**	**	37	35	37	28	37
	11%	17%	18%	15%	**	**	12%	16%	**	**	**	**	12%	13%	12%	11%	11%
PPI - PPI 2nd Class	13	5	7	3	**	**	7	10	**	**	**	**	13	10	13	10	13
	4%	6%	15% ac	4%	**	**	3%	5%	**	**	**	**	4%	4%	4%	4%	4%
PPI - PPI 1st Class	11	6	5	3	**	**	10	8	**	**	**	**	9	8	9	8	11
	3%	7%	11%	4%	**	**	4%	4%	**	**	**	**	3%	3%	3%	3%	3%
Bulk Mail	3	2	*	3	**	**	2	*	**	**	**	**	3	3	3	3	3
	1%	3%	*%	5%	**	**	1%	*%	**	**	**	**	1%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	7	-	-	5	**	**	-	2	**	**	**	**	7	5	7	5	7
	2%	-%	-%	8% ab	**	**	-%	1%	**	**	**	**	2%	2%	2%	2%	2%
Don't Know (DO NOT READ OUT)	1	-	-	-	**	**	-	1	**	**	**	**	1	-	1	-	1
	*%	-%	-%	-%	**	**	-%	*%	**	**	**	**	*%	-%	*%	-%	*%
Refused (DO NOT READ OUT)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	387	210	371	98	331	13	50	337	43	3	8	43	44	275	67
Weighted total	329	163	311	62	266	11	54	275	39	*	5	39	34	241	53
Standard Stamped Mail 1st Class	206	106	196	43	172	**	**	182	**	**	**	**	**	162	28
	63%	65%	63%	70%	64%	**	**	66% a	**	**	**	**	**	67% ac	53%
Standard Stamped Mail 2nd Class	162	89	152	26	136	**	**	153	**	**	**	**	**	125	24
	49%	55% c	49%	42%	51%	**	**	55% a	**	**	**	**	**	52%	44%
1st Class large letter stamps	118	66	109	25	95	**	**	100	**	**	**	**	**	91	18
	36%	40%	35%	41%	36%	**	**	36%	**	**	**	**	**	38%	33%
2nd Class large letter stamps	81	45	71	11	68	**	**	71	**	**	**	**	**	55	13
	25%	27%	23%	18%	25%	**	**	26%	**	**	**	**	**	23%	24%
Franked / metered mail 1st Class	40	23	38	13	35	**	**	28	**	**	**	**	**	19	13
	12%	14%	12%	22% b	13%	**	b	10%	**	**	**	**	b	8%	24% b
Franked / metered mail 2nd Class	37	15	37	10	32	**	**	29	**	**	**	**	**	21	13
	11%	9%	12%	16%	12%	**	**	11%	**	**	**	**	**	9%	25% ab
PPI - PPI 2nd Class	13	5	13	2	7	**	**	2	**	**	**	**	**	2	4
	4%	3%	4%	4%	3%	**	b	1%	**	**	**	**	b	1%	8% b
PPI - PPI 1st Class	11	5	9	*	8	**	**	6	**	**	**	**	**	3	4
	3%	3%	3%	*%	3%	**	b	2%	**	**	**	**	b	1%	8% b
Bulk Mail	3	3	3	3	3	**	**	1	**	**	**	**	**	*	2
	1%	2%	1%	5% b	1%	**	b	*%	**	**	**	**	b	*%	4% b
None of these (DO NOT READ OUT)	7	7	7	3	5	**	**	5	**	**	**	**	**	7	-
	2%	4%	2%	4%	2%	**	**	2%	**	**	**	**	**	3%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	**	**	1	**	**	**	**	**	1	-
	*%	-%	*%	-%	*%	**	**	*%	**	**	**	**	**	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	**	**	-	**	**	**	**	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	**	**	**	**	**	-%	-%

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	387	31	12	341	219	168	366	49	139	70	108	48	199	127
Weighted total	329	40	14	275	188	141	304	23	106	50	86	38	170	100
Standard Stamped Mail 1st Class	206	**	**	180	115	91	190	**	62	22	60	**	126	47
	63%	**	**	66%	61%	65%	62% d	**	59%	45%	69% bd	**	74% bd	47%
Standard Stamped Mail 2nd Class	162	**	**	147	87	76	155	**	44	15	37	**	74	69
	49%	**	**	53% a	46%	54%	51% bd	**	42%	31%	43%	**	44%	69% ac
1st Class large letter stamps	118	**	**	101	73	46	109	**	40	11	38	**	76	22
	36%	**	**	37%	39%	32%	36% d	**	38% d	23%	45% bd	**	45% bd	22%
2nd Class large letter stamps	81	**	**	73	47	34	79	**	17	6	10	**	35	31
	25%	**	**	27%	25%	24%	26% bcd	**	16%	12%	12%	**	21% a	32% ac
Franked / metered mail 1st Class	40	**	**	28	25	15	39	**	23	15	19	**	25	14
	12%	**	**	10%	13%	11%	13%	**	22% a	31% a	22%	**	15%	14%
Franked / metered mail 2nd Class	37	**	**	29	28	9	33	**	15	10	11	**	14	15
	11%	**	**	11%	15% b	6%	11%	**	14%	21% a	12%	**	8%	15%
PPI - PPI 2nd Class	13	**	**	5	6	7	13	**	8	5	3	**	5	8
	4%	**	**	2%	3%	5%	4%	**	7%	10%	3%	**	3%	8% c
		c							ab			acd		
PPI - PPI 1st Class	11	**	**	6	6	5	11	**	6	6	4	**	6	5
	3%	**	**	2%	3%	3%	4%	**	6%	12% ab	4%	**	4%	5%
		c										ac		
Bulk Mail	3	**	**	3	3	*	3	**	3	1	3	**	3	*
	1%	**	**	1%	2%	*%	1%	**	3%	2%	4% d	**	2%	*%
None of these (DO NOT READ OUT)	7	**	**	5	-	7	7	**	5	5	3	**	5	-
	2%	**	**	2%	-%	5% a	2%	**	5%	10% ab	3%	**	3% d	-%
Don't Know (DO NOT READ OUT)	1	**	**	-	1	-	1	**	-	-	-	**	-	1
	*%	**	**	-%	*%	-%	*%	**	-%	-%	-%	**	-%	1%
		c												
Refused (DO NOT READ OUT)	-	**	**	-	-	-	-	**	-	-	-	**	-	-
	-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%

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

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	a	b	*c	d	
Unweighted total	387	85	172	29	87
Weighted total	329	65	123	23	103
Standard Stamped Mail					
1st Class	206	41	76	**	66
	63%	63%	62%	**	64%
Standard Stamped Mail					
2nd Class	162	33	66	**	44
	49%	50%	54%	**	43%
1st Class large letter stamps	118	25	40	**	39
	36%	38%	33%	**	38%
2nd Class large letter stamps	81	21	31	**	16
	25%	32%	25%	**	16%
Franked / metered mail					
1st Class	40	4	19	**	11
	12%	7%	15%	**	11%
Franked / metered mail					
2nd Class	37	4	16	**	9
	11%	6%	13%	**	9%
PPI - PPI 2nd Class	13	7	6	**	*
	4%	10%	5%	**	*%
PPI - PPI 1st Class	11	2	6	**	2
	3%	4%	5%	**	2%
Bulk Mail	3	-	*	**	3
	1%	-%	*%	**	3%
None of these (DO NOT READ OUT)	7	-	-	**	5
	2%	-%	-%	**	5%
Don't Know (DO NOT READ OUT)	1	-	1	**	-
	*%	-%	1%	**	-%
Refused (DO NOT READ OUT)	-	-	-	**	-
	-%	-%	-%	**	-%

Columns Tested: a,b,c,d

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	a	b	*c	*d	*e
219	111	75	20	13	108	52	41	14	6	23
206	197	6	2	1	9	76	48	15	5	7
40	38	1	**	**	2	14	**	**	**	**
20%	19%	22%	**	**	24%	18%	**	**	**	**
24	22	1	**	**	2	8	**	**	**	**
12%	11%	17%	**	**	20%	11%	**	**	**	**
60	58	1	**	**	2	20	**	**	**	**
29%	29%	18%	**	**	21%	27%	**	**	**	**
63	60	2	**	**	3	27	**	**	**	**
31%	31%	37%	**	**	29%	35%	**	**	**	**
19	19	*	**	**	1	7	**	**	**	**
9%	10%	6%	**	**	6%	9%	**	**	**	**
187	178	6	**	**	9	70	**	**	**	**
53.90	54.12	53.60	**	**	49.47	57.35	**	**	**	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	*m
Unweighted total	219	6	13	14	11	22	26	20	13	9	134	32	30	23
Weighted total	206	11	17	11	16	26	28	29	22	12	171	14	12	9
0-24%	40	**	**	**	**	**	**	**	**	**	34	**	**	**
	20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
25-49%	24	**	**	**	**	**	**	**	**	**	13	**	**	**
	12%	**	**	**	**	**	**	**	**	**	8%	**	**	**
												j	j	
50-74%	60	**	**	**	**	**	**	**	**	**	54	**	**	**
	29%	**	**	**	**	**	**	**	**	**	32%	**	**	**
											kl			
75-100%	63	**	**	**	**	**	**	**	**	**	51	**	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**	**
													k	
Don't know	19	**	**	**	**	**	**	**	**	**	18	**	**	**
	9%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Answered	187	**	**	**	**	**	**	**	**	**	152	**	**	**
Mean	53.90	**	**	**	**	**	**	**	**	**	54.18	**	**	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	*m
Unweighted total	219	15	8	14	8	17	23	18	13	14	130	33	32	24
Weighted total	206	28	9	11	7	17	24	28	21	21	166	16	12	12
0-24%	40	**	**	**	**	**	**	**	**	**	34	**	**	**
	20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
25-49%	24	**	**	**	**	**	**	**	**	**	13	**	**	**
	12%	**	**	**	**	**	**	**	**	**	8%	**	**	**
											j	j		
50-74%	60	**	**	**	**	**	**	**	**	**	54	**	**	**
	29%	**	**	**	**	**	**	**	**	**	33%	**	**	**
											kl			
75-100%	63	**	**	**	**	**	**	**	**	**	49	**	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Don't know	19	**	**	**	**	**	**	**	**	**	16	**	**	**
	9%	**	**	**	**	**	**	**	**	**	10%	**	**	**
Answered	187	**	**	**	**	**	**	**	**	**	150	**	**	**
Mean	53.90	**	**	**	**	**	**	**	**	**	53.67	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 36 (continuation)

Page 572

Standard Stamped Mail 1st Class (WRITE IN: (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

20%

25-49%

24

12%

50-74%

60

29%

75-100%

63

31%

Don't know

19

9%

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
219	a 4	b 25	c 5	d 36	e 43	f 10	g 15	h 81	a 138	b 81	a 177	b 42	a 205	b 14
206	3	23	1	40	45	9	17	67	132	74	185	21	182	24
40	**	**	**	**	**	**	**	13	24	16	35	**	38	**
20%	**	**	**	**	**	**	**	20%	18%	22%	19%	**	21%	**
25-49%	24	**	**	**	**	**	**	8	10	14	22	**	21	**
12%	**	**	**	**	**	**	**	12%	7%	19%	12%	**	11%	**
50-74%	60	**	**	**	**	**	**	16	44	15	54	**	52	**
29%	**	**	**	**	**	**	**	24%	33%	21%	29%	**	29%	**
75-100%	63	**	**	**	**	**	**	25	44	19	57	**	52	**
31%	**	**	**	**	**	**	**	37%	33%	26%	31%	**	28%	**
Don't know	19	**	**	**	**	**	**	5	10	9	17	**	19	**
9%	**	**	**	**	**	**	**	7%	8%	12%	9%	**	11%	**
Answered	187	**	**	**	**	**	**	63	122	65	168	**	163	**
Mean	53.90	**	**	**	**	**	**	55.37	55.55	50.79	53.81	**	52.58	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	219	133	39	46	183	34	2	-	-	-	-	-	217	2	70	113	36
Weighted total	206	130	39	35	193	13	*	-	-	-	-	-	206	*	101	92	13
0-24%	40	22	**	**	37	**	**	**	**	**	**	**	40	**	8	28	**
	20%	17%	**	**	19%	**	**	**	**	**	**	**	20%	**	8%	31%	**
															a	a	a
25-49%	24	17	**	**	22	**	**	**	**	**	**	**	24	**	14	7	**
	12%	13%	**	**	11%	**	**	**	**	**	**	**	12%	**	14%	8%	**
50-74%	60	34	**	**	57	**	**	**	**	**	**	**	59	**	25	33	**
	29%	26%	**	**	30%	**	**	**	**	**	**	**	29%	**	24%	35%	**
															c	c	c
75-100%	63	46	**	**	58	**	**	**	**	**	**	**	63	**	47	11	**
	31%	35%	**	**	30%	**	**	**	**	**	**	**	31%	**	46%	12%	**
															b	b	b
Don't know	19	12	**	**	19	**	**	**	**	**	**	**	19	**	7	12	**
	9%	9%	**	**	10%	**	**	**	**	**	**	**	9%	**	7%	13%	**
															c	c	c
Answered	187	118	**	**	174	**	**	**	**	**	**	**	187	**	94	80	**
Mean	53.90	56.86	**	**	53.82	**	**	**	**	**	**	**	53.89	**	64.53	41.18	**
															b	b	b

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

Standard Stamped Mail 1st Class (WRITE IN:): (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
219	208	128	219	68	64	150	198	14	3	2	2	-	-	66	1	-	1	-	-	-	-
206	195	95	206	71	43	131	199	5	2	*	*	-	-	71	*	-	*	-	-	-	-
0-24%	40	38	26	40	21	10	37	**	**	**	**	**	**	21	**	**	**	**	**	**	**
20%	20%	27%	20%	30%	23%	21%	19%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
25-49%	24	23	16	24	5	5	23	**	**	**	**	**	**	5	**	**	**	**	**	**	**
12%	12%	17%	12%	7%	10%	12%	11%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
		d																			
50-74%	60	55	24	60	27	12	59	**	**	**	**	**	**	27	**	**	**	**	**	**	**
29%	28%	25%	29%	38%	27%	35%	30%	**	**	**	**	**	**	38%	**	**	**	**	**	**	**
75-100%	63	62	17	63	12	12	60	**	**	**	**	**	**	12	**	**	**	**	**	**	**
31%	32%	18%	31%	17%	27%	25%	30%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
	bd		bd																		
Don't know	19	17	12	19	6	6	19	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	9%	9%	13%	9%	8%	13%	10%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
Answered	187	178	83	187	65	38	179	**	**	**	**	**	**	65	**	**	**	**	**	**	**
Mean	53.90	54.58	42.00	53.90	42.92	50.88	53.94	**	**	**	**	**	**	42.89	**	**	**	**	**	**	**
	bd		bd			b															

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

Standard Stamped Mail 1st Class (WRITE IN:): (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	*d	*e	a	*b	*c	*d	*e	a	*b	*c	a	*b
Significance Level: 95%	219	78	71	41	28	30	17	13	7	1	37	4	27	212	7
Unweighted total	206	94	65	30	16	37	17	12	3	1	43	7	21	200	7
Weighted total															
0-24%	40	20	11	**	**	**	**	**	**	**	**	**	**	40	**
	20%	21%	17%	**	**	**	**	**	**	**	**	**	**	20%	**
25-49%	24	12	4	**	**	**	**	**	**	**	**	**	**	24	**
	12%	13%	7%	**	**	**	**	**	**	**	**	**	**	12%	**
50-74%	60	20	24	**	**	**	**	**	**	**	**	**	**	55	**
	29%	21%	37%	**	**	**	**	**	**	**	**	**	**	28%	**
		a	a												
75-100%	63	37	17	**	**	**	**	**	**	**	**	**	**	63	**
	31%	40%	26%	**	**	**	**	**	**	**	**	**	**	32%	**
		c													
Don't know	19	4	9	**	**	**	**	**	**	**	**	**	**	17	**
	9%	5%	14%	**	**	**	**	**	**	**	**	**	**	9%	**
Answered	187	90	56	**	**	**	**	**	**	**	**	**	**	182	**
Mean	53.90	56.57	55.08	**	**	**	**	**	**	**	**	**	**	53.79	**
		c													

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

Ofcom; Business Postal Tracker April 2018

Table 36 (continuation)

Page 576

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	219	-	53	15	215	4	53	15	74	193	30	-
Weighted total	206	-	61	10	204	3	59	12	68	177	23	-
0-24%	40	**	16	**	40	**	18	**	14	36	**	**
	20%	**	26%	**	20%	**	31%	**	21% c	20% c	**	**
25-49%	24	**	5	**	24	**	5	**	10	18	**	**
	12%	**	8%	**	12%	**	8%	**	14%	10%	**	**
50-74%	60	**	25	**	59	**	20	**	20	51	**	**
	29%	**	41%	**	29%	**	34%	**	29%	28%	**	**
75-100%	63	**	12	**	63	**	12	**	15	58	**	**
	31%	**	20%	**	31%	**	21%	**	23%	32%	**	**
Don't know	19	**	4	**	17	**	4	**	9	15	**	**
	9%	**	6%	**	8%	**	6%	**	13%	8%	**	**
Answered	187	**	57	**	187	**	55	**	59	162	**	**
Mean	53.90	**	45.23	**	53.91	**	43.16	**	48.76	54.86	**	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%	a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	219	55	108	15	49	45	17	-	207	126	60	219	135	1
Weighted total	206	41	77	5	53	50	9	-	195	94	65	206	124	*
0-24%	40	7	24	**	**	**	**	**	38	26	21	40	28	**
	20%	17%	31%	**	**	**	**	**	20%	28%	32% a	20%	23%	**
25-49%	24	10	12	**	**	**	**	**	23	16	5	24	22	**
	12%	24%	15%	**	**	**	**	**	12%	17%	7%	12%	18%	**
50-74%	60	11	21	**	**	**	**	**	55	24	21	60	45	**
	29%	26%	28%	**	**	**	**	**	28%	25%	33%	29%	36%	**
75-100%	63	11	10	**	**	**	**	**	62	17	12	63	16	**
	31%	28% b	13%	**	**	**	**	**	32% bc	18%	19%	31% b	13%	**
Don't know	19	2	10	**	**	**	**	**	17	11	6	19	13	**
	9%	5%	13%	**	**	**	**	**	9%	12%	9%	9%	10%	**
Answered	187	39	67	**	**	**	**	**	178	83	59	187	111	**
Mean	53.90	49.78 b	38.71	**	**	**	**	**	54.58 bc	41.98	42.02	53.90 b	41.47	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	51	27	43	15	9	190	127	4	2	1	1	212	175	214	178	214
Weighted total	52	25	43	6	3	179	115	2	2	*	*	197	161	199	159	198
0-24%	40	14	**	**	**	35	28	**	**	**	**	38	31	38	34	38
	20%	28%	**	**	**	19%	24%	**	**	**	**	19%	19%	19%	21%	19%
25-49%	24	3	**	**	**	20	18	**	**	**	**	24	16	24	18	24
	12%	6%	**	**	**	11%	15%	**	**	**	**	12%	10%	12%	11%	12%
50-74%	60	22	**	**	**	53	44	**	**	**	**	60	49	60	50	58
	29%	43%	**	**	**	29%	38%	**	**	**	**	30%	31%	30%	31%	30%
75-100%	63	7	**	**	**	57	13	**	**	**	**	60	54	62	47	61
	31%	13%	**	**	**	32%	11%	**	**	**	**	31%	33%	31%	29%	31%
Don't know	19	6	**	**	**	b										
	9%	11%	**	**	**	15	13	**	**	**	**	15	10	15	10	17
Answered	187	46	**	**	**	8%	11%	**	**	**	**	7%	6%	7%	6%	8%
Mean	53.90	41.98	**	**	**	164	102	**	**	**	**	182	151	184	149	181
						54.89	40.61	**	**	**	**	53.64	55.39	54.16	51.89	53.91
						b										

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	219	126	211	54	-	192	22	197	21	2	3	23	18	172	29
Weighted total	206	106	196	43	-	172	24	182	18	*	*	20	17	162	28
0-24%	40	23	37	6	**	32	**	32	**	**	**	**	**	33	**
	20%	22%	19%	15%	**	19%	**	18%	**	**	**	**	**	21%	**
25-49%	24	13	24	4	**	20	**	22	**	**	**	**	**	12	**
	12%	12%	12%	9%	**	12%	**	12%	**	**	**	**	**	8%	**
50-74%	60	35	60	16	**	51	**	55	**	**	**	**	**	49	**
	29%	33%	30%	37%	**	30%	**	30%	**	**	**	**	**	30%	**
75-100%	63	28	62	9	**	53	**	55	**	**	**	**	**	51	**
	31%	26%	32%	20%	**	31%	**	30%	**	**	**	**	**	32%	**
Don't know	19	8	13	8	**	15	**	17	**	**	**	**	**	16	**
	9%	7%	6%	18%	**	9%	**	9%	**	**	**	**	**	10%	**
			ab												
Answered	187	99	183	35	**	157	**	165	**	**	**	**	**	145	**
Mean	53.90	49.36	54.27	52.13	**	53.51	**	54.21	**	**	**	**	**	54.26	**

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	*d	a	*b	c	d
Unweighted total	17	7	194	124	95	206	23	62	27	54	14	129	51
Weighted total	20	6	180	115	91	190	13	62	22	60	14	126	47
0-24%	**	**	31	20	21	40	**	19	**	18	**	17	10
	20%	**	17%	17%	23%	21%	**	30%	**	31%	**	14%	22%
25-49%	**	**	19	16	8	24	**	5	**	5	**	15	7
	12%	**	11%	14%	9%	12%	**	8%	**	8%	**	12%	16%
50-74%	**	**	57	40	20	55	**	23	**	23	**	39	23
	29%	**	31%	34%	22%	29%	**	37%	**	38%	**	31%	48%
			b	b						c		c	c
75-100%	**	**	60	32	31	52	**	12	**	11	**	40	*
	31%	**	33%	28%	34%	27%	**	20%	**	19%	**	32%	1%
				d						d		d	
Don't know	**	**	14	8	12	19	**	4	**	3	**	14	6
	9%	**	8%	7%	13%	10%	**	6%	**	5%	**	11%	13%
Answered	**	**	167	107	80	171	**	58	**	57	**	112	41
Mean	**	**	55.84	53.99	53.77	51.52	**	43.46	**	42.87	**	56.56	36.34
										ad		ad	

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

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
219	41	98	18	55	219
206	41	76	14	66	206
40	**	19	**	7	40
20%	**	25%	**	11%	20%
	d	d			
24	**	8	**	8	24
12%	**	11%	**	12%	12%
60	**	21	**	24	60
29%	**	28%	**	36%	29%
63	**	19	**	23	63
31%	**	24%	**	34%	31%
19	**	9	**	5	19
9%	**	12%	**	7%	9%
	a				
187	**	67	**	61	187
53.90	**	49.58	**	58.19	53.90

Columns Tested: a,b,c,d

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	a	b	*c	*d	*e
171	85	54	22	10	86	36	32	10	3	22
162	155	4	2	1	7	53	42	14	3	4
0-24%	32	30	1	**	**	2	**	**	**	**
20%	20%	17%	**	**	24%	**	**	**	**	**
25-49%	34	31	1	**	**	3	**	**	**	**
21%	20%	35%	**	**	36%	**	**	**	**	**
	a									
50-74%	41	40	1	**	**	1	**	**	**	**
25%	26%	15%	**	**	14%	**	**	**	**	**
75-100%	42	41	1	**	**	1	**	**	**	**
26%	26%	24%	**	**	17%	**	**	**	**	**
Don't know	14	13	*	**	**	1	**	**	**	**
9%	9%	9%	**	**	9%	**	**	**	**	**
Answered	148	142	4	**	**	7	**	**	**	**
Mean	48.60	48.98	46.53	**	**	40.41	**	**	**	**

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
171	3	11	12	10	17	25	15	9	4	106	23	21	21
162	5	14	9	16	21	32	23	16	3	138	10	8	6
32	**	**	**	**	**	**	**	**	**	25	**	**	**
20%	**	**	**	**	**	**	**	**	**	18%	**	**	**
34	**	**	**	**	**	**	**	**	**	29	**	**	**
21%	**	**	**	**	**	**	**	**	**	21%	**	**	**
41	**	**	**	**	**	**	**	**	**	37	**	**	**
25%	**	**	**	**	**	**	**	**	**	27%	**	**	**
42	**	**	**	**	**	**	**	**	**	35	**	**	**
26%	**	**	**	**	**	**	**	**	**	25%	**	**	**
14	**	**	**	**	**	**	**	**	**	12	**	**	**
9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
148	**	**	**	**	**	**	**	**	**	126	**	**	**
48.60	**	**	**	**	**	**	**	**	**	49.05	**	**	**

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
171	12	7	13	6	13	21	15	8	10	105	23	21	22
162	24	6	9	7	14	25	24	13	14	136	10	8	8
32	**	**	**	**	**	**	**	**	**	25	**	**	**
20%	**	**	**	**	**	**	**	**	**	19%	**	**	**
34	**	**	**	**	**	**	**	**	**	29	**	**	**
21%	**	**	**	**	**	**	**	**	**	21%	**	**	**
41	**	**	**	**	**	**	**	**	**	37	**	**	**
25%	**	**	**	**	**	**	**	**	**	27%	**	**	**
42	**	**	**	**	**	**	**	**	**	35	**	**	**
26%	**	**	**	**	**	**	**	**	**	26%	**	**	**
14	**	**	**	**	**	**	**	**	**	10	**	**	**
9%	**	**	**	**	**	**	**	**	**	7%	**	**	**
148	**	**	**	**	**	**	**	**	**	126	**	**	**
48.60	**	**	**	**	**	**	**	**	**	49.05	**	**	**

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
171	*a 3	*b 16	*c 6	*d 24	e 33	*f 6	*g 11	h 72	a 106	b 65	a 147	*b 24	a 162	*b 9
162	2	10	3	24	38	7	12	65	105	57	153	10	145	17
32	**	**	**	**	**	**	**	14	27	5	30	**	30	**
20%	**	**	**	**	**	**	**	21%	25%	9%	20%	**	20%	**
								b						
25-49%	34	**	**	**	**	**	**	9	23	11	33	**	26	**
21%	**	**	**	**	**	**	**	14%	22%	19%	22%	**	18%	**
50-74%	41	**	**	**	**	**	**	18	22	19	36	**	36	**
25%	**	**	**	**	**	**	**	28%	21%	33%	24%	**	25%	**
75-100%	42	**	**	**	**	**	**	22	28	14	42	**	40	**
26%	**	**	**	**	**	**	**	35%	27%	24%	27%	**	27%	**
Don't know	14	**	**	**	**	**	**	1	6	8	11	**	14	**
9%	**	**	**	**	**	**	**	2%	6%	14%	7%	**	10%	**
Answered	148	**	**	**	**	**	**	64	99	49	141	**	131	**
Mean	48.60	**	**	**	**	**	**	53.51	46.29	53.23	49.07	**	49.84	**

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	a	b	*c
Unweighted total	171	108	33	30	147	22	2	-	-	-	-	-	169	2	49	98	24
Weighted total	162	112	31	20	157	5	*	-	-	-	-	-	162	*	74	83	5
0-24%	32	20	**	**	29	**	**	**	**	**	**	**	32	**	**	10	**
	20%	16%	**	**	19%	**	**	**	**	**	**	**	20%	**	**	12%	**
25-49%	34	23	**	**	33	**	**	**	**	**	**	**	34	**	**	18	**
	21%	21%	**	**	21%	**	**	**	**	**	**	**	21%	**	**	22%	**
50-74%	41	31	**	**	41	**	**	**	**	**	**	**	41	**	**	18	**
	25%	27%	**	**	26%	**	**	**	**	**	**	**	25%	**	**	22%	**
75-100%	42	30	**	**	41	**	**	**	**	**	**	**	42	**	**	29	**
	26%	26%	**	**	26%	**	**	**	**	**	**	**	26%	**	**	34%	**
Don't know	14	9	**	**	14	**	**	**	**	**	**	**	14	**	**	8	**
	9%	8%	**	**	9%	**	**	**	**	**	**	**	9%	**	**	10%	**
Answered	148	103	**	**	144	**	**	**	**	**	**	**	148	**	**	75	**
Mean	48.60	49.89	**	**	49.04	**	**	**	**	**	**	**	48.65	**	**	54.64	**
																a	

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

Ofcom; Business Postal Tracker April 2018

Table 37 (continuation)

Page 587

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
171	165	99	171	55	49	130	160	6	1	2	2	-	-	54	1	-	-	-	-	-	-
162	157	72	162	53	32	112	159	1	*	2	*	-	-	53	*	-	-	-	-	-	-
32	32	17	32	11	**	17	32	**	**	**	**	**	**	11	**	**	**	**	**	**	**
20%	20%	24%	20%	21%	**	15%	20%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
34	33	21	34	9	**	23	34	**	**	**	**	**	**	9	**	**	**	**	**	**	**
21%	21%	30%	21%	16%	**	21%	21%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**
41	36	19	41	18	**	29	41	**	**	**	**	**	**	18	**	**	**	**	**	**	**
25%	23%	26%	25%	34%	**	26%	26%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
42	42	6	42	12	**	32	39	**	**	**	**	**	**	12	**	**	**	**	**	**	**
26%	27%	9%	26%	22%	**	28%	25%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
b	b	b	b	b	b	b															
14	14	8	14	4	**	11	14	**	**	**	**	**	**	4	**	**	**	**	**	**	**
9%	9%	11%	9%	7%	**	10%	9%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
148	143	64	148	49	**	101	145	**	**	**	**	**	**	49	**	**	**	**	**	**	**
48.60	48.61	36.39	48.60	45.99	**	51.27	47.77	**	**	**	**	**	**	46.03	**	**	**	**	**	**	**
b	b	b	b	b	b	b															

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	171	54	50	43	23	1	20	15	14	5	1	34	3	18	4
Weighted total	162	68	46	35	11	2	24	13	15	1	1	39	5	9	4
0-24%	32	17	**	**	**	**	**	**	**	**	**	**	**	32	**
	20%	24%	**	**	**	**	**	**	**	**	**	**	**	20%	**
		b	b												
25-49%	34	12	**	**	**	**	**	**	**	**	**	**	**	32	**
	21%	17%	**	**	**	**	**	**	**	**	**	**	**	20%	**
		ac													
50-74%	41	22	**	**	**	**	**	**	**	**	**	**	**	39	**
	25%	31%	**	**	**	**	**	**	**	**	**	**	**	24%	**
75-100%	42	16	**	**	**	**	**	**	**	**	**	**	**	42	**
	26%	23%	**	**	**	**	**	**	**	**	**	**	**	26%	**
Don't know	14	3	**	**	**	**	**	**	**	**	**	**	**	14	**
	9%	5%	**	**	**	**	**	**	**	**	**	**	**	9%	**
Answered	148	65	**	**	**	**	**	**	**	**	**	**	**	144	**
Mean	48.60	47.93	**	**	**	**	**	**	**	**	**	**	**	48.94	**

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

Ofcom; Business Postal Tracker April 2018

Table 37 (continuation)

Page 589

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	171	170	43	12	170	1	42	13	52	160	16	-
Weighted total	162	162	45	8	162	*	43	10	53	149	12	-
0-24%	32	32	**	**	32	**	**	**	14	30	**	**
	20%	20%	**	**	20%	**	**	**	27%	20%	**	**
25-49%	34	34	**	**	34	**	**	**	19	29	**	**
	21%	21%	**	**	21%	**	**	**	36%	20%	**	**
									b			
50-74%	41	41	**	**	41	**	**	**	6	34	**	**
	25%	25%	**	**	25%	**	**	**	11%	23%	**	**
75-100%	42	42	**	**	42	**	**	**	7	42	**	**
	26%	26%	**	**	26%	**	**	**	13%	28%	**	**
									a			
Don't know	14	14	**	**	14	**	**	**	7	14	**	**
	9%	9%	**	**	9%	**	**	**	13%	9%	**	**
Answered	148	148	**	**	148	**	**	**	46	135	**	**
Mean	48.60	48.59	**	**	48.62	**	**	**	35.66	49.75	**	**
									a			

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	171	38	91	10	-	33	42	11	-	165	97	44	139	171	2
Weighted total	162	28	62	2	-	28	44	4	-	157	71	42	129	162	*
0-24%	32	**	15	**	**	**	**	**	**	32	17	**	28	32	**
	20%	**	24%	**	**	**	**	**	**	20%	24%	**	22%	20%	**
25-49%	34	**	19	**	**	**	**	**	**	33	21	**	34	34	**
	21%	**	30%	**	**	**	**	**	**	21%	30%	**	26%	21%	**
										c					
50-74%	41	**	16	**	**	**	**	**	**	36	19	**	33	41	**
	25%	**	26%	**	**	**	**	**	**	23%	27%	**	26%	25%	**
75-100%	42	**	6	**	**	**	**	**	**	42	6	**	21	42	**
	26%	**	10%	**	**	**	**	**	**	27%	9%	**	17%	26%	**
			a							b			a		
Don't know	14	**	6	**	**	**	**	**	**	14	7	**	13	14	**
	9%	**	9%	**	**	**	**	**	**	9%	10%	**	10%	9%	**
Answered	148	**	56	**	**	**	**	**	**	143	64	**	116	148	**
Mean	48.60	**	37.22	**	**	**	**	**	**	48.61	36.41	**	41.04	48.60	**
										b			a		

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	171	41	33	32	10	120	159	4	-	1	-	167	138	167	140	168
Weighted total	162	39	30	27	2	112	148	2	-	*	-	156	122	156	123	155
0-24%	32	**	**	**	**	27	23	**	**	**	**	30	23	30	19	29
	20%	**	**	**	**	24%	15%	**	**	**	**	19%	19%	19%	16%	19%
25-49%	34	**	**	**	**	27	32	**	**	**	**	34	28	34	28	34
	21%	**	**	**	**	24%	21%	**	**	**	**	22%	23%	22%	23%	22%
50-74%	41	**	**	**	**	26	38	**	**	**	**	41	33	41	32	41
	25%	**	**	**	**	23%	26%	**	**	**	**	26%	27%	26%	26%	26%
			C													
75-100%	42	**	**	**	**	21	42	**	**	**	**	40	30	40	35	40
	26%	**	**	**	**	19%	28%	**	**	**	**	26%	25%	26%	29%	26%
Don't know	14	**	**	**	**	11	14	**	**	**	**	11	8	11	8	11
	9%	**	**	**	**	10%	9%	**	**	**	**	7%	7%	7%	7%	7%
Answered	148	**	**	**	**	101	134	**	**	**	**	144	114	144	115	144
Mean	48.60	**	**	**	**	41.41	51.62	**	**	**	**	48.33	48.68	48.33	51.22	48.70
						a										

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

Ofcom; Business Postal Tracker April 2018

Table 37 (continuation)

Page 592

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	171	102	163	40	146	6	13	158	14	2	3	16	11	129	30
Weighted total	162	89	152	26	136	3	10	153	17	*	*	17	14	125	24
0-24%	32	19	30	**	28	**	**	28	**	**	**	**	**	20	**
	20%	22%	20%	**	20%	**	**	18%	**	**	**	**	**	16%	**
25-49%	34	20	34	**	28	**	**	33	**	**	**	**	**	20	**
	21%	23%	22%	**	21%	**	**	21%	**	**	**	**	**	16%	**
														b	
50-74%	41	24	41	**	38	**	**	39	**	**	**	**	**	36	**
	25%	27%	27%	**	28%	**	**	25%	**	**	**	**	**	29%	**
75-100%	42	20	39	**	30	**	**	40	**	**	**	**	**	38	**
	26%	23%	26%	**	22%	**	**	26%	**	**	**	**	**	30%	**
			c												
Don't know	14	5	9	**	12	**	**	14	**	**	**	**	**	11	**
	9%	6%	6%	**	9%	**	**	9%	**	**	**	**	**	9%	**
			ab												
Answered	148	84	143	**	124	**	**	139	**	**	**	**	**	114	**
Mean	48.60	45.97	48.14	**	47.09	**	**	49.31	**	**	**	**	**	53.57	**
			c												

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	*d	a	*b	c	d
Unweighted total	171	10	156	97	74	164	17	49	22	33	22	73	73
Weighted total	162	13	147	87	76	155	7	44	15	37	21	74	69
0-24%	32	**	30	15	17	32	**	**	**	**	**	20	*
	20%	**	20%	17%	22%	21%	**	**	**	**	**	27% d	1%
25-49%	34	**	30	22	11	31	**	**	**	**	**	24	12
	21%	**	21%	26%	15%	20%	**	**	**	**	**	32% d	17%
50-74%	41	**	41	21	20	38	**	**	**	**	**	18	24
	25%	**	28%	24%	26%	25%	**	**	**	**	**	25%	35%
75-100%	42	**	35	25	17	40	**	**	**	**	**	4	25
	26%	**	24%	29%	22%	26%	**	**	**	**	**	6%	37% ac
Don't know	14	**	10	3	11	14	**	**	**	**	**	8	7
	9%	**	7%	4%	14% a	9%	**	**	**	**	**	10%	11%
Answered	148	**	136	83	65	141	**	**	**	**	**	66	61
Mean	48.60	**	48.15	49.40	47.58	48.39	**	**	**	**	**	33.17	62.77 ac

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

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
171	34	84	11	35	171
162	33	66	12	44	162
0-24%	32	**	11	**	32
20%	**	17%	**	**	20%
25-49%	34	**	15	**	34
21%	**	23%	**	**	21%
50-74%	41	**	17	**	41
25%	**	26%	**	**	25%
75-100%	42	**	20	**	42
26%	**	30%	**	**	26%
Don't know	14	**	3	**	14
9%	**	4%	**	**	9%
				a	
Answered	148	**	64	**	148
Mean	48.60	**	51.94	**	48.60

Columns Tested: a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	b	*c	*d	e	a	*b	*c	*d	*e
Unweighted total	136	64	44	18	10	72	34	26	7	3
Weighted total	118	112	4	2	1	6	52	32	7	3
0-24%	51	47	**	**	**	4	**	**	**	**
	43%	42%	**	**	**	56%	**	**	**	**
25-49%	24	22	**	**	**	2	**	**	**	**
	20%	19%	**	**	**	33%	**	**	**	**
50-74%	11	11	**	**	**	*	**	**	**	**
	10%	10%	**	**	**	6%	**	**	**	**
75-100%	20	20	**	**	**	*	**	**	**	**
	17%	18%	**	**	**	1%	**	**	**	**
	be									
Don't know	12	12	**	**	**	*	**	**	**	**
	11%	11%	**	**	**	4%	**	**	**	**
Answered	106	100	**	**	**	6	**	**	**	**
Mean	34.12	34.92	**	**	**	21.07	**	**	**	**
	be									

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
136	4	11	12	5	10	17	14	7	4	84	22	18	12
118	8	14	9	7	3	19	21	11	5	97	10	6	6
51	**	**	**	**	**	**	**	**	**	44	**	**	**
43%	**	**	**	**	**	**	**	**	**	46%	**	**	**
24	**	**	**	**	**	**	**	**	**	16	**	**	**
20%	**	**	**	**	**	**	**	**	**	17%	**	**	**
11	**	**	**	**	**	**	**	**	**	5	**	**	**
10%	**	**	**	**	**	**	**	**	**	5%	**	**	**
20	**	**	**	**	**	**	**	**	**	19	**	**	**
17%	**	**	**	**	**	**	**	**	**	20%	**	**	**
12	**	**	**	**	**	**	**	**	**	12	**	**	**
11%	**	**	**	**	**	**	**	**	**	12%	**	**	**
106	**	**	**	**	**	**	**	**	**	85	**	**	**
34.12	**	**	**	**	**	**	**	**	**	34.71	**	**	**

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
136	8	7	12	4	7	16	13	8	8	83	22	19	12
118	15	8	9	3	1	20	19	13	9	97	10	6	6
51	**	**	**	**	**	**	**	**	**	44	**	**	**
43%	**	**	**	**	**	**	**	**	**	46%	**	**	**
24	**	**	**	**	**	**	**	**	**	16	**	**	**
20%	**	**	**	**	**	**	**	**	**	17%	**	**	**
11	**	**	**	**	**	**	**	**	**	5	**	**	**
10%	**	**	**	**	**	**	**	**	**	5%	**	**	**
20	**	**	**	**	**	**	**	**	**	19	**	**	**
17%	**	**	**	**	**	**	**	**	**	20%	**	**	**
12	**	**	**	**	**	**	**	**	**	11	**	**	**
11%	**	**	**	**	**	**	**	**	**	12%	**	**	**
106	**	**	**	**	**	**	**	**	**	85	**	**	**
34.12	**	**	**	**	**	**	**	**	**	34.71	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 598

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
136	*a 1	*b 12	*c 4	*d 21	*e 25	*f 6	*g 14	h 53	a 85	b 51	a 111	*b 25	a 132	*b 4
118	*	5	1	22	22	3	21	44	72	46	105	14	112	6
51	**	**	**	**	**	**	**	20	35	16	49	**	48	**
43%	**	**	**	**	**	**	**	45%	48%	34%	47%	**	43%	**
24	**	**	**	**	**	**	**	8	13	10	22	**	21	**
20%	**	**	**	**	**	**	**	19%	19%	22%	21%	**	18%	**
11	**	**	**	**	**	**	**	1	6	5	10	**	11	**
10%	**	**	**	**	**	**	**	2%	8%	12%	10%	**	10%	**
20	**	**	**	**	**	**	**	12	12	8	13	**	20	**
17%	**	**	**	**	**	**	**	28%	17%	17%	13%	**	18%	**
12	**	**	**	**	**	**	**	2	6	7	10	**	12	**
11%	**	**	**	**	**	**	**	5%	8%	15%	9%	**	11%	**
106	**	**	**	**	**	**	**	42	67	39	95	**	100	**
34.12	**	**	**	**	**	**	**	39.54	32.62	36.69	30.64	**	35.17	**

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 599

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	136	72	33	30	108	26	2	-	-	-	-	-	134	2	29	79	28
Weighted total	118	64	27	25	111	7	*	-	-	-	-	-	118	*	47	64	7
0-24%	51	32	**	**	49	**	**	**	**	**	**	**	50	**	**	30	**
	43%	50%	**	**	44%	**	**	**	**	**	**	**	43%	**	**	47%	**
		c	c														
25-49%	24	13	**	**	23	**	**	**	**	**	**	**	24	**	**	8	**
	20%	21%	**	**	21%	**	**	**	**	**	**	**	20%	**	**	12%	**
50-74%	11	2	**	**	9	**	**	**	**	**	**	**	11	**	**	5	**
	10%	3%	**	**	8%	**	**	**	**	**	**	**	10%	**	**	8%	**
			a	a													
75-100%	20	11	**	**	18	**	**	**	**	**	**	**	20	**	**	13	**
	17%	17%	**	**	16%	**	**	**	**	**	**	**	17%	**	**	21%	**
		b		ab													
Don't know	12	6	**	**	12	**	**	**	**	**	**	**	12	**	**	8	**
	11%	9%	**	**	11%	**	**	**	**	**	**	**	11%	**	**	12%	**
Answered	106	58	**	**	99	**	**	**	**	**	**	**	106	**	**	56	**
Mean	34.12	31.31	**	**	33.28	**	**	**	**	**	**	**	34.17	**	**	35.09	**

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 600

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
136	121	108	136	50	49	103	120	10	3	1	2	-	-	49	1	-	-	-	-	-	-
118	99	89	118	41	32	81	114	2	2	*	*	-	-	41	*	-	-	-	-	-	-
51	44	32	51	**	**	35	49	**	**	**	**	**	**	**	**	**	**	**	**	**	**
43%	45%	36%	43%	**	**	43%	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
24	23	20	24	**	**	17	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**
20%	24%	22%	20%	**	**	20%	20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11	10	8	11	**	**	9	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%	11%	9%	10%	**	**	12%	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
20	10	20	20	**	**	12	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
17%	10%	22%	17%	**	**	15%	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	a			aef																	
12	10	10	12	**	**	8	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11%	11%	11%	11%	**	**	10%	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
106	88	80	106	**	**	73	102	**	**	**	**	**	**	**	**	**	**	**	**	**	**
34.12	28.77	39.41	34.12	**	**	33.03	33.57	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	a			ae																	

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	136	33	44	35	23	17	14	13	5	1	29	1	20	132	4
Weighted total	118	42	35	26	15	23	6	8	3	1	25	*	15	116	2
0-24%	51	**	**	**	**	**	**	**	**	**	**	**	**	49	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**	42%	**
	c	c													
25-49%	24	**	**	**	**	**	**	**	**	**	**	**	**	24	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	20%	**
			b												
50-74%	11	**	**	**	**	**	**	**	**	**	**	**	**	11	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**
75-100%	20	**	**	**	**	**	**	**	**	**	**	**	**	20	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	17%	**
Don't know	12	**	**	**	**	**	**	**	**	**	**	**	**	12	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**
Answered	106	**	**	**	**	**	**	**	**	**	**	**	**	103	**
Mean	34.12	**	**	**	**	**	**	**	**	**	**	**	**	34.67	**

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	136	135	42	8	133	3	42	8	49	111	23	-
Weighted total	118	*	38	3	116	2	38	3	45	86	14	-
0-24%	51	51	**	**	49	**	**	**	**	37	**	**
	43%	43%	**	**	42%	**	**	**	**	44%	**	**
25-49%	24	24	**	**	24	**	**	**	**	20	**	**
	20%	20%	**	**	20%	**	**	**	**	24%	**	**
50-74%	11	11	**	**	11	**	**	**	**	10	**	**
	10%	10%	**	**	10%	**	**	**	**	11%	**	**
75-100%	20	20	**	**	20	**	**	**	**	8	**	**
	17%	17%	**	**	17%	**	**	**	**	9%	**	**
Don't know	12	12	**	**	12	**	**	**	**	10	**	**
	11%	11%	**	**	11%	**	**	**	**	12%	**	**
Answered	106	106	**	**	103	**	**	**	**	76	**	**
Mean	34.12	34.12	**	**	34.57	**	**	**	**	28.19	**	**

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

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	136	41	95	15	-	35	36	13	-	120	106	44	136	91	3
Weighted total	118	34	73	6	-	32	29	4	-	99	89	37	118	71	*
0-24%	51	**	26	**	**	**	**	**	**	44	32	**	51	38	**
	43%	**	36%	**	**	**	**	36%	**	45%	36%	**	43%	54%	**
25-49%	24	**	16	**	**	**	**	**	**	23	20	**	24	16	**
	20%	**	22%	**	**	**	**	**	**	24%	22%	**	20%	23%	**
50-74%	11	**	7	**	**	**	**	**	**	10	8	**	11	3	**
	10%	**	10%	**	**	**	**	**	**	10%	9%	**	10%	4%	**
75-100%	20	**	15	**	**	**	**	**	**	10	20	**	20	3	**
	17%	**	21%	**	**	**	**	**	**	10%	23%	**	17%	5%	**
										a	a	b			
Don't know	12	**	8	**	**	**	**	**	**	10	9	**	12	10	**
	11%	**	11%	**	**	**	**	**	**	11%	10%	**	11%	15%	**
Answered	106	**	66	**	**	**	**	**	**	88	80	**	106	61	**
Mean	34.12	**	37.89	**	**	**	**	**	**	28.73	39.43	**	34.12	21.27	**
										a	a	b			

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 604

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	136	40	20	34	13	8	117	2	2	-	-	131	116	132	113	133
Weighted total	118	30	11	26	3	1	98	3	1	-	-	111	97	111	97	115
0-24%	51	**	**	**	**	**	41	33	**	**	**	48	43	48	43	51
	43%	**	**	**	**	**	42%	50%	**	**	**	43%	45%	43%	45%	44%
25-49%	24	**	**	**	**	**	20	15	**	**	**	24	22	24	18	24
	20%	**	**	**	**	**	21%	22%	**	**	**	21%	23%	21%	16%	21%
50-74%	11	**	**	**	**	**	11	3	**	**	**	11	6	11	10	10
	10%	**	**	**	**	**	12%	4%	**	**	**	10%	6%	10%	11%	9%
75-100%	20	**	**	**	**	**	15	6	**	**	**	20	17	20	17	20
	17%	**	**	**	**	**	16%	8%	**	**	**	18%	18%	18%	18%	18%
Don't know	12	**	**	**	**	**	10	10	**	**	**	8	8	8	8	10
	11%	**	**	**	**	**	11%	16%	**	**	**	7%	8%	7%	8%	9%
Answered	106	**	**	**	**	**	88	56	**	**	**	103	89	103	89	105
Mean	34.12	**	**	**	**	**	33.44 b	24.76	**	**	**	34.59	33.02	34.60	34.18	33.96

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 605

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	81	131	41	-	115	6	15	121	14	2	3	15	13	103	20
Weighted total	118	66	109	-	95	5	19	100	11	*	*	11	9	91	18
0-24%	51	31	48	**	38	**	**	45	**	**	**	**	**	41	**
	43%	47%	44%	**	40%	**	**	46%	**	**	**	**	**	44%	**
25-49%	24	14	24	**	21	**	**	21	**	**	**	**	**	15	**
	20%	21%	22%	**	23%	**	**	22%	**	**	**	**	**	17%	**
50-74%	11	9	11	**	9	**	**	9	**	**	**	**	**	8	**
	10%	13%	10%	**	10%	**	**	9%	**	**	**	**	**	8%	**
75-100%	20	7	20	**	16	**	**	13	**	**	**	**	**	18	**
	17%	11%	18%	**	17%	**	**	13%	**	**	**	**	**	20%	**
	c	c													
Don't know	12	5	6	**	10	**	**	10	**	**	**	**	**	10	**
	11%	8%	5%	**	11%	**	**	10%	**	**	**	**	**	10%	**
			ab												
Answered	106	61	103	**	85	**	**	89	**	**	**	**	**	82	**
Mean	34.12	30.46	34.60	**	34.42	**	**	30.98	**	**	**	**	**	35.73	**
		c													

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 606

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	*d	a	*b	c	*d
Unweighted total	12	5	118	79	57	130	19	47	19	40	10	82	28
Weighted total	12	5	101	73	46	109	11	40	11	38	7	76	22
0-24%	51	**	44	33	18	46	**	**	**	**	**	32	**
	43%	**	44%	46%	39%	42%	**	**	**	**	**	42%	**
25-49%	24	**	23	18	6	22	**	**	**	**	**	18	**
	20%	**	22%	25%	13%	20%	**	**	**	**	**	23%	**
50-74%	11	**	10	9	3	11	**	**	**	**	**	5	**
	10%	**	9%	12%	6%	10%	**	**	**	**	**	6%	**
75-100%	20	**	16	12	8	17	**	**	**	**	**	15	**
	17%	**	16%	17%	17%	16%	**	**	**	**	**	19%	**
Don't know								a					
	12	**	9	1	12	12	**	**	**	**	**	7	**
	11%	**	9%	1%	25%	11%	**	**	**	**	**	10%	**
				a									
Answered	106	**	92	72	34	97	**	**	**	**	**	69	**
Mean	34.12	**	32.99	34.03	34.29	33.76	**	**	**	**	**	34.11	**

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

Ofcom; Business Postal Tracker April 2018

Table 38 (continuation)

Page 607

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
136	30	58	12	30	136
118	25	40	7	39	118
0-24%	51	19	**	**	51
43%	**	48%	**	**	43%
25-49%	24	7	**	**	24
20%	**	17%	**	**	20%
	b				
50-74%	11	4	**	**	11
10%	**	10%	**	**	10%
			a		
75-100%	20	6	**	**	20
17%	**	14%	**	**	17%
Don't know	12	5	**	**	12
11%	**	12%	**	**	11%
Answered	106	36	**	**	106
Mean	34.12	30.93	**	**	34.12

Columns Tested: a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	*b	*c	*d	e	*a	*b	*c	*d	*e
96	45	27	14	10	51	24	19	3	3	13
80	76	2	1	1	4	32	19	7	3	1
42	**	**	**	**	3	**	**	**	**	**
53%	**	**	**	**	62%	**	**	**	**	**
15	**	**	**	**	1	**	**	**	**	**
18%	**	**	**	**	27%	**	**	**	**	**
6	**	**	**	**	*	**	**	**	**	**
8%	**	**	**	**	4%	**	**	**	**	**
9	**	**	**	**	-	**	**	**	**	**
11%	**	**	**	**	-%	**	**	**	**	**
e										
8	**	**	**	**	*	**	**	**	**	**
10%	**	**	**	**	7%	**	**	**	**	**
72	**	**	**	**	4	**	**	**	**	**
28.89	**	**	**	**	16.87	**	**	**	**	**
e										

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
96	2	5	6	5	6	14	11	6	-	55	19	9	13
80	3	6	2	9	3	15	15	11	-	63	8	4	5
42	**	**	**	**	**	**	**	**	**	34	**	**	**
53%	**	**	**	**	**	**	**	**	**	53%	**	**	**
15	**	**	**	**	**	**	**	**	**	10	**	**	**
18%	**	**	**	**	**	**	**	**	**	16%	**	**	**
6	**	**	**	**	**	**	**	**	**	4	**	**	**
8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
9	**	**	**	**	**	**	**	**	**	8	**	**	**
11%	**	**	**	**	**	**	**	**	**	13%	**	**	**
8	**	**	**	**	**	**	**	**	**	7	**	**	**
10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
72	**	**	**	**	**	**	**	**	**	56	**	**	**
28.89	**	**	**	**	**	**	**	**	**	30.34	**	**	**

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
96	5	4	6	4	4	12	11	6	3	55	19	9	13
80	9	3	2	3	3	11	15	11	7	63	8	4	5
42	**	**	**	**	**	**	**	**	**	34	**	**	**
53%	**	**	**	**	**	**	**	**	**	53%	**	**	**
15	**	**	**	**	**	**	**	**	**	10	**	**	**
18%	**	**	**	**	**	**	**	**	**	16%	**	**	**
6	**	**	**	**	**	**	**	**	**	4	**	**	**
8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
9	**	**	**	**	**	**	**	**	**	8	**	**	**
11%	**	**	**	**	**	**	**	**	**	13%	**	**	**
8	**	**	**	**	**	**	**	**	**	7	**	**	**
10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
72	**	**	**	**	**	**	**	**	**	56	**	**	**
28.89	**	**	**	**	**	**	**	**	**	30.34	**	**	**

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
96	*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	2	8	2	10	19	3	9	43	57	39	82	14	94	2
Weighted total	80	2	1	9	17	2	13	37	48	32	77	3	77	3
42	**	**	**	**	**	**	**	**	30	**	40	**	42	**
53%	**	**	**	**	**	**	**	**	61%	**	52%	**	55%	**
									b					
15	**	**	**	**	**	**	**	**	4	**	14	**	12	**
18%	**	**	**	**	**	**	**	**	8%	**	19%	**	15%	**
									a					
6	**	**	**	**	**	**	**	**	2	**	6	**	6	**
8%	**	**	**	**	**	**	**	**	4%	**	8%	**	8%	**
9	**	**	**	**	**	**	**	**	7	**	9	**	9	**
11%	**	**	**	**	**	**	**	**	15%	**	12%	**	12%	**
8	**	**	**	**	**	**	**	**	6	**	8	**	8	**
10%	**	**	**	**	**	**	**	**	12%	**	10%	**	10%	**
72	**	**	**	**	**	**	**	**	43	**	69	**	69	**
28.89	**	**	**	**	**	**	**	**	28.17	**	29.48	**	29.05	**

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	*c
Unweighted total	96	56	23	17	77	16	2	1	-	-	-	-	93	3	23	54	19
Weighted total	80	48	22	11	78	1	*	*	-	-	-	-	80	*	36	43	2
0-24%	42	28	**	**	41	**	**	**	**	**	**	**	42	**	**	23	**
	53%	58%	**	**	53%	**	**	**	**	**	**	**	53%	**	**	54%	**
25-49%	15	9	**	**	14	**	**	**	**	**	**	**	15	**	**	7	**
	18%	19%	**	**	18%	**	**	**	**	**	**	**	18%	**	**	15%	**
50-74%	6	3	**	**	6	**	**	**	**	**	**	**	6	**	**	2	**
	8%	6%	**	**	8%	**	**	**	**	**	**	**	8%	**	**	5%	**
75-100%	9	5	**	**	9	**	**	**	**	**	**	**	9	**	**	5	**
	11%	10%	**	**	12%	**	**	**	**	**	**	**	11%	**	**	12%	**
Don't know	8	3	**	**	8	**	**	**	**	**	**	**	8	**	**	6	**
	10%	7%	**	**	10%	**	**	**	**	**	**	**	10%	**	**	13%	**
Answered	72	45	**	**	71	**	**	**	**	**	**	**	72	**	**	37	**
Mean	28.89	27.36	**	**	29.22	**	**	**	**	**	**	**	28.96	**	**	28.18	**

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

Ofcom; Business Postal Tracker April 2018

Table 39 (continuation)

Page 613

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
96	86	78	96	38	31	76	86	5	1	2	2	-	-	35	2	-	1	-	-	-	-
80	71	63	80	21	24	59	79	*	*	*	*	-	-	21	*	-	*	-	-	-	-
42	40	28	42	**	**	30	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
53%	56%	44%	53%	**	**	51%	53%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			b																		
15	13	14	15	**	**	10	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**
18%	19%	21%	18%	**	**	17%	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	6	5	6	**	**	4	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	8%	8%	8%	**	**	7%	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	4	9	9	**	**	7	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
11%	6%	14%	11%	**	**	12%	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		de	d			de															
8	8	8	8	**	**	8	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%	11%	12%	10%	**	**	13%	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			d																		
72	63	55	72	**	**	51	72	**	**	**	**	**	**	**	**	**	**	**	**	**	**
28.89	24.23	32.85	28.89	**	**	28.80	29.02	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		ad	d			d															

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	96	25	29	26	15	11	9	11	5	2	21	2	15	93	3
Weighted total	80	29	21	22	6	10	3	7	1	1	13	3	6	80	*
0-24%	42	**	**	**	**	**	**	**	**	**	**	**	**	42	**
	53%	**	**	**	**	**	**	**	**	**	**	**	**	53%	**
25-49%	15	**	**	**	**	**	**	**	**	**	**	**	**	15	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	18%	**
50-74%	6	**	**	**	**	**	**	**	**	**	**	**	**	6	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
75-100%	9	**	**	**	**	**	**	**	**	**	**	**	**	9	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**
Don't know	8	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**
Answered	72	**	**	**	**	**	**	**	**	**	**	**	**	72	**
Mean	28.89	**	**	**	**	**	**	**	**	**	**	**	**	28.88	**

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

2nd Class large letter stamps (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	96	-	29	9	95	1	30	8	33	84	11	-
Weighted total	80	-	18	3	80	*	21	*	30	68	2	-
0-24%	42	**	**	**	42	**	**	**	**	36	**	**
	53%	**	**	**	53%	**	**	**	**	54%	**	**
25-49%	15	**	**	**	15	**	**	**	**	13	**	**
	18%	**	**	**	18%	**	**	**	**	20%	**	**
50-74%	6	**	**	**	6	**	**	**	**	6	**	**
	8%	**	**	**	8%	**	**	**	**	9%	**	**
75-100%	9	**	**	**	9	**	**	**	**	4	**	**
	11%	**	**	**	11%	**	**	**	**	6%	**	**
Don't know	8	**	**	**	8	**	**	**	**	8	**	**
	10%	**	**	**	10%	**	**	**	**	12%	**	**
Answered	72	**	**	**	72	**	**	**	**	60	**	**
Mean	28.89	28.89	**	**	28.91	**	**	**	**	24.98	**	**

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

2nd Class large letter stamps (WRITE IN:): (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	*a	*b	*c	*d	a	b	c	a	b	*c
Unweighted total	96	32	73	12	-	25	28	10	-	86	76	32	80	96	3
Weighted total	80	27	55	3	-	12	14	2	-	71	62	15	64	80	*
0-24%	42	**	21	**	**	**	**	**	**	40	27	**	41	42	**
	53%	**	39%	**	**	**	**	**	**	56%	44%	**	65%	53%	**
											b				
25-49%	15	**	14	**	**	**	**	**	**	13	14	**	12	15	**
	18%	**	25%	**	**	**	**	**	**	19%	22%	**	19%	18%	**
50-74%	6	**	5	**	**	**	**	**	**	6	5	**	1	6	**
	8%	**	9%	**	**	**	**	**	**	8%	8%	**	1%	8%	**
75-100%	9	**	9	**	**	**	**	**	**	4	9	**	2	9	**
	11%	**	17%	**	**	**	**	**	**	6%	15%	**	3%	11%	**
										c			a		
Don't know	8	**	6	**	**	**	**	**	**	8	7	**	8	8	**
	10%	**	10%	**	**	**	**	**	**	11%	11%	**	12%	10%	**
Answered	72	**	49	**	**	**	**	**	**	63	55	**	56	72	**
Mean	28.89	**	35.34	**	**	**	**	**	**	24.23	32.88	**	19.03	28.89	**
										a			a		

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

2nd Class large letter stamps (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	96	*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	80	28	24	25	9	6	68	88	3	2	-	1	92	81	92	79	95
		13	12	12	2	1	54	74	5	1	-	*	72	61	72	59	77
0-24%	42	**	**	**	**	**	33	39	**	**	**	**	39	35	39	35	42
	53%	**	**	**	**	**	61%	52%	**	**	**	**	54%	57%	54%	60%	55%
25-49%	15	**	**	**	**	**	11	14	**	**	**	**	15	13	15	11	15
	18%	**	**	**	**	**	21%	20%	**	**	**	**	20%	21%	20%	19%	19%
50-74%	6	**	**	**	**	**	*	6	**	**	**	**	6	3	6	2	6
	8%	**	**	**	**	**	*%	8%	**	**	**	**	8%	5%	8%	3%	8%
							a										
75-100%	9	**	**	**	**	**	4	7	**	**	**	**	7	5	7	5	9
	11%	**	**	**	**	**	8%	10%	**	**	**	**	10%	8%	10%	9%	12%
Don't know	8	**	**	**	**	**	6	8	**	**	**	**	5	5	5	5	5
	10%	**	**	**	**	**	10%	11%	**	**	**	**	7%	9%	7%	9%	7%
Answered	72	**	**	**	**	**	48	66	**	**	**	**	67	55	67	53	72
Mean	28.89	**	**	**	**	**	22.59	27.65	**	**	**	**	27.22	24.69	27.22	23.96	28.89

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

2nd Class large letter stamps (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	96	62	89	27	-	81	8	88	8	2	3	10	13	68	15
Weighted total	80	45	70	11	-	67	10	70	4	*	*	4	13	55	13
0-24%	42	25	39	**	**	34	**	36	**	**	**	**	**	32	**
	53%	57%	56%	**	**	51%	**	51%	**	**	**	**	**	59%	**
25-49%	15	8	15	**	**	15	**	15	**	**	**	**	**	7	**
	18%	18%	21%	**	**	22%	**	21%	**	**	**	**	**	13%	**
50-74%	6	1	6	**	**	5	**	3	**	**	**	**	**	6	**
	8%	2%	9%	**	**	8%	**	4%	**	**	**	**	**	11%	**
75-100%	9	5	7	**	**	5	**	9	**	**	**	**	**	4	**
	11%	11%	10%	**	**	7%	**	13%	**	**	**	**	**	8%	**
Don't know	8	5	3	**	**	8	**	8	**	**	**	**	**	5	**
	10%	11%	4%	**	**	12%	**	11%	**	**	**	**	**	9%	**
Answered	72	40	67	**	**	59	**	63	**	**	**	**	**	50	**
Mean	28.89	25.35	27.20	**	**	26.58	**	29.41	**	**	**	**	**	25.42	**

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	*d	*a	*b	c	d
Unweighted total	96	8	85	50	46	94	11	34	15	19	15	43	39
Weighted total	80	7	72	47	33	78	2	16	5	9	6	35	30
0-24%	42	**	37	**	**	40	**	**	**	**	**	**	**
	53%	**	52%	**	**	52%	**	**	**	**	**	**	**
												d	
25-49%	15	**	13	**	**	15	**	**	**	**	**	**	**
	18%	**	18%	**	**	19%	**	**	**	**	**	**	**
50-74%	6	**	6	**	**	6	**	**	**	**	**	**	**
	8%	**	8%	**	**	8%	**	**	**	**	**	**	**
													c
75-100%	9	**	9	**	**	9	**	**	**	**	**	**	**
	11%	**	13%	**	**	12%	**	**	**	**	**	**	**
						c							c
Don't know	8	**	7	**	**	8	**	**	**	**	**	**	**
	10%	**	10%	**	**	10%	**	**	**	**	**	**	**
					a								
Answered	72	**	65	**	**	70	**	**	**	**	**	**	**
Mean	28.89	**	30.10	**	**	29.57	**	**	**	**	**	**	**
													c

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

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
96	25	42	7	18	96
80	20	31	8	16	80
42	**	**	**	**	42
53%	**	**	**	**	53%
15	**	**	**	**	15
18%	**	**	**	**	18%
6	**	**	**	**	6
8%	**	**	**	**	8%
9	**	**	**	**	9
11%	**	**	**	**	11%
8	**	**	**	**	8
10%	**	**	**	**	10%
72	**	**	**	**	72
28.89	**	**	**	**	28.89

Columns Tested: a,b,c,d

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	*a	b	c	*d	e	*a	*b	*c	*d	*e
102	19	34	31	18	83	3	9	8	7	16
40	33	3	2	2	7	5	9	6	4	4
2	**	**	**	**	2	**	**	**	**	**
6%	**	**	**	**	24%	**	**	**	**	**
10	**	**	**	**	2	**	**	**	**	**
25%	**	**	**	**	23%	**	**	**	**	**
9	**	**	**	**	1	**	**	**	**	**
23%	**	**	**	**	16%	**	**	**	**	**
16	**	**	**	**	2	**	**	**	**	**
39%	**	**	**	**	34%	**	**	**	**	**
2	**	**	**	**	*	**	**	**	**	**
6%	**	**	**	**	4%	**	**	**	**	**
38	**	**	**	**	6	**	**	**	**	**
62.50	**	**	**	**	52.48	**	**	**	**	**

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
102	3	2	14	5	7	13	7	6	3	60	17	12	13
40	3	5	1	5	3	9	2	3	*	32	4	3	1
2	**	**	**	**	**	**	**	**	**	1	**	**	**
6%	**	**	**	**	**	**	**	**	**	3%	**	**	**
10	**	**	**	**	**	**	**	**	**	8	**	**	**
25%	**	**	**	**	**	**	**	**	**	25%	**	**	**
9	**	**	**	**	**	**	**	**	**	6	**	**	**
23%	**	**	**	**	**	**	**	**	**	17%	**	**	**
16	**	**	**	**	**	**	**	**	**	15	**	**	**
39%	**	**	**	**	**	**	**	**	**	47%	**	**	**
2	**	**	**	**	**	**	**	**	**	2	**	**	**
6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
38	**	**	**	**	**	**	**	**	**	30	**	**	**
62.50	**	**	**	**	**	**	**	**	**	67.11	**	**	**

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
102	5	1	13	3	2	14	7	6	7	58	17	14	13
40	6	3	1	2	*	9	3	3	5	32	4	3	1
2	**	**	**	**	**	**	**	**	**	1	**	**	**
6%	**	**	**	**	**	**	**	**	**	3%	**	**	**
10	**	**	**	**	**	**	**	**	**	8	**	**	**
25%	**	**	**	**	**	**	**	**	**	25%	**	**	**
9	**	**	**	**	**	**	**	**	**	6	**	**	**
23%	**	**	**	**	**	**	**	**	**	18%	**	**	**
16	**	**	**	**	**	**	**	**	**	15	**	**	**
39%	**	**	**	**	**	**	**	**	**	47%	**	**	**
2	**	**	**	**	**	**	**	**	**	2	**	**	**
6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
38	**	**	**	**	**	**	**	**	**	30	**	**	**
62.50	**	**	**	**	**	**	**	**	**	67.51	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 624

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

6%

25-49%

10

25%

50-74%

9

23%

75-100%

16

39%

Don't know

2

6%

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
102	*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	2	16	2	12	24	5	10	31	60	42	87	15	101	1
Weighted total	*	7	*	7	8	*	1	17	21	19	36	4	40	*
0-24%	**	**	**	**	**	**	**	**	1	**	2	**	2	**
6%	**	**	**	**	**	**	**	**	4%	**	6%	**	6%	**
25-49%	**	**	**	**	**	**	**	**	4	**	7	**	10	**
10	**	**	**	**	**	**	**	**	17%	**	19%	**	25%	**
25%										a				
50-74%	**	**	**	**	**	**	**	**	6	**	9	**	9	**
9	**	**	**	**	**	**	**	**	26%	**	25%	**	23%	**
23%														
75-100%	**	**	**	**	**	**	**	**	11	**	16	**	16	**
16	**	**	**	**	**	**	**	**	51%	**	44%	**	40%	**
39%									b					
Don't know	**	**	**	**	**	**	**	**	*	**	2	**	2	**
2	**	**	**	**	**	**	**	**	1%	**	6%	**	6%	**
6%										a				
Answered	**	**	**	**	**	**	**	**	21	**	34	**	38	**
Mean	**	**	**	**	**	**	**	**	68.14	**	65.10	**	62.65	**
38									b					
62.50														

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	102	39	33	30	47	48	5	2	-	-	-	-	95	7	2	45	55
Weighted total	40	19	12	9	27	12	*	*	-	-	-	-	39	1	*	27	13
0-24%	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	2
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	17%
						ai											b
25-49%	10	**	**	**	**	**	**	**	**	**	**	**	10	**	**	**	4
	25%	**	**	**	**	**	**	**	**	**	**	**	25%	**	**	**	30%
		b		ab													
50-74%	9	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	3
	23%	**	**	**	**	**	**	**	**	**	**	**	23%	**	**	**	24%
			ac														
75-100%	16	**	**	**	**	**	**	**	**	**	**	**	16	**	**	**	4
	39%	**	**	**	**	**	**	**	**	**	**	**	40%	**	**	**	29%
		b															
Don't know	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	*
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	%
																c	
Answered	38	**	**	**	**	**	**	**	**	**	**	**	37	**	**	**	13
Mean	62.50	**	**	**	**	**	**	**	**	**	**	**	62.62	**	**	**	51.84
					b											c	

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 626

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	102	98	86	102	63	53	70	18	8	4	2	-	-	61	-	1	-	-	1	-	1
Weighted total	40	38	31	40	23	16	31	5	3	1	*	-	-	23	-	*	-	-	*	-	*
0-24%	2	2	2	2	1	2	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	6%	6%	7%	6%	4%	12%	3%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
25-49%	10	10	7	10	5	4	8	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	25%	27%	24%	25%	23%	25%	28%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
50-74%	9	9	6	9	4	6	6	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	23%	25%	18%	23%	16%	39%	21%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**
					bcd																
75-100%	16	14	13	16	11	4	13	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	39%	36%	43%	39%	47%	23%	41%	**	**	**	**	**	**	48%	**	**	**	**	**	**	**
			e	e	e																
Don't know	2	2	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	6%	6%	7%	6%	9%	7%	8%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
				e																	
Answered	38	35	29	38	21	16	28	**	**	**	**	**	**	21	**	**	**	**	**	**	**
Mean	62.50	60.26	64.05	62.50	68.03	54.34	63.91	**	**	**	**	**	**	68.59	**	**	**	**	**	**	**
				e																	

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	c	d	*e	*a	*b	*c	*d	*e	a	*b	c	a	*b
102	10	13	33	46	-	17	8	22	16	-	30	3	30	98	4
40	8	5	12	15	-	6	3	9	6	-	16	*	7	40	*
0-24%	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
25-49%	10	**	**	**	**	**	**	**	**	**	**	**	**	10	**
25%	**	**	**	**	**	**	**	**	**	**	**	**	**	25%	**
			d								c				
50-74%	9	**	**	**	**	**	**	**	**	**	**	**	**	9	**
23%	**	**	**	**	**	**	**	**	**	**	**	**	**	23%	**
75-100%	16	**	**	**	**	**	**	**	**	**	**	**	**	16	**
39%	**	**	**	**	**	**	**	**	**	**	**	**	**	40%	**
Don't know	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
Answered	38	**	**	**	**	**	**	**	**	**	**	**	**	37	**
Mean	62.50	**	**	**	**	**	**	**	**	**	**	**	**	62.57	**

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 628

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	*d	
Unweighted total	102	102	-	56	7	101	1	56	32	94	27	-
Weighted total	40	40	-	23	*	40	*	23	11	37	8	-
0-24%	2	2	**	1	**	2	**	1	**	2	**	**
	6%	6%	**	4%	**	6%	**	4%	**	6%	**	**
25-49%	10	10	**	5	**	10	**	5	**	10	**	**
	25%	25%	**	23%	**	25%	**	23%	**	27%	**	**
50-74%	9	9	**	4	**	9	**	4	**	9	**	**
	23%	23%	**	16%	**	23%	**	16%	**	25%	**	**
75-100%	16	16	**	11	**	16	**	11	**	13	**	**
	39%	39%	**	47%	**	39%	**	47%	**	36%	**	**
									a			
Don't know	2	2	**	2	**	2	**	2	**	2	**	**
	6%	6%	**	9%	**	6%	**	9%	**	6%	**	**
									b			
Answered	38	38	**	21	**	38	**	21	**	35	**	**
Mean	62.50	62.50	**	68.07	**	62.47	**	68.07	**	60.09	**	**
									a			

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

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	102	28	84	19	-	37	52	14	-	98	86	58	102	69	4
Weighted total	40	8	31	5	-	11	21	5	-	38	31	23	40	31	2
0-24%	2	**	2	**	**	**	1	**	**	2	2	1	2	2	**
	6%	**	7%	**	**	**	4%	**	**	6%	7%	4%	6%	8%	**
25-49%	10	**	7	**	**	**	4	**	**	10	7	5	10	10	**
	25%	**	24%	**	**	**	21%	**	**	27%	24%	22%	25%	32%	**
50-74%	9	**	6	**	**	**	4	**	**	9	6	4	9	9	**
	23%	**	18%	**	**	**	17%	**	**	25%	18%	16%	23%	29%	**
75-100%	16	**	13	**	**	**	11	**	**	14	13	11	16	8	**
	39%	**	43%	**	**	**	49%	**	**	36%	43%	48%	39%	24%	**
													b		
Don't know	2	**	2	**	**	**	2	**	**	2	2	2	2	2	**
	6%	**	7%	**	**	**	10%	**	**	6%	7%	9%	6%	7%	**
Answered	38	**	29	**	**	**	19	**	**	35	29	21	38	29	**
Mean	62.50	**	63.96	**	**	**	69.83	**	**	60.26	64.05	68.63	62.50	52.18	**
													b		

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 630

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	102	55	28	28	13	97	66	5	3	1	-	101	100	102	95	102
Weighted total	40	22	11	10	1	39	24	2	*	2	-	40	40	40	37	40
0-24%	2	1	**	**	**	2	2	**	**	**	**	2	2	2	2	2
	6%	4%	**	**	**	6%	10%	**	**	**	**	6%	6%	6%	7%	6%
25-49%	10	5	**	**	**	10	10	**	**	**	**	10	10	10	8	10
	25%	22%	**	**	**	25%	41%	**	**	**	**	25%	25%	25%	22%	25%
							a									
50-74%	9	4	**	**	**	9	9	**	**	**	**	9	9	9	8	9
	23%	16%	**	**	**	24%	37%	**	**	**	**	23%	23%	23%	23%	23%
75-100%	16	11	**	**	**	16	3	**	**	**	**	16	16	16	16	16
	39%	48%	**	**	**	40%	11%	**	**	**	**	40%	39%	39%	43%	39%
							b									
Don't know	2	2	**	**	**	2	*	**	**	**	**	2	2	2	2	2
	6%	10%	**	**	**	6%	1%	**	**	**	**	6%	6%	6%	6%	6%
Answered	38	20	**	**	**	37	24	**	**	**	**	38	38	38	34	38
Mean	62.50	68.97	**	**	**	62.70	43.97	**	**	**	**	62.70	62.36	62.50	64.17	62.50
							b									

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 631

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	102	56	99	38	-	91	-	15	87	13	-	3	11	14	61	27
Weighted total	40	23	38	13	-	35	-	12	28	5	-	3	5	8	19	13
0-24%	2	2	2	**	**	2	**	**	2	**	**	**	**	**	2	**
	6%	7%	6%	**	**	6%	**	**	8%	**	**	**	**	**	11%	**
25-49%	10	4	10	**	**	9	**	**	10	**	**	**	**	**	5	**
	25%	19%	27%	**	**	26%	**	**	36%	**	**	**	**	**	28%	**
50-74%	9	4	9	**	**	6	**	**	4	**	**	**	**	**	6	**
	23%	18%	25%	**	**	17%	**	**	16%	**	**	**	**	**	31%	**
75-100%	16	11	14	**	**	16	**	**	11	**	**	**	**	**	6	**
	39%	47%	36%	**	**	45%	**	**	39%	**	**	**	**	**	29%	**
Don't know	2	2	2	**	**	2	**	**	*	**	**	**	**	**	*	**
	6%	10%	6%	**	**	6%	**	**	1%	**	**	**	**	**	1%	**
Answered	38	21	36	**	**	33	**	**	28	**	**	**	**	**	19	**
Mean	62.50	69.07	60.34	**	**	65.07	**	**	58.64	**	**	**	**	**	54.97	**

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 632

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		*a	*b	c	a	b	a	*b	c	d	a	*b	c	d
Unweighted total	102	5	6	90	57	45	99	21	60	32	50	19	62	38
Weighted total	40	4	8	28	25	15	39	5	23	15	19	7	25	14
0-24%	2	**	**	2	1	**	2	**	1	**	**	**	1	**
	6%	**	**	8%	4%	**	6%	**	4%	**	**	**	3%	**
														c
25-49%	10	**	**	7	10	**	10	**	5	**	**	**	1	**
	25%	**	**	26%	39%	**	26%	**	22%	**	**	**	5%	**
					b									ac
50-74%	9	**	**	7	7	**	8	**	4	**	**	**	6	**
	23%	**	**	25%	28%	**	22%	**	16%	**	**	**	22%	**
75-100%	16	**	**	9	5	**	16	**	11	**	**	**	16	**
	39%	**	**	32%	22%	**	40%	**	48%	**	**	**	61%	**
					a						d		d	
Don't know	2	**	**	2	2	**	2	**	2	**	**	**	2	**
	6%	**	**	8%	8%	**	6%	**	9%	**	**	**	9%	**
Answered	38	**	**	26	23	**	37	**	21	**	**	**	23	**
Mean	62.50	**	**	58.13	52.31	**	62.76	**	68.40	**	**	**	79.01	**
					a						d		d	

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

Ofcom; Business Postal Tracker April 2018

Table 40 (continuation)

Page 633

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
102	28	51	6	13	102
40	4	19	*	11	40
2	**	1	**	**	2
6%	**	5%	**	**	6%
10	**	6	**	**	10
25%	**	32%	**	**	25%
9	**	4	**	**	9
23%	**	21%	**	**	23%
16	**	8	**	**	16
39%	**	42%	**	**	39%
2	**	-	**	**	2
6%	**	-%	**	**	6%
38	**	19	**	**	38
62.50	**	62.71	**	**	62.50

Columns Tested: a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e
81	18	25	22	16	63	4	9	6	6	16
37	31	2	2	1	5	5	11	4	4	4
6	**	**	**	**	1	**	**	**	**	**
16%	**	**	**	**	15%	**	**	**	**	**
*	**	**	**	**	*	**	**	**	**	**
1%	**	**	**	**	7%	**	**	**	**	**
15	**	**	**	**	1	**	**	**	**	**
42%	**	**	**	**	28%	**	**	**	**	**
13	**	**	**	**	2	**	**	**	**	**
34%	**	**	**	**	45%	**	**	**	**	**
2	**	**	**	**	*	**	**	**	**	**
6%	**	**	**	**	5%	**	**	**	**	**
34	**	**	**	**	5	**	**	**	**	**
61.65	**	**	**	**	62.38	**	**	**	**	**

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
81	4	2	7	5	7	11	7	5	2	50	10	9	12
37	6	5	*	5	3	9	*	1	*	29	4	3	1
6	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**
15	**	**	**	**	**	**	**	**	**	**	**	**	**
42%	**	**	**	**	**	**	**	**	**	**	**	**	**
13	**	**	**	**	**	**	**	**	**	**	**	**	**
34%	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
34	**	**	**	**	**	**	**	**	**	**	**	**	**
61.65	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
81	4	1	6	3	2	12	7	7	6	48	10	11	12
37	6	3	*	2	*	9	1	4	5	29	4	3	1
6	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**
*	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**
15	**	**	**	**	**	**	**	**	**	**	**	**	**
42%	**	**	**	**	**	**	**	**	**	**	**	**	**
13	**	**	**	**	**	**	**	**	**	**	**	**	**
34%	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
34	**	**	**	**	**	**	**	**	**	**	**	**	**
61.65	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 637

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
81	*a	*b	*c	*d	*e	*f	*g	*h	a	b	a	*b	a	*b
37	2	12	3	11	17	2	6	28	45	36	67	14	79	2
6	*	6	*	4	10	*	1	15	18	19	30	7	36	*
16%	**	**	**	**	**	**	**	**	**	**	6	**	6	**
	**	**	**	**	**	**	**	**	**	**	19%	**	16%	**
									b					
*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
1%	**	**	**	**	**	**	**	**	**	**	1%	**	1%	**
15	**	**	**	**	**	**	**	**	**	**	12	**	15	**
42%	**	**	**	**	**	**	**	**	**	**	40%	**	43%	**
13	**	**	**	**	**	**	**	**	**	**	10	**	12	**
34%	**	**	**	**	**	**	**	**	**	**	33%	**	34%	**
										a				
2	**	**	**	**	**	**	**	**	**	**	2	**	2	**
6%	**	**	**	**	**	**	**	**	**	**	7%	**	6%	**
34	**	**	**	**	**	**	**	**	**	**	28	**	34	**
61.65	**	**	**	**	**	**	**	**	**	**	58.14	**	61.50	**
										a				

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	81	27	26	28	35	39	4	3	-	-	-	-	74	7	2	33	46
Weighted total	37	18	12	6	25	11	*	*	-	-	-	-	36	1	3	22	12
0-24%	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	16%	**	**	**	**
					b								b			c	
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**	**
50-74%	15	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	42%	**	**	**	**
75-100%	13	**	**	**	**	**	**	**	**	**	**	**	12	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	34%	**	**	**	**
Don't know	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**	**
Answered	34	**	**	**	**	**	**	**	**	**	**	**	34	**	**	**	**
Mean	61.65	**	**	**	**	**	**	**	**	**	**	**	61.72	**	**	**	**
					a												b

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 639

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
81	80	65	81	44	45	72	53	14	8	5	1	-	-	41	1	1	-	-	1	-	1
37	37	25	37	15	15	32	28	5	3	1	*	-	-	15	*	*	-	-	*	-	*
0-24%	6	6	5	6	**	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	16%	20%	16%	**	**	19%	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	*	*	*	*	**	*	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	1%	2%	1%	**	**	1%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
15	15	10	15	**	**	11	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**
42%	42%	40%	42%	f	f	34%	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	13	13	7	13	**	**	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
34%	34%	29%	34%	**	**	39%	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
d	d	d	d	d	d	d	d							d							
2	2	2	2	**	**	2	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6%	9%	6%	**	**	7%	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
e				e																	
34	34	23	34	**	**	30	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**
61.65	61.63	55.50	61.65	**	**	60.83	57.91	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 640

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	81	*a	*b	*c	d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Weighted total	37	7	10	25	39	-	11	2	18	12	1	22	2	20	79	2
0-24%	6	**	**	**	**	**	**	**	**	**	**	**	**	**	6	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	16%	**
25-49%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	**
50-74%	15	**	**	**	**	**	**	**	**	**	**	**	**	**	15	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	42%	**
75-100%	13	**	**	**	**	**	**	**	**	**	**	**	**	**	13	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	34%	**
Don't know	2	**	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
Answered	34	**	**	**	**	**	**	**	**	**	**	**	**	**	34	**
Mean	61.65	**	**	**	**	**	**	**	**	**	**	**	**	**	61.65	**

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 641

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	*a	b	*c	*d
Unweighted total	81	-	40	4	81	-	40	4	24	80	21	-
Weighted total	37	-	15	*	37	-	15	*	11	37	8	-
0-24%	6	**	**	**	6	**	**	**	**	6	**	**
	16%	**	**	**	16%	**	**	**	**	16%	**	**
25-49%	*	**	**	**	*	**	**	**	**	*	**	**
	1%	**	**	**	1%	**	**	**	**	1%	**	**
50-74%	15	**	**	**	15	**	**	**	**	15	**	**
	42%	**	**	**	42%	**	**	**	**	42%	**	**
75-100%	13	**	**	**	13	**	**	**	**	13	**	**
	34%	**	**	**	34%	**	**	**	**	34%	**	**
Don't know	2	**	**	**	2	**	**	**	**	2	**	**
	6%	**	**	**	6%	**	**	**	**	6%	**	**
Answered	34	**	**	**	34	**	**	**	**	34	**	**
Mean	61.65	**	**	**	61.65	**	**	**	**	61.63	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 642

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	81	18	65	13	-	26	39	11	-	80	65	40	67	81	3
Weighted total	37	7	25	5	-	8	14	5	-	37	25	15	29	37	2
0-24%	6	**	5	**	**	**	**	**	**	6	5	**	6	6	**
	16%	**	20%	**	**	**	**	**	**	16%	20%	**	21%	16%	**
25-49%	*	**	*	**	**	**	**	**	**	*	*	**	*	*	**
	1%	**	2%	**	**	**	**	**	**	1%	2%	**	1%	1%	**
50-74%	15	**	10	**	**	**	**	**	**	15	10	**	15	15	**
	42%	**	40%	**	**	**	**	**	**	42%	40%	**	54%	42%	**
75-100%	13	**	7	**	**	**	**	**	**	13	7	**	5	13	**
	34%	**	29%	**	**	**	**	**	**	34%	29%	**	16%	34%	**
										c	c		a		
Don't know	2	**	2	**	**	**	**	**	**	2	2	**	2	2	**
	6%	**	9%	**	**	**	**	**	**	6%	9%	**	8%	6%	**
Answered	34	**	23	**	**	**	**	**	**	34	23	**	26	34	**
Mean	61.65	**	55.50	**	**	**	**	**	**	61.63	55.50	**	50.20	61.65 a	**

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 643

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	81	38	28	24	12	65	77	4	2	1	-	80	78	81	71	80
Weighted total	37	14	9	9	1	28	32	*	*	2	-	37	35	37	28	37
0-24%	6	**	**	**	**	6	4	**	**	**	**	6	6	6	6	6
	16%	**	**	**	**	21%	11%	**	**	**	**	16%	17%	16%	21%	16%
25-49%	*	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	1%	**	**	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
50-74%	15	**	**	**	**	15	15	**	**	**	**	15	15	15	12	15
	42%	**	**	**	**	54%	48%	**	**	**	**	42%	45%	42%	44%	42%
75-100%	13	**	**	**	**	4	13	**	**	**	**	12	10	13	7	13
	34%	**	**	**	**	15%	39%	**	**	**	**	34%	30%	34%	26%	34%
Don't know	2	**	**	**	**	2	*	**	**	**	**	2	2	2	2	2
	6%	**	**	**	**	8%	1%	**	**	**	**	6%	7%	6%	8%	6%
Answered	34	**	**	**	**	26	32	**	**	**	**	34	32	34	26	34
Mean	61.65	**	**	**	**	49.89	65.24	**	**	**	**	61.52	59.13	61.65	54.36	61.58
						a	a									

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	39	80	24	-	70	1	11	70	6	-	2	5	10	48	23
Weighted total	37	15	37	10	32	*	7	29	5	-	3	5	3	21	13
0-24%	6	**	6	**	6	**	**	6	**	**	**	**	**	**	**
	16%	**	16%	**	16%	**	**	20%	**	**	**	**	**	**	**
25-49%	*	**	*	**	*	**	**	*	**	**	**	**	**	**	**
	1%	**	1%	**	1%	**	**	1%	**	**	**	**	**	**	**
50-74%	15	**	15	**	11	**	**	10	**	**	**	**	**	**	**
	42%	**	42%	**	35%	**	**	36%	**	**	**	**	**	**	**
75-100%	13	**	13	**	12	**	**	12	**	**	**	**	**	**	**
	34%	**	34%	**	38%	**	**	42%	**	**	**	**	**	**	**
		a													
Don't know	2	**	2	**	2	**	**	*	**	**	**	**	**	**	**
	6%	**	6%	**	7%	**	**	1%	**	**	**	**	**	**	**
Answered	34	**	34	**	30	**	**	29	**	**	**	**	**	**	**
Mean	61.65	**	61.60	**	62.40	**	**	63.59	**	**	**	**	**	**	**
		a													

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

Ofcom; Business Postal Tracker April 2018

Table 41 (continuation)

Page 645

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%														
Unweighted total	81	*a 3	*b 3	c 73	a 49	b 32	a 77	*b 17	c 42	*d 25	a 31	*b 20	c 33	d 46
Weighted total	37	4	3	29	28	9	33	5	15	10	11	5	14	15
0-24%	6	**	**	4	**	**	6	**	**	**	**	**	**	**
	16%	**	**	13%	**	**	18%	**	**	**	**	**	**	**
											d		d	
25-49%	*	**	**	*	**	**	*	**	**	**	**	**	**	**
	1%	**	**	1%	**	**	1%	**	**	**	**	**	**	**
50-74%	15	**	**	10	**	**	15	**	**	**	**	**	**	**
	42%	**	**	35%	**	**	44%	**	**	**	**	**	**	**
														c
75-100%	13	**	**	12	**	**	10	**	**	**	**	**	**	**
	34%	**	**	42%	**	**	30%	**	**	**	**	**	**	**
							c							ac
Don't know	2	**	**	2	**	**	2	**	**	**	**	**	**	**
	6%	**	**	8%	**	**	7%	**	**	**	**	**	**	**
											d		d	
Answered	34	**	**	27	**	**	31	**	**	**	**	**	**	**
Mean	61.65	**	**	65.66	**	**	58.70	**	**	**	**	**	**	c

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

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
81	23	39	6	9	81
37	4	16	3	9	37
6	**	**	**	**	6
16%	**	**	**	**	16%
*	**	**	**	**	*
1%	**	**	**	**	1%
15	**	**	**	**	15
42%	**	**	**	**	42%
13	**	**	**	**	13
34%	**	**	**	**	34%
2	**	**	**	**	2
6%	**	**	**	**	6%
34	**	**	**	**	34
61.65	**	**	**	**	61.65

Columns Tested: a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
383	168	123	59	33	215	70	66	25	13	46
321	303	10	5	3	18	106	88	22	10	11
7	7	*	-	**	*	4	-	**	**	**
2%	2%	2%	-%	**	1%	4%	-%	**	**	**
31	29	1	*	**	1	15	9	**	**	**
10%	10%	6%	6%	**	6%	14% e	10%	**	**	**
81	74	4	2	**	6	27	14	**	**	**
25%	25%	35% a	39% a	**	36% a	25%	16%	**	**	** ab
110	106	2	1	**	4	27	28	**	**	**
34%	35% cde	24%	20%	**	21%	26%	32%	**	**	**
92	86	3	2	**	6	33	37	**	**	**
29%	28%	32%	35%	**	35%	31% e	42% e	**	**	**

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	7	**	**	**	**	**	2	**	**	**	6	-	**	**
	2%	**	**		**	**	4%	**	**	**	2%	-%	**	**
		efgijklm												
This is not important to me - don't mind if not offered	31	**	**	**	**	**	10	**	**	**	27	3	**	**
	10%	**	**	**	**	**	18%	**	**	**	10%	14%	**	**
						cl	cl	l			l	cl		
This is mandatory to me - a must have	81	**	**	**	**	**	17	**	**	**	67	5	**	**
	25%	**	**	**	**	**	30%	**	**	**	25%	25%	**	**
						c	c				c	c	c	c
This is a 'nice to have' , but I can live without it being offered	110	**	**	**	**	**	15	**	**	**	89	9	**	**
	34%	**	**	**	**	**	25%	**	**	**	33%	46%	**	**
		efjm												
This is a 'great to have' - makes a difference and can sway my decision	92	**	**	**	**	**	13	**	**	**	81	3	**	**
	29%	**	**	**	**	**	23%	**	**	**	30%	15%	**	**
		ck												
		ck												
		k												

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
383 321	*a 22 36	*b 12 17	c 34 18	*d 13 14	*e 21 20	f 50 52	g 33 43	*h 24 33	*i 25 33	j 234 266	k 55 22	l 52 18	m 42 15	
	7 2%	** **	** **	** **	** **	** **	** **	** **	** **	6 2%	- -%	1 6%	** **	
31 10%	** **	** **	** **	** **	** **	** 	** 	** **	** **	25 9% 	3 12% 	- -%	** ** cjl	
81 25%	** **	** **	** **	** **	** **	** c	** c	** **	** **	67 25% c	5 23% c	5 28% c	** ** c	
110 34%	** **	** **	** ** fm	** **	** **	** **	** **	** **	** **	87 33%	11 51% fjm	8 43% f	** **	
92 29%	** **	** **	** **	** **	** **	** k	** k	** **	** **	81 30% k	3 14%	4 24%	** **	

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 650

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
383	*a 6	b 46	*c 9	d 54	e 76	*f 17	*g 27	h 148	a 234	b 149	a 322	b 61	a 367	*b 16
321	3	32	3	48	66	12	25	131	196	125	291	30	297	24
7	**	**	**	-	1	**	**	6	5	2	5	2	7	**
2%	**	**	**	-%	2%	**	**	5%	3%	2%	2%	7% a	2%	**
31	**	**	**	9	7	**	**	8	12	19	28	3	27	**
10%	**	**	**	19% bh	10%	**	**	6%	6%	15% a	10%	9%	9%	**
81	**	**	**	12	15	**	**	40	50	31	73	8	80	**
25%	**	**	**	26%	23%	**	**	30%	25%	25%	25%	26%	27%	**
110	**	**	**	12	30	**	**	42	78	32	100	10	99	**
34%	**	**	**	25%	46% dh	**	**	32%	40% b	26%	34%	33%	33%	**
92	**	**	**	15	12	**	**	35	51	41	85	7	83	**
29%	**	eh	**	30%	19%	**	**	27%	26%	33%	29%	25%	28%	**

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	7	4	1	2	7	-	**	**	**	**	**	**	7	**	5	2	-
	2%	2%	1%	3%	3%	-%	**	**	**	**	**	**	2%	**	4%	1%	-%
															c		
This is not important to me - don't mind if not offered	31	22	7	2	30	1	**	**	**	**	**	**	31	**	24	6	1
	10%	11%	11%	3%	11%	2%	**	**	**	**	**	**	10%	**	19%	4%	1%
		c	c		b								b		bc		
This is mandatory to me - a must have	81	45	16	20	68	11	**	**	**	**	**	**	78	**	29	38	13
	25%	23%	27%	31%	24%	35%	**	**	**	**	**	**	25%	**	23%	25%	34%
						a											
This is a 'nice to have' , but I can live without it being offered	110	69	23	18	99	7	**	**	**	**	**	**	107	**	33	66	11
	34%	35%	38%	28%	35%	25%	**	**	**	**	**	**	34%	**	26%	43%	27%
															ac		
This is a 'great to have' - makes a difference and can sway my decision	92	56	13	21	77	12	**	**	**	**	**	**	89	**	36	41	15
	29%	28%	22%	34%	28%	39%	**	**	**	**	**	**	29%	**	28%	27%	37%
						a											

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 652

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
321	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
7	5	4	7	4	2	7	7	**	**	**	**	**	**	4	**	**	**	**	**	**	**
2%	2%	2%	2%	4%	3%	3%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
31	28	9	31	6	2	23	30	**	**	**	**	**	**	6	**	**	**	**	**	**	**
10%	10%	5%	10%	6%	3%	11%	10%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
	be		e			be	b														
81	73	51	81	27	27	55	74	**	**	**	**	**	**	25	**	**	**	**	**	**	**
25%	26%	30%	25%	24%	36%	25%	25%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
					acdf																
110	94	53	110	34	24	67	101	**	**	**	**	**	**	32	**	**	**	**	**	**	**
34%	33%	31%	34%	31%	31%	31%	35%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
92	84	53	92	40	20	62	81	**	**	**	**	**	**	40	**	**	**	**	**	**	**
29%	29%	31%	29%	36%	27%	29%	27%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 653

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	383	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Weighted total	321	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
This is a negative to me	7	2	3	2	-	**	**	**	**	**	**	-	**	4	7	**
	2%	2%	4%	3%	-%	**	**	**	**	**	**	-%	**	13% a	2%	**
This is not important to me - don't mind if not offered	31	13	12	3	*	**	**	**	**	**	**	3	**	3	30	**
	10%	10% d	15% cd	5%	1%	**	**	**	**	**	**	4%	**	10%	10%	**
This is mandatory to me - a must have	81	37	15	20	9	**	**	**	**	**	**	16	**	6	80	**
	25%	28%	18%	30%	24%	**	**	**	bc	**	**	22%	**	19%	26%	**
This is a 'nice to have' , but I can live without it being offered	110	38	39	18	14	**	**	**	**	**	**	23	**	9	103	**
	34%	29% ac	47%	27%	37%	**	** d	**	**	**	**	33%	**	26%	33%	**
This is a 'great to have' - makes a difference and can sway my decision	92	41	13	24	14	**	**	**	**	**	**	29	**	11	92	**
	29%	31% b	16%	36% b	38% b	**	**	ad	a	a	**	41%	**	33%	29%	**

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	7	**	4	**	7	**	4	**	2	5	2	**
	2%	**	4%	**	2%	**	4%	**	2%	2%	6%	**
This is not important to me - don't mind if not offered	31	**	6	**	31	**	6	**	2	27	1	**
	10%	**	6%	**	10%	**	7%	**	2%	10% a	3%	**
This is mandatory to me - a must have	81	**	24	**	81	**	27	**	28	67	6	**
	25%	**	25%	**	26%	**	29%	**	33% c	25%	16%	**
This is a 'nice to have' , but I can live without it being offered	110	**	30	**	106	**	27	**	34	87	19	**
	34%	**	30%	**	34%	**	29%	**	40%	33%	54% b	**
This is a 'great to have' - makes a difference and can sway my decision	92	**	34	**	90	**	29	**	20	79	7	**
	29%	**	35%	**	29%	**	31%	**	23%	30%	20%	**

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
7	4	4	**	**	4	4	**	**	5	4	4	6	3	**
2%	7%	3%	**	**	6%	5%	**	**	2%	2%	4%	2%	1%	**
			b											
31	2	8	**	**	2	3	**	**	28	9	4	26	23	**
10%	4%	5%	**	**	3%	4%	**	**	10%	5%	4%	10%	10%	**
									bc					
81	17	40	**	**	18	18	**	**	73	51	24	68	61	**
25%	27%	27%	**	**	25%	21%	**	**	26%	30%	24%	25%	28%	**
110	27	48	**	**	25	28	**	**	94	53	31	94	65	**
34%	42%	33%	**	**	35%	32%	**	**	33%	31%	31%	35%	30%	**
92	13	48	**	**	23	33	**	**	84	52	37	75	66	**
29%	21%	32%	**	**	32%	38%	**	**	29%	31%	37%	28%	30%	**
		a			c	c								

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 656

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	383	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	321	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total		83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	7	4	-	2	**	**	6	1	**	**	**	**	7	7	7	7	7
	2%	5%	-%	4%	**	**	3%	*%	**	**	**	**	2%	3%	2%	3%	2%
This is not important to me - don't mind if not offered	31	3	2	2	**	**	23	22	**	**	**	**	28	16	28	17	31
	10%	4%	5%	3%	**	**	10%	11%	**	**	**	**	9%	6%	9%	7%	10%
This is mandatory to me - a must have	81	11	14	19	**	**	53	60	**	**	**	**	78	71	79	61	78
	25%	13%	29%	32%	**	**	22%	30%	**	**	**	**	26%	28%	25%	25%	25%
		a	a	a			a										
This is a 'nice to have' , but I can live without it being offered	110	31	14	24	**	**	87	63	**	**	**	**	110	91	110	91	108
	34%	37%	30%	41%	**	**	36%	31%	**	**	**	**	36%	36%	36%	36%	35%
This is a 'great to have' - makes a difference and can sway my decision	92	34	17	12	**	**	72	57	**	**	**	**	83	70	85	73	89
	29%	41%	36%	20%	**	**	30%	28%	**	**	**	**	27%	27%	28%	29%	28%
		c	c														

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 657

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	207	367	97	-	328	13	49	334	41	3	8	41	44	271	67
Weighted total	321	156	303	-	261	11	51	270	34	*	5	34	34	233	53
This is a negative to me	7	5	7	4	4	**	**	3	**	**	**	**	**	4	3
	2%	3%	2%	7%	2%	**	**	1%	**	**	**	**	**	2%	6%
			b				b								
This is not important to me - don't mind if not offered	31	9	27	*	24	**	**	28	**	**	**	**	**	30	*
	10%	6%	9%	*%	9%	**	**	10%	**	**	**	**	**	13%	*%
		c	c											ac	
This is mandatory to me - a must have	81	38	74	9	69	**	**	66	**	**	**	**	**	55	20
	25%	24%	24%	15%	26%	**	**	24%	**	**	**	**	**	24%	37%
				**										ab	
This is a 'nice to have' , but I can live without it being offered	110	69	110	29	83	**	**	99	**	**	**	**	**	86	11
	34%	44%	36%	49%	32%	**	**	37%	**	**	**	**	**	37%	20%
			b					a					c	c	
This is a 'great to have' - makes a difference and can sway my decision	92	35	85	17	80	**	**	74	**	**	**	**	**	58	20
	29%	22%	28%	28%	31%	**	**	27%	**	**	**	**	**	25%	37%
				**									b	b	

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

Ofcom; Business Postal Tracker April 2018

Table 42 (continuation)

Page 658

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		^a	^b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	383	29	12	339	218	165	362	49	137	68	107	47	197	126
Weighted total	321	36	14	271	187	133	296	23	100	45	84	36	164	99
This is a negative to me	7	**	**	7	7	*	5	**	4	-	4	**	4	1
	2%	**	**	3%	4%	%	2%	**	4%	-%	5%	**	3%	1%
					b									
This is not important to me - don't mind if not offered	31	**	**	30	16	15	24	**	6	*	3	**	10	10
	10%	**	**	11%	8%	11%	8%	**	6%	1%	4%	**	6%	10%
							d	d						
This is mandatory to me - a must have	81	**	**	67	50	31	78	**	25	9	19	**	28	26
	25%	**	**	25%	27%	23%	26%	**	25%	19%	23%	**	17%	27%
													c	c
This is a 'nice to have' , but I can live without it being offered	110	**	**	95	64	46	100	**	27	16	22	**	63	26
	34%	**	**	35%	34%	34%	34%	**	27%	36%	26%	**	38%	26%
								acd					ad	
This is a 'great to have' - makes a difference and can sway my decision	92	**	**	71	50	42	89	**	38	20	36	**	59	36
	29%	**	**	26%	27%	31%	30%	**	38%	44%	43%	**	36%	36%
							b		b	ab				

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

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
7	2	3	**	2	7
2%	3%	3%	**	2%	2%
31	1	6	**	23	31
10%	2%	5%	**	23% ab	10%
81	31	30	**	7	81
25%	47% bd	25% d	**	7%	25%
110	13	42	**	39	110
34%	19%	34% a	**	39% a	34%
92	18	40	**	28	92
29%	28%	33%	**	28%	29%

Columns Tested: a,b,c,d

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	2	2	-	-	**	*	-	2	**	**	**
	1%	1%	-%	-%	**	%	-%	2%	**	**	**
This is not important to me - don't mind if not offered	75	72	1	1	**	3	27	22	**	**	**
	23%	24%	11%	26%	**	15%	26%	25%	**	**	**
		bde		bde							
This is mandatory to me - a must have	79	75	3	1	**	4	28	18	**	**	**
	25%	25%	31%	15%	**	24%	27%	20%	**	**	**
			c				e	e			
This is a 'nice to have' , but I can live without it being offered	89	83	3	2	**	5	25	21	**	**	**
	28%	28%	30%	30%	**	30%	23%	23%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	76	71	3	1	**	6	26	25	**	**	**
	24%	23%	28%	29%	**	31%	25%	29%	**	**	**
				ab							

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	2	**	**	**	**	**	-	**	**	**	2	-	**	**
	1%	**	**	**	**	**	-%	**	**	**	1%	-%	**	**
This is not important to me - don't mind if not offered	75	**	**	**	**	**	23	**	**	**	63	4	**	**
	23%	**	**	**	**	**	40%	**	**	**	23%	18%	**	**
				g			egjkm							
This is mandatory to me - a must have	79	**	**	**	**	**	15	**	**	**	69	3	**	**
	25%	**	**	**	**	**	26%	**	**	**	25%	14%	**	**
													kl	
This is a 'nice to have' , but I can live without it being offered	89	**	**	**	**	**	11	**	**	**	76	5	**	**
	28%	**	**	**	**	**	19%	**	**	**	28%	25%	**	**
This is a 'great to have' - makes a difference and can sway my decision	76	**	**	**	**	**	9	**	**	**	60	9	**	**
	24%	**	**	**	**	**	15%	**	**	**	22%	43%	**	**
						cfm					cfgjm	m		

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	2 1%	**	**	**	**	**	**	**	**	**	2 1%	-	-	**
This is not important to me - don't mind if not offered	75 23%	**	**	**	**	**	**	**	**	**	63 24%	4 17%	6 32%	**
This is mandatory to me - a must have	79 25%	**	**	**	**	**	**	**	**	**	68 26% k	3 13%	3 17%	** k
This is a 'nice to have' , but I can live without it being offered	89 28%	**	**	**	**	**	**	**	**	**	71 27%	7 32%	4 24%	** cf
This is a 'great to have' - makes a difference and can sway my decision	76 24%	**	**	**	**	**	**	c	**	**	61 23%	9 39% jm	5 27% m	**

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non- Financial	Urban	Rural	Head office	Branch local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	383	6	46	9	54	76	17	27	148	234	149	322	61	367	16
Weighted total	321	3	32	3	48	66	12	25	131	196	125	291	30	297	24
This is a negative to me	2	**	**	**	-	-	**	**	-	*	2	2	-	2	**
	1%	**	**	**	-%	-%	**	**	-%	*%	2%	1%	-%	1%	**
			eh												
This is not important to me - don't mind if not offered	75	**	**	**	17	16	**	**	28	50	24	72	3	72	**
	23%	**	**	**	36% h	25%	**	**	21%	26%	19%	25% b	10%	24%	**
This is mandatory to me - a must have	79	**	**	**	10	11	**	**	38	43	36	74	5	76	**
	25%	**	**	**	21%	17%	**	**	29% b	22%	29%	25%	17%	26%	**
This is a 'nice to have' , but I can live without it being offered	89	**	**	**	5	23	**	**	40	60	29	77	12	79	**
	28%	**	**	**	11%	35% d	**	**	31% d	31%	23%	26%	40% a	26%	**
This is a 'great to have' - makes a difference and can sway my decision	76	**	**	**	16	16	**	**	25	43	33	66	10	68	**
	24%	**	**	**	33% h	24%	**	**	19%	22%	27%	23%	33%	23%	**

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	2	*	-	2	-	2	**	**	**	**	**	**	2	**	-	-	2
	1%	*%	-%	3%	-%	7%	**	**	**	**	**	**	1%	**	-%	-%	5%
				a		al											ab
This is not important to me - don't mind if not offered	75	52	16	6	71	4	**	**	**	**	**	**	74	**	43	28	4
	23%	27%	27%	9%	25%	12%	**	**	**	**	**	**	24%	**	34%	18%	10%
		c	c		b								b		bc		
This is mandatory to me - a must have	79	37	20	20	64	11	**	**	**	**	**	**	74	**	25	39	15
	25%	19%	34%	32%	23%	35%	**	**	**	**	**	**	24%	**	20%	25%	39%
			a	a		al											ab
This is a 'nice to have' , but I can live without it being offered	89	63	15	12	86	3	**	**	**	**	**	**	88	**	37	49	3
	28%	32%	24%	18%	30%	9%	**	**	**	**	**	**	28%	**	29%	32%	7%
		c			b								b		c	c	
This is a 'great to have' - makes a difference and can sway my decision	76	44	9	23	61	11	**	**	**	**	**	**	72	**	23	38	15
	24%	23%	15%	37%	22%	37%	**	**	**	**	**	**	23%	**	18%	25%	39%
				ab		al											ab

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
Weighted total	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
This is a negative to me	2	2	2	*	2	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	3%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
		a			adf																
75	72	23	75	12	9	54	68	**	**	**	**	**	**	12	**	**	**	**	**	**	**
23%	25%	14%	23%	10%	12%	25%	23%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
	bde		bde			bde															
79	64	52	79	35	27	51	73	**	**	**	**	**	**	30	**	**	**	**	**	**	**
25%	23%	30%	25%	31%	36%	24%	25%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
		a		a	acf																
89	75	53	89	30	20	58	83	**	**	**	**	**	**	29	**	**	**	**	**	**	**
28%	26%	31%	28%	26%	26%	27%	28%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**
76	74	39	76	36	17	52	69	**	**	**	**	**	**	36	**	**	**	**	**	**	**
24%	26%	23%	24%	32%	23%	24%	23%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
				bc																	

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
383	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
105	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
2	2	-	-	*	**	**	**	**	**	**	-	**	*	2	**
1%	2%	-%	-%	*%	**	**	**	**	**	**	-%	**	*%	1%	**
75	31	21	18	2	**	**	**	**	**	**	8	**	4	75	**
23%	24%	26%	26%	6%	**	**	**	**	**	**	11%	**	12%	24%	**
d	d	d	d			cd									
79	30	23	12	15	**	**	**	**	**	**	22	**	10	77	**
25%	23%	27%	18%	40%	**	**	**	**	**	**	31%	**	29%	24%	**
				ac					abc						
89	40	23	19	7	**	**	**	**	**	**	19	**	6	87	**
28%	31%	28%	28%	17%	**	**	**	**	**	**	27%	**	17%	28%	**
	d					d	d	d							
76	27	16	19	14	**	**	**	**	**	**	23	**	13	74	**
24%	21%	19%	28%	36%	**	**	**	**	**	**	32%	**	41%	24%	**
				ab			a	a							

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	2	**	*	**	2	**	*	**	*	*	*	**
	1%	**	1%	**	1%	**	1%	**	1%	1%	1%	**
This is not important to me - don't mind if not offered	75	**	12	**	75	**	12	**	11	71	2	**
	23%	**	12%	**	24%	**	12%	**	13%	27% ac	7%	**
This is mandatory to me - a must have	79	**	29	**	79	**	29	**	31	59	15	**
	25%	**	30%	**	25%	**	31%	**	36% b	22%	45% b	**
This is a 'nice to have' , but I can live without it being offered	89	**	24	**	87	**	24	**	25	65	7	**
	28%	**	24%	**	28%	**	25%	**	29%	25%	21%	**
This is a 'great to have' - makes a difference and can sway my decision	76	**	33	**	71	**	29	**	19	70	9	**
	24%	**	34%	**	23%	**	31%	**	22%	26%	27%	**

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	383	90	223	36	94	110	32	-	354	246	132	331	261	6
Weighted total	321	63	147	18	72	86	17	-	284	169	100	270	217	3
This is a negative to me	2	*	2	**	*	*	**	**	*	2	*	*	2	**
	1%	*%	1%	**	*%	*%	**	**	*%	1%	*%	*%	1%	**
			ab							a				
This is not important to me - don't mind if not offered	75	4	22	**	5	9	**	**	72	23	9	53	54	**
	23%	7%	15%	**	7%	10%	**	**	25%	14%	9%	20%	25%	**
			c						bc					
This is mandatory to me - a must have	79	21	41	**	23	26	**	**	64	52	28	73	53	**
	25%	34%	28%	**	32%	30%	**	**	22%	31%	28%	27%	24%	**
							ab			a				
This is a 'nice to have' , but I can live without it being offered	89	26	45	**	22	23	**	**	75	53	27	75	60	**
	28%	41%	31%	**	31%	27%	**	**	26%	31%	26%	28%	27%	**
					c	c								
This is a 'great to have' - makes a difference and can sway my decision	76	11	37	**	21	28	**	**	74	38	36	70	48	**
	24%	18%	25%	**	30%	33%	**	**	26%	23%	36%	26%	22%	**
											ab			

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	383	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	321	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	321	83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	2	*	*	*	**	**	*	2	**	**	**	**	2	*	2	*	2
	1%	*%	*%	*%	**	**	*%	1%	**	**	**	**	1%	*%	1%	*%	1%
This is not important to me - don't mind if not offered	75	7	2	8	**	**	50	49	**	**	**	**	70	48	70	43	72
	23%	9%	5%	14%	**	**	21%	24%	**	**	**	**	23%	19%	23%	17%	23%
This is mandatory to me - a must have	79	23	13	23	**	**	60	46	**	**	**	**	74	70	75	69	74
	25%	27%	28%	39%	**	**	25%	23%	**	**	**	**	24%	28%	24%	28%	24%
This is a 'nice to have' , but I can live without it being offered	89	20	19	18	**	**	65	61	**	**	**	**	86	71	86	73	89
	28%	23%	39% a	31%	**	**	27%	30%	**	**	**	**	28%	28%	28%	29%	28%
This is a 'great to have' - makes a difference and can sway my decision	76	34	13	9	**	**	66	43	**	**	**	**	74	66	76	64	75
	24%	40% c	28%	16%	**	**	27%	21%	**	**	**	**	24%	26%	25%	26%	24%

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

Ofcom; Business Postal Tracker April 2018

Table 43 (continuation)

Page 670

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	383	207	367	97	328	13	49	334	41	3	8	41	44	271	67
Weighted total	321	156	303	59	261	11	51	270	34	*	5	34	34	233	53
This is a negative to me	2	*	2	2	2	**	**	*	**	**	**	**	**	2	-
	1%	*%	1%	4%	1%	**		*%	**	**	**	**	**	1%	-%
			ab				b								
This is not important to me - don't mind if not offered	75	21	70	3	57	**	**	68	**	**	**	**	**	56	13
	23%	13%	23%	6%	22%	**	**	25%	**	**	**	**	**	24%	24%
			ac					a							
This is mandatory to me - a must have	79	55	70	19	66	**	**	54	**	**	**	**	**	54	19
	25%	36%	23%	32%	25%	**	**	20%	**	**	**	**	**	23%	36%
		b					b							ab	
This is a 'nice to have' , but I can live without it being offered	89	45	86	18	65	**	**	84	**	**	**	**	**	72	5
	28%	29%	28%	31%	25%	**	**	31%	**	**	**	**	**	31%	9%
								a					c	c	
This is a 'great to have' - makes a difference and can sway my decision	76	35	76	17	71	**	**	64	**	**	**	**	**	48	16
	24%	22%	25%	28%	27%	**	**	24%	**	**	**	**	**	21%	30%
													b		

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	29	12	339	218	165	362	49	137	68	107	47	197	126
Weighted total	321	36	271	187	133	296	23	100	45	84	36	164	99
This is a negative to me	2	**	2	-	2	2	**	*	*	-	**	*	*
	1%	**	1%	-%	2%	1%	**	*%	*%	-%	**	*%	*%
This is not important to me - don't mind if not offered	75	**	72	46	29	62	**	9	5	7	**	24	28
	23%	**	26%	25%	21%	21%	**	9%	10%	8%	**	15%	28%
						cd	cd						abc
This is mandatory to me - a must have	79	**	63	44	36	76	**	32	14	25	**	39	24
	25%	**	23%	23%	27%	26%	**	32%	32%	30%	**	23%	25%
								b	b				
This is a 'nice to have' , but I can live without it being offered	89	**	71	51	37	82	**	25	6	19	**	45	25
	28%	**	26%	27%	28%	28%	**	25%	13%	23%	**	27%	25%
						d	acd						
This is a 'great to have' - makes a difference and can sway my decision	76	**	63	46	30	74	**	34	20	33	**	57	22
	24%	**	23%	25%	22%	25%	**	34%	44%	39%	**	35%	22%
						b		ab	ab	d		d	

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

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	85	171	28	85	383
Weighted total	65	122	21	98	321
This is a negative to me	2	2	-	**	2
1%	3%	-%	**	*%	1%
	b				
This is not important to me - don't mind if not offered	13	25	**	30	75
23%	20%	20%	**	30%	23%
This is mandatory to me - a must have	15	33	**	16	79
25%	23%	27%	**	16%	25%
This is a 'nice to have' , but I can live without it being offered	17	30	**	32	89
28%	26%	25%	**	32%	28%
This is a 'great to have' - makes a difference and can sway my decision	18	34	**	21	76
24%	27%	28%	**	21%	24%

Columns Tested: a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	5	5	*	-	**	*	1	4	**	**	**
	2%	2%	2%	-%	**	1%	1%	5%	**	**	**
This is not important to me - don't mind if not offered	72	70	1	1	**	3	25	18	**	**	**
	22%	23% be	12%	20%	**	14%	23%	21%	**	**	**
This is mandatory to me - a must have	70	65	3	1	**	5	28	14	**	**	**
	22%	21%	31%	24%	**	28%	26% e	16%	**	**	**
This is a 'nice to have' , but I can live without it being offered	97	92	3	1	**	5	25	28	**	**	**
	30%	30%	30%	26%	**	30%	24%	32%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	77	72	3	2	**	5	28	23	**	**	**
	24%	24%	26%	30%	**	27%	26%	27%	**	**	**

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	5	**	**	**	**	**	2	**	**	**	4	-	**	**
	2%	**	**	**	**	**	4%	**	**	**	2%	-%	**	**
This is not important to me - don't mind if not offered														j
	72	**	**	**	**	**	19	**	**	**	61	2	**	**
	22%	**	**	**	**	**	33%	**	**	**	23%	9%	**	**
						k	ckm				k		cjkm	
This is mandatory to me - a must have	70	**	**	**	**	**	13	**	**	**	60	6	**	**
	22%	**	**	**	**	**	23%	**	**	**	22%	28%	**	**
				el								el		
This is a 'nice to have' , but I can live without it being offered	97	**	**	**	**	**	15	**	**	**	81	5	**	**
	30%	**	**	**	**	**	26%	**	**	**	30%	24%	**	**
This is a 'great to have' - makes a difference and can sway my decision	77	**	**	**	**	**	9	**	**	**	64	8	**	**
	24%	**	**	**	**	**	15%	**	**	**	24%	38%	**	**
												fgjl		

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	5 2%	**	**	**	**	**	**	**	**	**	4 2%	- -%	* 1%	**
This is not important to me - don't mind if not offered														
	72 22%	**	**	**	**	**	**	**	**	**	59 22%	4 18%	7 42%	**
													cf gj km	
This is mandatory to me - a must have														
	70 22%	**	**	**	**	**	**	**	**	**	60 22%	6 26%	2 12%	**
				lm										
This is a 'nice to have' , but I can live without it being offered														
	97 30%	**	**	**	**	**	**	**	**	**	79 30%	5 22%	7 38%	**
														jk
This is a 'great to have' - makes a difference and can sway my decision														
	77 24%	**	**	**	**	**	**	**	**	**	65 24%	8 34%	1 7%	**
		**	**		**	**	**	**	**	**	24%	34%	7%	**

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
383 321	^a 6	^b 46	^c 9	^d 54	^e 76	^f 17	^g 27	^h 148	^a 234	^b 149	^a 322	^b 61	^a 367	^b 16
	3	32	3	48	66	12	25	131	196	125	291	30	297	24
5 2%	**	**	**	2	*	**	**	1	1	4	5	*	5	**
	**	**	**	4%	%	**	**	1%	1%	3%	2%	%	2%	**
		eh								a				
72 22%	**	**	**	12	17	**	**	28	45	27	69	3	67	**
	**	**	**	26%	25%	**	**	21%	23%	22%	24% b	10%	23%	**
70 22%	**	**	**	12	4	**	**	38	39	30	65	5	63	**
	**	**	**	26% e	6%	**	**	29% be	20%	24%	22%	17%	21%	**
97 30%	**	**	**	12	28	**	**	38	63	34	92	5	90	**
	**	**	**	25%	43% bdh	**	**	29%	32%	27%	32% b	16%	30%	**
77 24%	**	**	**	9	17	**	**	26	47	29	59	17	71	**
	**	**	**	19%	26%	**	**	20%	24%	23%	20%	57% a	24%	**
		dh												

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

Ofcom; Business Postal Tracker April 2018

Table 44 (continuation)

Page 677

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	5	2	1	2	1	4	**	**	**	**	**	**	5	**	1	*	4
	2%	1%	1%	3%	%	14%	**	**	**	**	**	**	2%	**	1%	%	10%
						al											ab
This is not important to me - don't mind if not offered	72	41	25	5	64	6	**	**	**	**	**	**	70	**	40	24	8
	22%	21%	43%	9%	23%	20%	**	**	**	**	**	**	22%	**	31%	15%	21%
		c	ac												b		
This is mandatory to me - a must have	70	47	7	14	61	9	**	**	**	**	**	**	69	**	32	28	9
	22%	24%	11%	22%	22%	28%	**	**	**	**	**	**	22%	**	25%	19%	23%
		b															
This is a 'nice to have' , but I can live without it being offered	97	67	18	12	92	3	**	**	**	**	**	**	94	**	32	60	5
	30%	34%	30%	19%	33%	8%	**	**	**	**	**	**	30%	**	25%	39%	13%
		c			b								b		c	ac	
This is a 'great to have' - makes a difference and can sway my decision	77	38	9	30	64	9	**	**	**	**	**	**	73	**	23	41	13
	24%	20%	15%	47%	23%	29%	**	**	**	**	**	**	23%	**	18%	27%	32%
				ab													a

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

Ofcom; Business Postal Tracker April 2018

Table 44 (continuation)

Page 678

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	383	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
Weighted total	321	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
This is a negative to me	5 2%	2 1%	3 2%	5 2%	1 1%	4 5%	2 1%	3 1%	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
						abcdf																
This is not important to me - don't mind if not offered	72 22%	68 24%	22 13%	72 22%	11 10%	14 19%	53 25%	64 22%	**	**	**	**	**	**	8 8%	**	**	**	**	**	**	**
		bd		bd		d	bd															
This is mandatory to me - a must have	70 22%	54 19%	49 29%	70 22%	27 24%	14 19%	40 18%	64 22%	**	**	**	**	**	**	26 25%	**	**	**	**	**	**	**
			acef																			
This is a 'nice to have' , but I can live without it being offered	97 30%	85 30%	53 31%	97 30%	35 32%	17 23%	74 35%	95 32%	**	**	**	**	**	**	33 31%	**	**	**	**	**	**	**
						e	b															
This is a 'great to have' - makes a difference and can sway my decision	77 24%	74 26%	42 25%	77 24%	38 34%	25 34%	45 21%	67 23%	**	**	**	**	**	**	38 36%	**	**	**	**	**	**	**
				bcf	cf			a														

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

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

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
383	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
5	3	*	2	-	**	**	**	**	**	**	-	**	1	5	**
2%	2%	*%	3%	-%	**	**	**	**	**	**	-%	**	3%	2%	**
72	29	19	14	10	**	**	**	**	**	**	11	**	*	72	**
22%	23%	23%	20%	26%	**	**	**	**	**	**	15%	**	1%	23%	**
	c														
70	36	19	12	4	**	**	**	**	**	**	13	**	11	67	**
22%	27%	22%	18%	10%	**	**	**	**	**	**	18%	**	33%	22%	**
	d	d											a		
97	38	29	20	8	**	**	**	**	**	**	20	**	12	97	**
30%	29%	35%	30%	22%	**	**	**	**	**	**	28%	**	38%	31%	**
						cd	cd								
77	24	16	20	16	**	**	**	**	**	**	28	**	9	72	**
24%	19%	19%	30%	42%	**	**	**	**	**	**	39%	**	26%	23%	**
				ab				abd							

Ofcom; Business Postal Tracker April 2018

Table 44 (continuation)

Page 680

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	5	**	1	**	5	**	1	**	*	2	-	**
	2%	**	1%	**	2%	**	1%	**	1%	1%	-%	**
This is not important to me - don't mind if not offered	72	**	10	**	72	**	10	**	5	68	7	**
	22%	**	10%	**	23%	**	10%	**	6%	26% a	20% a	**
This is mandatory to me - a must have	70	**	23	**	68	**	23	**	28	49	8	**
	22%	**	24%	**	22%	**	25%	**	32% b	18%	23%	**
This is a 'nice to have' , but I can live without it being offered	97	**	31	**	97	**	28	**	38	76	9	**
	30%	**	31%	**	31%	**	30%	**	44% bc	29%	27%	**
This is a 'great to have' - makes a difference and can sway my decision	77	**	34	**	72	**	31	**	15	70	10	**
	24%	**	34%	**	23%	**	33%	**	18%	26%	30%	**

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
Weighted total	321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
This is a negative to me	5	1	2	**	**	1	-	**	**	2	3	1	1	4	**
	2%	1%	1%	**	**	1%	-%	**	**	1%	2%	1%	1%	2%	**
				ab											
This is not important to me - don't mind if not offered	72	2	22	**	**	2	11	**	**	68	22	10	47	54	**
	22%	3%	15%	**	**	3%	12%	**	**	24%	13%	10%	17%	25%	**
			a	a			a	a		bc			a		
This is mandatory to me - a must have	70	24	38	**	**	22	17	**	**	54	49	22	68	42	**
	22%	38%	26%	**	**	30%	20%	**	**	19%	29%	22%	25%	19%	**
		b					b				a				
This is a 'nice to have' , but I can live without it being offered	97	24	45	**	**	24	29	**	**	85	53	31	86	72	**
	30%	37%	31%	**	**	34%	33%	**	**	30%	32%	31%	32%	33%	**
		c				c	c								
This is a 'great to have' - makes a difference and can sway my decision	77	12	40	**	**	23	30	**	**	74	42	36	69	46	**
	24%	19%	27%	**	**	32%	34%	**	**	26%	25%	36%	25%	21%	**
											ab				

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

Ofcom; Business Postal Tracker April 2018

Table 44 (continuation)

Page 682

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	321	83	47	58	7	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	5	-	-	1	**	*	4	**	**	**	**	5	1	5	3	5
	2%	-%	-%	1%	**	*%	2% a	**	**	**	**	2%	*%	2%	1%	2%
This is not important to me - don't mind if not offered	72	7	5	2	**	46	52	**	**	**	**	70	57	70	54	72
	22%	9%	10%	4%	**	19%	26%	**	**	**	**	23%	22%	23%	22%	23%
This is mandatory to me - a must have	70	18	8	20	**	54	36	**	**	**	**	68	62	68	58	67
	22%	22%	16%	34% b	**	22%	18%	**	**	**	**	22%	24%	22%	23%	21%
This is a 'nice to have' , but I can live without it being offered	97	24	18	24	**	76	69	**	**	**	**	92	69	92	74	95
	30%	29%	37%	41%	**	31%	34%	**	**	**	**	30%	27%	30%	30%	30%
This is a 'great to have' - makes a difference and can sway my decision	77	34	17	12	**	65	41	**	**	**	**	72	67	74	59	73
	24%	41% c	37% c	20%	**	27%	20%	**	**	**	**	23%	26%	24%	24%	23%

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	383	207	367	97	328	13	49	334	41	3	8	41	44	271	67
Weighted total	321	156	303	-	261	11	51	270	34	*	5	34	34	233	53
This is a negative to me	5	*	5	2	5	**	**	3	**	**	**	**	**	5	*
	2%	*%	2%	4%	2%	**	**	1%	**	**	**	**	**	2%	*%
			a												
This is not important to me - don't mind if not offered	72	24	70	10	57	**	**	64	**	**	**	**	**	58	9
	22%	16%	23%	18%	22%	**	**	24%	**	**	**	**	**	25%	16%
		a													
This is mandatory to me - a must have	70	43	64	13	53	**	**	55	**	**	**	**	**	44	20
	22%	27%	21%	22%	20%	**	**	20%	**	**	**	**	**	19%	38%
														ab	
This is a 'nice to have' , but I can live without it being offered	97	58	91	13	78	**	**	88	**	**	**	**	**	77	13
	30%	37%	30%	22%	30%	**	**	33%	**	**	**	**	**	33%	25%
		c						a							
This is a 'great to have' - makes a difference and can sway my decision	77	31	74	20	68	**	**	60	**	**	**	**	**	49	11
	24%	20%	24%	35%	26%	**	**	22%	**	**	**	**	**	21%	20%
			ab										bc		

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

Ofcom; Business Postal Tracker April 2018

Table 44 (continuation)

Page 684

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		*a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	383	29	12	339	218	165	362	49	137	68	107	47	197	126
Weighted total	321	36	14	271	187	133	296	23	100	45	84	36	164	99
This is a negative to me	5	**	**	5	1	4	5	**	1	-	1	**	1	2
	2%	**	**	2%	1%	3%	2%	**	1%	-%	1%	**	1%	2%
This is not important to me - don't mind if not offered	72	**	**	67	37	35	65	**	11	4	7	**	21	26
	22%	**	**	25%	20%	26%	22%	**	11%	9%	9%	**	13%	26%
							cd							ac
This is mandatory to me - a must have	70	**	**	58	47	23	65	**	26	12	23	**	39	13
	22%	**	**	21%	25%	17%	22%	**	26%	27%	27%	**	24%	14%
											d		d	
This is a 'nice to have' , but I can live without it being offered	97	**	**	82	57	40	89	**	28	12	23	**	47	35
	30%	**	**	30%	30%	30%	30%	**	28%	26%	27%	**	29%	36%
This is a 'great to have' - makes a difference and can sway my decision	77	**	**	59	46	31	72	**	34	17	30	**	57	22
	24%	**	**	22%	24%	23%	24%	**	34%	37%	36%	**	34%	23%
								ab	ab		d		d	

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

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
5	2	*	**	1	5
2%	3%	*%	**	1%	2%
	b				
72	13	24	**	30	72
22%	20%	20%	**	30%	22%
70	9	33	**	15	70
22%	14%	27%	**	15%	22%
		ad			
97	20	33	**	32	97
30%	31%	27%	**	33%	30%
77	21	31	**	21	77
24%	32%	26%	**	21%	24%

Columns Tested: a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	16	15	*	*	**	1	6	2	**	**	**
	5%	5%	4%	7%	**	5%	5%	3%	**	**	**
This is not important to me - don't mind if not offered	44	42	1	1	**	2	20	9	**	**	**
	14%	14%	9%	14%	**	10%	19%	10%	**	**	**
This is mandatory to me - a must have	110	105	4	1	**	6	38	23	**	**	**
	34%	35%	37%	23%	**	32%	36%	26%	**	**	**
This is a 'nice to have' , but I can live without it being offered	92	88	3	1	**	5	30	35	**	**	**
	29%	29%	26%	23%	**	27%	28%	40%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	59	54	2	2	**	5	12	18	**	**	**
	18%	18%	24%	32%	**	26%	12%	21%	**	**	ab

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 687

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
383	10	20	35	18	32	54	36	21	13	239	54	49	41
321	16	30	18	23	34	57	46	30	14	270	20	18	13
16	**	**	**	**	**	2	**	**	**	12	1	**	**
5%	**	**	**	**	**	4%	**	**	**	4%	5%	**	**
44	**	**	**	**	**	15	**	**	**	39	2	**	**
14%	**	**	**	**	**	26%	**	**	**	14%	10%	**	**
					c	cijklm				c			
110	**	**	**	**	**	23	**	**	**	96	7	**	**
34%	**	**	**	**	**	41%	**	**	**	36%	34%	**	**
					l	l				l	l		l
92	**	**	**	**	**	11	**	**	**	74	7	**	**
29%	**	**	**	**	**	19%	**	**	**	27%	33%	**	**
			efjkm									f	
59	**	**	**	**	**	7	**	**	**	49	4	**	**
18%	**	**	**	**	**	11%	**	**	**	18%	19%	**	**
					c		c			c	c	c	

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

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	16 5%	**	**	**	**	**	**	**	**	**	12 5%	1 4%	2 10%	**
This is not important to me - don't mind if not offered	44 14%	**	**	**	**	**	**	**	**	**	39 15% c	2 9%	2 11%	**
This is mandatory to me - a must have	110 34%	**	**	**	**	**	**	**	**	**	96 36% l	7 30% l	2 14%	** l
This is a 'nice to have' , but I can live without it being offered	92 29%	**	**	**	**	**	**	**	**	**	69 26%	9 40% j	8 43% j	** j
This is a 'great to have' - makes a difference and can sway my decision	59 18%	**	**	**	**	**	**	**	**	**	50 19%	4 17%	4 22%	**

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 689

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	383	6	46	9	54	76	17	27	148	234	149	322	61	367	16
Weighted total	321	3	32	3	48	66	12	25	131	196	125	291	30	297	24
This is a negative to me	16	**	**	**	3	2	**	**	9	11	5	12	4	15	**
	5%	**	**	**	5%	3%	**	**	7%	6%	4%	4%	13% a	5%	**
This is not important to me - don't mind if not offered	44	**	**	**	7	6	**	**	20	30	13	43	1	42	**
	14%	**	**	**	14%	10%	**	**	16%	15%	11%	15% b	2%	14%	**
This is mandatory to me - a must have	110	**	**	**	17	23	**	**	50	61	50	99	11	101	**
	34%	**	**	**	36%	35%	**	**	38%	31%	40%	34%	37%	34%	**
This is a 'nice to have' , but I can live without it being offered	92	**	**	**	13	18	**	**	35	67	25	85	7	87	**
	29%	**	**	**	27%	27%	**	**	27%	34% b	20%	29%	24%	29%	**
This is a 'great to have' - makes a difference and can sway my decision	59	**	**	**	8	17	**	**	17	27	32	52	7	52	**
	18%	**	**	**	17%	26% h	**	**	13%	14%	25% a	18%	24%	18%	**

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

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)					
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-£1000	£1000+	Small	Medium	Large			
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c			
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107			
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39			
This is a negative to me	16	7	4	5	12	3	**	**	**	**	**	**	16	**	6	7	3			
	5%	4%	6%	8%	4%	11%	**	**	**	**	**	**	5%	**	4%	4%	8%			
					a)															
This is not important to me - don't mind if not offered	44	37	5	1	43	1	**	**	**	**	**	**	43	**	24	18	1			
	14%	19%	9%	2%	15%	2%	**	**	**	**	**	**	14%	**	19%	12%	2%			
		bc	c		b								b		c	c				
This is mandatory to me - a must have	110	60	22	26	94	12	**	**	**	**	**	**	106	**	40	54	16			
	34%	30%	37%	42%	33%	39%	**	**	**	**	**	**	34%	**	31%	35%	42%			
This is a 'nice to have' , but I can live without it being offered	92	55	22	15	82	7	**	**	**	**	**	**	89	**	35	47	10			
	29%	28%	37%	24%	29%	24%	**	**	**	**	**	**	29%	**	28%	30%	26%			
This is a 'great to have' - makes a difference and can sway my decision	59	37	7	15	50	7	**	**	**	**	**	**	58	**	23	27	9			
	18%	19%	11%	24% b	18%	24%	**	**	**	**	**	**	18%	**	18%	18%	22%			

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 691

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
321	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
16	16	9	16	11	8	11	14	**	**	**	**	**	**	11	**	**	**	**	**	**	**
5%	5%	5%	5%	10% c	10% c	5%	5%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
44	41	23	44	11	5	28	43	**	**	**	**	**	**	11	**	**	**	**	**	**	**
14%	15% e	14% e	14% e	9%	7%	13%	15% b	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
110	92	67	110	41	28	79	103	**	**	**	**	**	**	37	**	**	**	**	**	**	**
34%	33%	40%	34%	37%	37%	37%	35%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
92	79	41	92	26	21	58	82	**	**	**	**	**	**	25	**	**	**	**	**	**	**
29%	28%	24%	29%	23%	28%	27%	28%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
59	55	29	59	23	13	38	52	**	**	**	**	**	**	23	**	**	**	**	**	**	**
18%	20%	17%	18%	21%	17%	18%	18% a	**	**	**	**	**	**	22%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 692

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
383	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
16	8	3	4	1	**	**	**	**	**	**	7	**	2	15	**
5%	6%	3%	6%	3%	**	**	**	b	b	**	9%	**	7%	5%	**
44	25	11	7	*	**	**	**	**	**	**	5	**	3	44	**
14%	19% d	13% d	11% d	1% d	**	** c	**	**	**	**	7%	**	10%	14%	**
110	39	29	21	18	**	**	**	**	**	**	28	**	12	108	**
34%	30%	36%	31%	49% ac	**	**	**	**	**	**	39%	**	38%	34%	**
92	36	28	17	11	**	**	**	**	**	**	14	**	9	90	**
29%	27%	34%	25%	30%	**	**	**	**	**	**	20%	**	28%	29%	**
59	22	11	19	7	**	**	**	**	**	**	18	**	6	56	**
18%	17%	13%	27% b	18%	**	**	**	a	**	**	25%	**	18%	18%	**

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 693

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	16	**	9	**	15	**	11	**	11	15	4	**
	5%	**	9%	**	5%	**	12%	**	12% b	6%	12%	**
This is not important to me - don't mind if not offered	44	**	11	**	44	**	8	**	14	36	*	**
	14%	**	11%	**	14%	**	9%	**	16% c	13% c	1%	**
This is mandatory to me - a must have	110	**	36	**	110	**	33	**	32	85	15	**
	34%	**	36%	**	35%	**	35%	**	37%	32%	43%	**
This is a 'nice to have' , but I can live without it being offered	92	**	23	**	88	**	20	**	16	75	8	**
	29%	**	23%	**	28%	**	21%	**	19%	28% a	22%	**
This is a 'great to have' - makes a difference and can sway my decision	59	**	21	**	56	**	21	**	14	54	8	**
	18%	**	21%	**	18%	**	22%	**	16%	21%	22%	**

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 694

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
Weighted total	321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
This is a negative to me	16	6	6	**	**	10	8	**	**	15	9	9	16	9	**
	5%	9%	4%	**	**	15%	9%	**	**	5%	5%	9%	6%	4%	**
			b				b								
This is not important to me - don't mind if not offered	44	7	20	**	**	7	8	**	**	41	23	10	36	35	**
	14%	11%	13% c	**	**	10%	9%	**	**	15%	14%	10%	13%	16%	**
This is mandatory to me - a must have	110	27	58	**	**	22	34	**	**	92	67	36	91	79	**
	34%	42%	39%	**	**	30%	39%	**	**	33%	40%	36%	34%	36%	**
This is a 'nice to have' , but I can live without it being offered	92	12	37	**	**	18	20	**	**	79	41	22	79	51	**
	29%	19%	25%	**	**	25%	23%	**	**	28%	24%	22%	29%	24%	**
This is a 'great to have' - makes a difference and can sway my decision	59	12	27	**	**	15	17	**	**	55	28	23	49	43	**
	18%	19%	18%	**	**	20%	19%	**	**	20%	16%	23%	18%	20%	**

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 695

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	16	3	3	10	**	12	8	**	**	**	**	16	11	16	15	15
	5%	4%	6%	18% ab	**	5%	4%	**	**	**	**	5%	4%	5%	6%	5%
This is not important to me - don't mind if not offered	44	7	5	8	**	30	32	**	**	**	**	42	36	42	30	42
	14%	8%	10%	14%	**	13%	16%	**	**	**	**	14%	14%	13%	12%	13%
This is mandatory to me - a must have	110	32	21	19	**	78	67	**	**	**	**	105	97	105	83	108
	34%	38%	44%	33%	**	32%	33%	**	**	**	**	34%	38%	34%	33%	35%
This is a 'nice to have' , but I can live without it being offered	92	19	9	12	**	74	54	**	**	**	**	87	62	88	67	90
	29%	23%	18%	21%	**	30%	27%	**	**	**	**	29%	24%	28%	27%	29%
This is a 'great to have' - makes a difference and can sway my decision	59	22	10	8	**	48	41	**	**	**	**	57	49	59	54	59
	18%	27% c	22%	14%	**	20%	20%	**	**	**	**	18%	19%	19%	22%	19%

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 696

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	383	207	367	97	328	13	49	334	41	3	8	41	44	271	67
Weighted total	321	156	303	59	261	11	51	270	34	*	5	34	34	233	53
This is a negative to me	16	9	16	4	13	**	**	11	**	**	**	**	**	7	4
	5%	6%	5%	7%	5%	**	**	4%	**	**	**	**	b	3%	8%
This is not important to me - don't mind if not offered	44	18	41	1	38	**	**	39	**	**	**	**	**	34	9
	14%	12%	14%	2%	14%	**	**	14%	**	**	**	**	**	15%	17%
		c	c											a	a
This is mandatory to me - a must have	110	66	101	24	89	**	**	86	**	**	**	**	**	81	22
	34%	43%	33%	40%	34%	**	**	32%	**	**	**	**	**	35%	41%
		b					b								
This is a 'nice to have' , but I can live without it being offered	92	34	87	14	66	**	**	82	**	**	**	**	**	67	9
	29%	22%	29%	23%	25%	**	**	30%	**	**	**	**	**	29%	18%
													bc		
This is a 'great to have' - makes a difference and can sway my decision	59	28	58	16	55	**	**	52	**	**	**	**	**	44	9
	18%	18%	19%	27%	21%	**	**	19%	**	**	**	**	**	19%	16%

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 697

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		*a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	383	29	12	339	218	165	362	49	137	68	107	47	197	126
Weighted total	321	36	14	271	187	133	296	23	100	45	84	36	164	99
This is a negative to me	16	**	**	10	12	4	14	**	9	2	9	**	11	3
	5%	**	**	4%	6%	3%	5%	**	9% b	5%	10% bd	**	6%	3%
This is not important to me - don't mind if not offered	44	**	**	43	27	17	37	**	11	5	10	**	21	18
	14%	**	**	16%	14%	13%	12%	** acd	11%	11%	12%	**	13%	18%
This is mandatory to me - a must have	110	**	**	95	61	50	103	**	39	13	28	**	40	29
	34%	**	**	35%	32%	37%	35%	**	39%	28%	33%	** c	24%	30%
This is a 'nice to have' , but I can live without it being offered	92	**	**	77	55	38	87	**	21	14	20	**	57	25
	29%	**	**	29%	29%	28%	29%	**	21%	32%	24%	**	34% b	26%
This is a 'great to have' - makes a difference and can sway my decision	59	**	**	45	33	25	56	**	21	11	17	**	36	23
	18%	**	**	17%	18%	19%	19% b	**	21% b	24% b	20%	**	22%	23%

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

Ofcom; Business Postal Tracker April 2018

Table 45 (continuation)

Page 698

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
16	7	3	**	4	16
5%	10% b	2%	**	4%	5%
44	2	19	**	19	44
14%	3%	15% a	**	19% a	14%
110	27	38	**	27	110
34%	41%	31%	**	28%	34%
92	15	41	**	30	92
29%	23%	34%	**	31%	29%
59	15	21	**	18	59
18%	23%	18%	**	18%	18%

Columns Tested: a,b,c,d

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	4	4	*	-	**	*	2	-	**	**	**
	1%	1%	2%	-%	**	1%	2%	-%	**	**	**
This is not important to me - don't mind if not offered	52	50	1	1	**	2	17	19	**	**	**
	16%	17%	8%	17%	**	11%	16%	21%	**	**	**
		b					e	e			
This is mandatory to me - a must have	82	76	3	1	**	5	31	20	**	**	**
	25%	25%	33%	26%	**	30%	29%	23%	**	**	**
							e				
This is a 'nice to have' , but I can live without it being offered	85	81	3	1	**	5	21	14	**	**	**
	27%	27%	28%	28%	**	26%	20%	16%	**	**	**
											ab
This is a 'great to have' - makes a difference and can sway my decision	97	92	3	1	**	6	35	35	**	**	**
	30%	30%	29%	29%	**	31%	33%	40%	**	**	**

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

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
383 321	*a 10 16	*b 20 30	c 35 18	*d 18 23	e 32 34	f 54 57	g 36 46	*h 21 30	*i 13 14	j 239 270	k 54 20	l 49 18	m 41 13	
	4 1%	** **	** **	** **	** **	* **	** **	** **	** **	4 2%	- -%	** **	** **	
52 16%	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	efjklm	
														efjklm
82 25%	** **	** **	** **	** **	** **	13 23%	** **	** **	** **	68 25%	7 33%	** **		
85 27%	fj	fj	fj	fj	fj	fj	fj	fj	fj	fj	fj	fj	fj	
														fj
97 30%	** **	** **	** **	** **	** **	13 22%	** **	** **	** **	81 30%	5 24%	** **		
					c							c	c	

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

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	4 1%	**	**	**	**	**	**	**	**	**	4 2%	- -%	- -%	**
		fjklm												
This is not important to me - don't mind if not offered	52 16%	**	**	**	**	**	**	**	**	**	48 18% l	2 9%	1 6%	**
This is mandatory to me - a must have	82 25%	**	**	**	**	**	**	**	**	**	68 26% 9	7 30% 9	4 23%	**
This is a 'nice to have' , but I can live without it being offered	85 27%	**	**	**	**	**	**	**	**	**	66 25%	9 39% j	7 39% j	**
This is a 'great to have' - makes a difference and can sway my decision	97 30%	**	**	**	**	**	**	**	**	**	80 30%	5 22%	6 32%	**
		cjk												

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 702

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	6	46	9	54	76	17	27	148	234	149	322	61	367	16
Weighted total	321	32	3	48	66	12	25	131	196	125	291	30	297	24
This is a negative to me	4	**	**	**	2	*	**	2	2	2	2	2	4	**
	1%	**	**	**	4%	*%	**	2%	1%	2%	1%	7% a	1%	**
This is not important to me - don't mind if not offered	52	**	**	**	10	13	**	18	37	15	49	3	48	**
	16%	**	**	**	20%	19%	**	14%	19%	12%	17%	10%	16%	**
This is mandatory to me - a must have	82	**	**	**	13	8	**	43	53	29	75	6	79	**
	25%	**	**	**	28% e	12%	**	33% be	27%	23%	26%	21%	26%	**
This is a 'nice to have' , but I can live without it being offered	85	**	**	**	8	25	**	34	55	30	75	10	82	**
	27%	**	**	**	16%	38% bd	**	26%	28%	24%	26%	34%	28%	**
This is a 'great to have' - makes a difference and can sway my decision	97	**	**	**	15	20	**	34	49	48	89	8	84	**
	30%	**	**	**	32%	30%	**	26%	25%	38% a	31%	27%	28%	**
		eh												

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 703

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	383	208	80	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	4	4	-	4	*	**	**	**	**	**	**	4	**	2	2	*
	1%	2%	-%	2%	*%	**	**	**	**	**	**	1%	**	2%	1%	*%
This is not important to me - don't mind if not offered	52	31	13	40	10	**	**	**	**	**	**	50	**	25	14	12
	16%	16%	23%	14%	34% ai	**	**	**	**	**	**	16%	**	20% b	9%	32% b
This is mandatory to me - a must have	82	36	19	69	10	**	**	**	**	**	**	79	**	25	44	13
	25%	19%	32% a	25%	34%	**	**	**	**	**	**	25%	**	19%	29%	32% a
This is a 'nice to have' , but I can live without it being offered	85	53	15	80	5	**	**	**	**	**	**	85	**	32	48	5
	27%	27%	25%	28% b	17%	**	**	**	**	**	**	27% b	**	25%	31% c	14%
This is a 'great to have' - makes a difference and can sway my decision	97	71	12	89	5	**	**	**	**	**	**	93	**	44	44	9
	30%	36% bc	21%	32% b	16%	**	**	**	**	**	**	30% b	**	35%	29%	22%

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 704

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
321	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
4	2	2	4	2	*	4	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	1%	1%	1%	2%	1%	2%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
52	50	19	52	15	15	40	44	**	**	**	**	**	**	12	**	**	**	**	**	**	**
16%	18% b	11%	16%	13%	20% b	19% b	15%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
82	69	49	82	33	23	47	77	**	**	**	**	**	**	31	**	**	**	**	**	**	**
25%	24%	29%	25%	30%	30%	22%	26%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
85	78	49	85	25	23	58	78	**	**	**	**	**	**	25	**	**	**	**	**	**	**
27%	28%	29%	27%	22%	31%	27%	27%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
97	84	50	97	37	14	65	91	**	**	**	**	**	**	37	**	**	**	**	**	**	**
30%	30% e	30% e	30% e	33% e	19%	30% e	31% b	**	**	**	**	**	**	35%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 705

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
383	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
4	*	2	2	*	**	**	**	**	**	**	-	**	2	4	**
1%	*%	3%	3%	*%	**	**	**	**	**	**	-%	**	6% a	1%	**
52	18	15	8	10	**	**	**	**	**	**	12	**	*	52	**
16%	14%	19%	12%	26% ac	**	**	**	**	**	**	16% c	**	1%	17%	**
82	35	19	17	12	**	**	**	**	**	**	25	**	5	79	**
25%	27%	23%	25%	32%	**	**	**	**	**	**	35% c	**	15%	25%	**
									a						
85	34	25	20	7	**	**	**	**	**	**	12	**	11	81	**
27%	26%	30%	29%	18%	**	**	**	**	**	**	16%	**	33% a	26%	**
						d									
97	43	21	21	9	**	**	**	**	**	**	23	**	15	97	**
30%	33%	26%	31%	24%	**	**	**	**	**	**	32%	**	44%	31%	**

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 706

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	1	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	4	**	2	**	4	**	2	**	*	2	*	**
	1%	**	2%	**	1%	**	2%	**	1%	1%	1%	**
This is not important to me - don't mind if not offered	52	**	12	**	52	**	14	**	13	50	5	**
	16%	**	12%	**	17%	**	15%	**	15%	19%	14%	**
This is mandatory to me - a must have	82	**	31	**	82	**	31	**	20	63	8	**
	25%	**	31%	**	26%	**	33%	**	24%	24%	23%	**
This is a 'nice to have' , but I can live without it being offered	85	**	20	**	81	**	20	**	28	69	9	**
	27%	**	21%	**	26%	**	22%	**	32%	26%	26%	**
This is a 'great to have' - makes a difference and can sway my decision	97	**	33	**	95	**	26	**	25	81	13	**
	30%	**	34%	**	30%	**	28%	**	29%	31%	37%	**

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 707

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
This is a negative to me	4	2	2	**	2	2	**	**	2	2	2	4	*	**
	1%	3%	1%	**	3%	2%	**	**	1%	1%	2%	2%	%	**
This is not important to me - don't mind if not offered	52	5	17	**	10	14	**	**	50	19	15	42	42	**
	16%	8%	12%	**	14%	17%	**	**	18% b	11%	14%	15%	19%	**
This is mandatory to me - a must have	82	16	38	**	21	26	**	**	69	49	27	70	51	**
	25%	26%	26%	**	28%	30%	**	**	24%	29%	27%	26%	24%	**
This is a 'nice to have' , but I can live without it being offered	85	25	41	**	19	15	**	**	78	49	22	69	50	**
	27%	40% b	28%	**	26%	17%	**	**	28%	29%	22%	26%	23%	**
This is a 'great to have' - makes a difference and can sway my decision	97	14	49	**	21	29	**	**	84	50	34	84	74	**
	30%	23%	33%	**	29%	34%	**	**	30%	29%	34%	31%	34%	**

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 708

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	383	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	321	83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	4	2	*	*	**	**	4	*	**	**	**	**	4	4	4	4	4
	1%	3%	*%	*%	**	**	2%	*%	**	**	**	**	1%	2%	1%	2%	1%
This is not important to me - don't mind if not offered	52	12	5	12	**	**	36	38	**	**	**	**	52	35	52	39	50
	16%	14%	11%	20%	**	**	15%	19%	**	**	**	**	17%	14%	17%	16%	16%
This is mandatory to me - a must have	82	19	10	16	**	**	58	49	**	**	**	**	77	76	77	65	79
	25%	22%	21%	27%	**	**	24%	24%	**	**	**	**	25%	30%	25%	26%	25%
This is a 'nice to have' , but I can live without it being offered	85	18	8	11	**	**	58	48	**	**	**	**	82	69	82	68	85
	27%	21%	18%	19%	**	**	24%	24%	**	**	**	**	27%	27%	27%	27%	27%
This is a 'great to have' - makes a difference and can sway my decision	97	33	24	20	**	**	85	67	**	**	**	**	91	71	93	73	94
	30%	40%	50%	34%	**	**	35%	33%	**	**	**	**	30%	28%	30%	29%	30%

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 709

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
383	207	367	97	-	328	13	49	334	41	3	8	41	44	271	67
321	156	303	59	-	261	11	51	270	34	*	5	34	34	233	53
4	4	4	*	**	2	**	**	2	**	**	**	**	**	4	*
1%	3%	1%	*%	**	1%	**	**	1%	**	**	**	**	**	2%	*%
52	27	50	5	**	46	**	**	41	**	**	**	**	**	38	9
16%	17%	16%	9%	**	18%	**	**	15%	**	**	**	**	**	16%	18%
82	41	77	14	**	66	**	**	67	**	**	**	**	**	57	15
25%	27%	25%	23%	**	25%	**	**	25%	**	**	**	**	**	25%	29%
85	47	79	21	**	61	**	**	73	**	**	**	**	**	65	11
27%	30%	26%	35%	**	23%	**	**	27%	**	**	**	**	**	28%	21%
97	37	93	19	**	85	**	**	86	**	**	**	**	**	69	17
30%	24%	31%	32%	**	33%	**	**	32%	**	**	**	**	**	30%	32%

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

Ofcom; Business Postal Tracker April 2018

Table 46 (continuation)

Page 710

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total													
Weighted total													
This is a negative to me													
This is not important to me - don't mind if not offered													
This is mandatory to me - a must have													
This is a 'nice to have' , but I can live without it being offered													
This is a 'great to have' - makes a difference and can sway my decision													

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

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
4	-	2	**	2	4
1%	-%	2%	**	2%	1%
52	5	19	**	12	52
16%	8%	16%	**	12%	16%
82	23	31	**	21	82
25%	35%	26%	**	21%	25%
85	18	37	**	21	85
27%	27%	30%	**	22%	27%
97	19	32	**	42	97
30%	29%	26%	**	43% b	30%

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	4 1%	4 1%	* 2%	- -%	** 2%	* 2%	2 2%	* *%	** 2%	** 2%	** 2%
This is not important to me - don't mind if not offered	45 14%	43 14%	1 11%	* 6%	** 2%	2 9%	16 15%	12 14%	** 2%	** 2%	** 2%
This is mandatory to me - a must have	92 29%	87 29%	3 28%	1 25%	** 2%	5 27%	34 32%	19 21%	** 2%	** 2%	** 2%
This is a 'nice to have' , but I can live without it being offered	92 29%	87 29%	3 27%	2 37% d	** 2%	5 28%	25 24%	30 34%	** 2%	** 2%	** 2%
This is a 'great to have' - makes a difference and can sway my decision	88 27%	82 27%	3 31%	2 32%	** a	6 34%	29 27%	27 31%	** 2%	** 2%	** 2%

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

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	4	**	**	**	**	**	*	**	**	**	4	-	**	**
	1%	**	**		**	**	*%	**	**	**	2%	-%	**	**
				fjklm										
This is not important to me - don't mind if not offered	45	**	**	**	**	**	8	**	**	**	44	*	**	**
	14%	**	**	**	**	**	15%	**	**	**	16%	1%	**	**
				kl		gklm	kl				kl			
This is mandatory to me - a must have	92	**	**	**	**	**	19	**	**	**	77	8	**	**
	29%	**	**	**	**	**	33%	**	**	**	29%	38%	**	**
							c	cm				cm		
This is a 'nice to have' , but I can live without it being offered	92	**	**	**	**	**	15	**	**	**	70	8	**	**
	29%	**	**	**	**	**	26%	**	**	**	26%	42%	**	**
				efgj			e	e			e	ej	ej	ej
This is a 'great to have' - makes a difference and can sway my decision	88	**	**	**	**	**	15	**	**	**	74	4	**	**
	27%	**	**	**	**	**	26%	**	**	**	28%	19%	**	**
						ck	c	c			c	c	c	c

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

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	4 1%	**	**	**	**	**	**	**	**	**	4 2%	- -%	- -%	**
		fjklm												
This is not important to me - don't mind if not offered	45 14%	**	**	**	**	**	**	**	**	**	42 16%	* *%	* 1%	**
		kl kl gkl												
This is mandatory to me - a must have	92 29%	**	**	**	**	**	**	**	**	**	77 29%	8 35% cm	5 26%	**
This is a 'nice to have' , but I can live without it being offered	92 29%	**	**	**	**	**	**	**	**	**	68 26%	10 47% gj	8 44% j	**
		gj												
This is a 'great to have' - makes a difference and can sway my decision	88 27%	**	**	**	**	**	**	**	**	**	75 28%	4 18%	5 28%	**

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 715

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
383 321 4 1%	*a 6 3	b 46 32	*c 9 3	d 54 48	e 76 66	*f 17 12	*g 27 25	h 148 131	a 234 196	b 149 125	a 322 291	b 61 30	a 367 297	*b 16 24
	**	**	**	-	*	**	**	2	4	-	2	2	4	**
	**	**	**	-%	*%	**	**	2%	2%	-%	1%	7% a	1%	**
45 14%	** **	** **	** **	14 28% bh	14 21% bh	** **	** **	12 9%	28 14%	17 13%	42 14%	3 9%	40 14%	** **
92 29%	** **	** **	** **	13 27%	17 25%	** **	** **	45 34% b	52 27%	39 32%	87 30% b	5 16%	89 30%	** **
92 29%	** **	** **	** **	12 26%	14 21%	** **	** **	44 34% e	56 29%	36 29%	79 27%	13 43% a	86 29%	** **
88 27%	** **	** **	** **	9 19%	21 32%	** **	** **	28 21%	55 28%	33 26%	80 28%	8 25%	77 26%	** **
	deh													

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 716

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	4	2	2	-	4	*	**	**	**	**	**	**	4	**	4	-	*
	1%	1%	3%	-%	1%	1%	**	**	**	**	**	**	1%	**	3%	-%	1%
															b		
This is not important to me - don't mind if not offered	45	40	5	*	44	1	**	**	**	**	**	**	45	**	27	17	1
	14%	20%	8%	*%	16%	3%	**	**	**	**	**	**	14%	**	21%	11%	2%
		bc	c		b								b		bc	c	
This is mandatory to me - a must have	92	51	21	18	76	13	**	**	**	**	**	**	89	**	32	45	15
	29%	26%	35%	29%	27%	43%	**	**	**	**	**	**	29%	**	25%	29%	39%
						ai											a
This is a 'nice to have' , but I can live without it being offered	92	45	22	25	85	4	**	**	**	**	**	**	89	**	35	50	7
	29%	23%	36%	40%	30%	14%	**	**	**	**	**	**	29%	**	27%	33%	17%
			a	a	b								b			c	
This is a 'great to have' - makes a difference and can sway my decision	88	58	10	20	72	12	**	**	**	**	**	**	84	**	30	42	16
	27%	29%	17%	31%	25%	39%	**	**	**	**	**	**	27%	**	23%	27%	41%
		b		b		ai											ab

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 717

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
321	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
4	2	4	4	2	-	4	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	1%	3%	1%	2%	-%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
45	43	12	45	7	3	35	42	**	**	**	**	**	**	7	**	**	**	**	**	**	**
14%	15%	7%	14%	6%	3%	16%	14%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
	bde		bde			bde															
92	82	55	92	31	31	61	85	**	**	**	**	**	**	29	**	**	**	**	**	**	**
29%	29%	32%	29%	28%	42%	29%	29%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**
					acdf		b														
92	78	55	92	32	19	59	89	**	**	**	**	**	**	30	**	**	**	**	**	**	**
29%	28%	32%	29%	29%	26%	28%	30%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
88	78	44	88	39	22	54	73	**	**	**	**	**	**	39	**	**	**	**	**	**	**
27%	28%	26%	27%	35%	29%	25%	25%	**	**	**	**	**	**	36%	**	**	**	**	**	**	**
				f			a														

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

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

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

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
383	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
105	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
4	*	4	-	*	**	**	**	**	**	**	*	**	2	4	**
1%	*%	5%	-%	*%	**	**	**	**	**	**	*%	**	6%	1%	**
		acd											a		
45	13	19	10	*	**	**	**	**	**	**	5	**	2	45	**
14%	10%	23%	15%	1%	**	**	**	**	**	**	7%	**	7%	14%	**
	d	ad	d												
92	43	18	15	16	**	**	**	**	**	**	20	**	8	90	**
29%	33%	22%	22%	43%	**	**	**	**	**	**	28%	**	26%	29%	**
				bc											
92	30	25	26	10	**	**	**	**	**	**	17	**	10	87	**
29%	23%	31%	38%	28%	**	**	**	**	**	**	24%	**	31%	28%	**
			a			cd	c								
88	43	15	18	10	**	**	**	**	**	**	29	**	10	88	**
27%	33%	19%	26%	28%	**	**	**	**	**	**	41%	**	30%	28%	**
	b							ab							

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	4	**	2	**	4	**	2	**	*	2	*	**
	1%	**	2%	**	1%	**	2%	**	1%	1%	1%	**
This is not important to me - don't mind if not offered	45	**	7	**	43	**	7	**	5	43	*	**
	14%	**	7%	**	14%	**	7%	**	6%	16%	1%	**
									ac			
This is mandatory to me - a must have	92	**	26	**	92	**	26	**	33	74	12	**
	29%	**	27%	**	29%	**	28%	**	38%	28%	35%	**
This is a 'nice to have' , but I can live without it being offered	92	**	24	**	90	**	27	**	23	73	13	**
	29%	**	25%	**	29%	**	29%	**	27%	28%	39%	**
This is a 'great to have' - makes a difference and can sway my decision	88	**	39	**	85	**	31	**	25	73	9	**
	27%	**	39%	**	27%	**	34%	**	29%	27%	25%	**

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 720

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	383	90	223	36	94	110	32	-	354	246	132	331	261	6
Weighted total	321	63	147	18	72	86	17	-	284	169	100	270	217	3
This is a negative to me	4	2	4	**	2	2	**	**	2	4	2	4	*	**
	1%	4%	3%	**	3%	3%	**	**	1%	3%	2%	2%	%	**
												b		
This is not important to me - don't mind if not offered	45	7	12	**	4	5	**	**	43	12	5	35	32	**
	14%	11%	8%	**	6%	6%	**	**	15%	7%	5%	13%	15%	**
									bc					
This is mandatory to me - a must have	92	22	44	**	20	20	**	**	82	55	26	76	67	**
	29%	35%	30%	**	27%	23%	**	**	29%	33%	26%	28%	31%	**
							b							
This is a 'nice to have' , but I can live without it being offered	92	14	48	**	23	24	**	**	78	55	28	79	49	**
	29%	23%	32%	**	32%	28%	**	**	28%	32%	28%	29%	23%	**
This is a 'great to have' - makes a difference and can sway my decision	88	17	40	**	23	35	**	**	78	43	39	75	70	**
	27%	28%	27%	**	32%	41%	**	**	28%	25%	39%	28%	32%	**
						c					ab			

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

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	321	83	47	58	7	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	4	2	*	*	**	4	*	**	**	**	**	4	4	4	4	4
	1%	3%	*%	*%	**	2%	*%	**	**	**	**	1%	2%	1%	2%	1%
This is not important to me - don't mind if not offered	45	4	2	5	**	32	34	**	**	**	**	45	31	45	29	45
	14%	5%	5%	8%	**	13%	17%	**	**	**	**	15%	12%	15%	12%	14%
This is mandatory to me - a must have	92	16	9	20	**	60	59	**	**	**	**	88	85	88	73	89
	29%	19%	19%	35% ab	**	25%	29%	**	**	**	**	29%	33%	28%	29%	29%
This is a 'nice to have' , but I can live without it being offered	92	24	9	18	**	71	46	**	**	**	**	88	68	88	73	89
	29%	28%	19%	31%	**	29%	23%	**	**	**	**	29%	26%	29%	29%	29%
This is a 'great to have' - makes a difference and can sway my decision	88	37	27	15	**	74	63	**	**	**	**	81	68	84	70	85
	27%	45% c	57% c	26%	**	31%	31%	**	**	**	**	27%	27%	27%	28%	27%

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 722

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	383	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	321	207	367	97	-	328	13	49	334	41	3	8	41	44	67
		156	303	59	-	261	11	51	270	34	*	5	34	34	53
This is a negative to me	4	2	4	*	**	2	**	**	2	**	**	**	**	**	*
	1%	2%	1%	*%	**	1%	**	**	1%	**	**	**	**	1%	*%
													bc		
This is not important to me - don't mind if not offered	45	16	45	3	**	27	**	**	43	**	**	**	**	35	7
	14%	11%	15%	5%	**	10%	**	**	16%	**	**	**	**	15%	14%
		c						a							
This is mandatory to me - a must have	92	53	83	21	**	76	**	**	72	**	**	**	**	61	21
	29%	34%	27%	36%	**	29%	**	**	27%	**	**	**	**	26%	39%
														b	
This is a 'nice to have' , but I can live without it being offered	92	48	88	17	**	77	**	**	79	**	**	**	**	78	8
	29%	31%	29%	29%	**	29%	**	**	29%	**	**	**	**	33%	15%
													ac		
This is a 'great to have' - makes a difference and can sway my decision	88	36	83	18	**	79	**	**	73	**	**	**	**	57	17
	27%	23%	27%	31%	**	30%	**	**	27%	**	**	**	**	25%	32%
													b		

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

Ofcom; Business Postal Tracker April 2018

Table 47 (continuation)

Page 723

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	383	*a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	321	29	12	339	218	165	362	49	68	107	47	197	126
		36	14	271	187	133	296	23	45	84	36	164	99
This is a negative to me	4	**	**	4	4	*	4	**	*	2	**	2	*
	1%	**	**	2%	2%	*%	1%	**	2%	3%	**	1%	*%
This is not important to me - don't mind if not offered	45	**	**	42	23	22	34	**	5	2	**	14	12
	14%	**	**	16%	12%	16%	11%	**	5%	3%	**	8%	12%
							c	cd			a		a
This is mandatory to me - a must have	92	**	**	76	56	36	92	**	29	24	**	45	27
	29%	**	**	28%	30%	27%	31%	**	29%	29%	**	27%	28%
This is a 'nice to have' , but I can live without it being offered	92	**	**	74	53	38	81	**	25	20	**	51	23
	29%	**	**	27%	28%	29%	27%	**	25%	24%	**	31%	24%
This is a 'great to have' - makes a difference and can sway my decision	88	**	**	74	50	37	85	**	39	35	**	53	36
	27%	**	**	27%	27%	28%	29%	**	39% a	42%	**	32%	37%

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

Table 47 (continuation)

Page 724

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 1918
383 321	a 85 65	b 171 122	*c 28 21	d 85 98	383 321
4 1%	- -%	4 3%	** **	* *%	4 1%
45 14%	3 5%	10 8%	** **	25 26% ab	45 14%
92 29%	23 35% d	35 29%	** **	17 17%	92 29%
92 29%	22 33%	36 30%	** **	31 31%	92 29%
88 27%	17 26%	37 30%	** **	25 25%	88 27%

Produced by OLR
Issue date: 11/05/18

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	383	168	123	59	33	215	70	66	25	13	46
Weighted total	321	303	10	5	3	18	106	88	22	10	11
This is a negative to me	2 1%	2 1%	* 3%	* 1%	** 2%	*	- -%	2 2%	** 2%	** 2%	** 2%
This is not important to me - don't mind if not offered	47 15%	45 15%	1 9%	1 16%	** 2%	2 12%	17 16% e	13 15% e	** 2%	** 2%	** 2%
This is mandatory to me - a must have	114 35%	107 35%	4 41%	2 32%	** 2%	7 39%	43 41%	26 29%	** 2%	** 2%	** 2%
This is a 'nice to have' , but I can live without it being offered	88 27%	84 28%	3 27%	1 21%	** 2%	4 24%	21 20%	28 32%	** 2%	** 2%	** 2%
This is a 'great to have' - makes a difference and can sway my decision	69 22%	65 21%	2 20%	2 30%	** 2%	4 24%	25 23%	19 21%	** 2%	** 2%	** 2%

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	2 1%	**	**	**	**	**	*	**	**	**	2 1%	-	**	**
		**	**	**	**	**	%	**	**	**	1%	-%	**	**
This is not important to me - don't mind if not offered	47 15%	**	**	**	**	**	8 15%	**	**	**	37 14%	4 18%	**	**
		**	**	**	**	**		**	**	**			**	**
This is mandatory to me - a must have	114 35%	**	**	**	**	**	27 48%	**	**	**	99 37%	7 34%	**	**
		**	**	lm	**	**	lm	**	**	**			**	**
This is a 'nice to have' , but I can live without it being offered	88 27%	**	**	**	**	**	11 19%	**	**	**	74 27%	6 28%	**	**
		**	**	**	**	**		**	**	**			**	fl
This is a 'great to have' - makes a difference and can sway my decision	69 22%	**	**	**	**	**	11 19%	**	**	**	57 21%	4 20%	**	**
		**	**	**	**	C	C	C	**	**	C	C	C	C

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	2 1%	**	**	**	**	**	**	**	**	**	2 1%	- -%	- -%	**
This is not important to me - don't mind if not offered	47 15%	**	**	**	**	**	**	**	**	**	37 14%	4 16%	5 26%	**
							c		**	**	c	cj		
This is mandatory to me - a must have	114 35%	**	**	**	**	**	**	**	**	**	97 36%	9 40%	5 29%	**
		**	**	**	**	**	**	**	**	**		m		**
This is a 'nice to have' , but I can live without it being offered	88 27%	**	**	**	**	**	**	**	**	**	72 27%	6 25%	3 18%	**
		**	**	**	**	**	**	**	**	**				fgjkl
This is a 'great to have' - makes a difference and can sway my decision	69 22%	**	**	**	**	**	**	**	**	**	58 22%	4 18%	5 27%	**
		**	**	**	**	**	**	**	**	**				**

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 728

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Industry								Urbanity		Location		Internet connection		
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No	
Significance Level: 95%	*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b	
Unweighted total	383	6	46	9	54	76	17	27	148	234	149	322	61	367	16
Weighted total	321	3	32	3	48	66	12	25	131	196	125	291	30	297	24
This is a negative to me	2	**	**	**	*	*	**	**	*	*	2	2	-	2	**
	1%	**	**	**	*%	*%	**	**	*%	*%	2%	1%	-%	1%	**
		eh													
This is not important to me - don't mind if not offered	47	**	**	**	10	10	**	**	20	31	16	44	3	44	**
	15%	**	**	**	21% b	15%	**	**	15%	16%	13%	15%	10%	15%	**
This is mandatory to me - a must have	114	**	**	**	17	19	**	**	44	70	44	106	8	108	**
	35%	**	**	**	35%	29%	**	**	33%	35%	36%	37%	26%	36%	**
		e													
This is a 'nice to have' , but I can live without it being offered	88	**	**	**	13	19	**	**	35	52	36	85	3	82	**
	27%	**	**	**	28%	29%	**	**	26%	27%	29%	29% b	12%	27%	**
This is a 'great to have' - makes a difference and can sway my decision	69	**	**	**	8	18	**	**	32	43	26	53	16	61	**
	22%	**	**	**	16%	27%	**	**	25%	22%	21%	18% a	53%	20%	**

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	2	*	*	2	*	2	**	**	**	**	**	**	2	**	*	*	2
	1%	1%	1%	3%	1%	7%	**	**	**	**	**	**	1%	**	1%	1%	5%
				a		a											ab
This is not important to me - don't mind if not offered	47	33	12	2	46	2	**	**	**	**	**	**	47	**	26	20	2
	15%	17%	20%	3%	16%	5%	**	**	**	**	**	**	15%	**	21%	13%	4%
		c	c		b								b		c	c	
This is mandatory to me - a must have	114	66	21	26	95	16	**	**	**	**	**	**	111	**	42	53	19
	35%	34%	36%	42%	34%	54%	**	**	**	**	**	**	36%	**	33%	35%	48%
						a											ab
This is a 'nice to have' , but I can live without it being offered	88	56	16	17	81	5	**	**	**	**	**	**	86	**	37	44	7
	27%	28%	27%	26%	29%	16%	**	**	**	**	**	**	27%	**	29%	29%	19%
					b								b				
This is a 'great to have' - makes a difference and can sway my decision	69	41	10	16	59	6	**	**	**	**	**	**	65	**	23	36	10
	22%	21%	17%	25%	21%	18%	**	**	**	**	**	**	21%	**	18%	24%	24%

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 730

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	383	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
Weighted total	321	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
This is a negative to me	2	*	2	2	-	2	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	1%	1%	-%	3%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
						adf																
This is not important to me - don't mind if not offered	47	46	17	47	6	3	37	44	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	15%	16%	10%	15%	5%	4%	17%	15%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
		bde	e	de			bde															
This is mandatory to me - a must have	114	99	67	114	44	37	85	108	**	**	**	**	**	**	42	**	**	**	**	**	**	**
	35%	35%	40%	35%	39%	49%	39%	37%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**
						ac																
This is a 'nice to have' , but I can live without it being offered	88	76	51	88	25	16	53	84	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	27%	27%	30%	27%	22%	21%	25%	29%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
							b															
This is a 'great to have' - makes a difference and can sway my decision	69	62	31	69	37	17	39	57	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	22%	22%	19%	22%	33%	22%	18%	19%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
					abcef				a													

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
383	105	97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
2	2	-	*	*	**	**	**	**	**	**	-	**	-	2	**
1%	2%	-%	*%	*%	**	**	**	**	**	**	-%	**	-%	1%	**
47	14	19	9	3	**	**	**	**	**	**	4	**	2	47	**
15%	11%	23% ad	13%	8%	**	**	**	**	**	**	5%	**	7%	15%	**
114	53	28	19	14	**	**	**	**	**	**	29	**	12	111	**
35%	40%	34%	28%	37%	**	**	**	**	**	**	41%	**	36%	36%	**
88	27	23	27	11	**	**	**	**	**	**	14	**	11	86	**
27%	21%	28%	40% a	31%	**	**	**	**	**	**	20%	**	34%	27%	**
69	34	12	13	9	**	**	**	**	**	**	25	**	8	67	**
22%	26% b	15%	19%	24%	**	**	**	**	**	**	34%	**	24%	21%	**

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 732

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	321	98	14	314	7	94	18	86	265	34	-
This is a negative to me	2	2	-	**	2	**	-	**	*	*	-	**
	1%	1%	-%	**	1%	**	-%	**	*%	*%	-%	**
This is not important to me - don't mind if not offered	47	47	5	**	47	**	5	**	5	44	*	**
	15%	15%	5%	**	15%	**	6%	**	6%	16% ac	1%	**
This is mandatory to me - a must have	114	114	38	**	112	**	36	**	42	92	15	**
	35%	36%	39%	**	36%	**	38%	**	48% b	35%	42%	**
This is a 'nice to have' , but I can live without it being offered	88	88	23	**	86	**	20	**	21	69	8	**
	27%	27%	23%	**	27%	**	22%	**	24%	26%	23%	**
This is a 'great to have' - makes a difference and can sway my decision	69	69	32	**	66	**	32	**	18	60	11	**
	22%	22%	33%	**	21%	**	34%	**	21%	23%	33%	**

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 733

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
Weighted total	321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
This is a negative to me	2 1%	* %	2 2%	** ab	** 	- -%	- -%	** **	** **	* %*	2 1%	- -%	* %*	2 1%	** **
This is not important to me - don't mind if not offered	47 15%	3 4%	15 10%	** **	** **	2 3%	4 5%	** **	** **	46 16% bc	17 10% c	3 3%	35 13%	32 15%	** **
This is mandatory to me - a must have	114 35%	36 56% b	53 36%	** b	** **	30 41%	32 36%	** ab	** **	99 35%	67 40%	38 38%	96 35%	80 37%	** **
This is a 'nice to have' , but I can live without it being offered	88 27%	19 30% c	48 33% c	** **	** **	14 19% c	20 23% c	** **	** **	76 27%	51 30%	25 24%	75 28%	55 26%	** **
This is a 'great to have' - makes a difference and can sway my decision	69 22%	6 9%	29 20% a	** **	** **	26 36%	31 36%	** **	** **	62 22%	31 18%	35 35% ab	64 24%	47 22%	** **

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	383	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	321	83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	2	-	-	-	**	**	*	2	**	**	**	**	2	*	2	*	2
	1%	-%	-%	-%	**	**	*%	1%	**	**	**	**	1%	*%	1%	*%	1%
This is not important to me - don't mind if not offered	47	3	2	2	**	**	30	31	**	**	**	**	47	33	47	29	47
	15%	4%	5%	4%	**	**	12%	15%	**	**	**	**	15%	13%	15%	12%	15%
This is mandatory to me - a must have	114	28	13	30	**	**	77	70	**	**	**	**	109	101	111	92	108
	35%	34%	27%	51% ab	**	**	32%	34%	**	**	**	**	36%	40%	36%	37%	35%
This is a 'nice to have' , but I can live without it being offered	88	22	13	11	**	**	73	53	**	**	**	**	81	64	81	71	88
	27%	27%	28%	19%	**	**	30%	26%	**	**	**	**	26%	25%	26%	28%	28%
This is a 'great to have' - makes a difference and can sway my decision	69	30	19	15	**	**	62	46	**	**	**	**	67	57	67	57	66
	22%	36%	41%	26%	**	**	26%	23%	**	**	**	**	22%	22%	22%	23%	21%

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 735

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	383	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	321	207	367	97	-	328	13	49	334	41	3	8	41	44	67
		156	303	59	-	261	11	51	270	34	*	5	34	34	53
This is a negative to me	2	*	2	2	**	2	**	**	*	**	**	**	**	**	*
	1%	*%	1%	3%	**	1%	**		*%	**	**	**	**	1%	*%
			ab				b								
This is not important to me - don't mind if not offered	47	21	47	2	**	33	**	**	42	**	**	**	**	37	7
	15%	13%	16%	3%	**	13%	**	**	15%	**	**	**	**	16%	13%
		c	c												
This is mandatory to me - a must have	114	70	109	26	**	91	**	**	94	**	**	**	**	79	24
	35%	45%	36%	45%	**	35%	**	**	35%	**	**	**	**	34%	46%
		b													
This is a 'nice to have' , but I can live without it being offered	88	38	78	14	**	75	**	**	77	**	**	**	**	65	17
	27%	24%	26%	24%	**	29%	**	**	28%	**	**	**	**	28%	33%
This is a 'great to have' - makes a difference and can sway my decision	69	27	67	14	**	59	**	**	57	**	**	**	**	50	5
	22%	18%	22%	24%	**	23%	**	**	21%	**	**	**	**	22%	9%
													bc	c	

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

Ofcom; Business Postal Tracker April 2018

Table 48 (continuation)

Page 736

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	383	*a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	321	29	12	339	218	165	362	49	137	68	107	47	126
		36	14	271	187	133	296	23	100	45	84	36	99
This is a negative to me	2	**	**	2	*	2	2	**	-	-	-	**	*
	1%	**	**	1%	*%	2%	1%	**	-%	-%	-%	**	*%
This is not important to me - don't mind if not offered	47	**	**	42	33	14	37	**	6	1	3	**	13
	15%	**	**	15%	18%	11%	13%	**	6%	2%	4%	**	8%
							cd	d				a	a
This is mandatory to me - a must have	114	**	**	95	62	52	109	**	42	12	35	**	54
	35%	**	**	35%	33%	39%	37%	**	42%	27%	42%	**	33%
This is a 'nice to have' , but I can live without it being offered	88	**	**	78	52	36	82	**	20	14	14	**	48
	27%	**	**	29%	28%	27%	28%	**	20%	32%	17%	**	29%
													a
This is a 'great to have' - makes a difference and can sway my decision	69	**	**	53	40	29	66	**	32	17	31	**	50
	22%	**	**	19%	21%	22%	22%	**	32%	38%	37%	**	30%
									ab	ab			28%

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

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
2	2	*	**	-	2
1%	3%	*%	**	-%	1%
	b				
47	2	25	**	18	47
15%	3%	21%	**	18%	15%
	a			a	
114	21	45	**	30	114
35%	33%	37%	**	30%	35%
88	22	25	**	29	88
27%	34%	21%	**	29%	27%
	b				
69	17	26	**	22	69
22%	26%	21%	**	22%	22%

Columns Tested: a,b,c,d

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
	a	b	c	d	e	a	b	*c	*d	e
383	168	123	59	33	215	70	66	25	13	46
321	303	10	5	3	18	106	88	22	10	11
19	18	*	*	**	1	5	1	**	**	**
6%	6%	5%	3%	**	4%	5%	1%	**	**	**
86	82	3	1	**	4	36	17	**	**	**
27%	27%	28%	17%	**	23%	34% e	19%	**	**	**
92	87	3	1	**	5	32	26	**	**	**
29%	29%	30%	29%	**	30%	30%	29%	**	**	**
72	69	2	1	**	3	20	17	**	**	**
23%	23%	17%	21%	**	19%	19%	20%	**	**	**
51	47	2	2	**	4	12	27	**	**	**
16%	16%	20%	30% a	**	24%	11%	31% a	**	**	**

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	383	10	20	35	18	32	54	36	21	13	239	54	49	41
Weighted total	321	16	30	18	23	34	57	46	30	14	270	20	18	13
This is a negative to me	19	**	**	**	**	**	2	**	**	**	16	1	**	**
	6%	**	**	**	**	**	4%	**	**	**	6%	5%	**	**
				m		m							m	
This is not important to me - don't mind if not offered	86	**	**	**	**	**	13	**	**	**	74	1	**	**
	27%	**	**	**	**	**	23%	**	**	**	27%	5%	**	**
				k		k	k	k			k		k	fk
This is mandatory to me - a must have	92	**	**	**	**	**	19	**	**	**	79	7	**	**
	29%	**	**	**	**	**	33%	**	**	**	29%	34%	**	**
						e	e				e	e		
This is a 'nice to have' , but I can live without it being offered	72	**	**	**	**	**	17	**	**	**	60	8	**	**
	23%	**	**	**	**	**	29%	**	**	**	22%	41%	**	**
							l					ilm		
This is a 'great to have' - makes a difference and can sway my decision	51	**	**	**	**	**	7	**	**	**	41	3	**	**
	16%	**	**	**	**	**	11%	**	**	**	15%	15%	**	**
						c		c			c		c	c

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	383	22	12	34	13	21	50	33	24	25	234	55	52	42
Weighted total	321	36	17	18	14	20	52	43	33	33	266	22	18	15
This is a negative to me	19	**	**	**	**	**	**	**	**	**	16	1	2	**
	6%	**	**	**	**	**	**	**	**	**	6%	4%	11%	**
				gm									m	
This is not important to me - don't mind if not offered	86	**	**	**	**	**	**	**	**	**	71	1	6	**
	27%	**	**	**	**	**	**	**	**	**	27%	5%	33%	**
				k			k	k			k		k	fjk
This is mandatory to me - a must have	92	**	**	**	**	**	**	**	**	**	79	7	4	**
	29%	**	**	**	**	**	**	**	**	**	30%	30%	23%	**
This is a 'nice to have' , but I can live without it being offered	72	**	**	**	**	**	**	**	**	**	58	10	2	**
	23%	**	**	**	**	**	**	**	**	**	22%	47%	12%	**
											ctfgjlm			
This is a 'great to have' - makes a difference and can sway my decision	51	**	**	**	**	**	**	**	**	**	42	3	4	**
	16%	**	**	**	**	**	**	**	**	**	16%	14%	22%	**

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
383 321 19 6%	*a 6 3	b 46 32	*c 9 3	d 54 48	e 76 66	*f 17 12	*g 27 25	h 148 131	a 234 196	b 149 125	a 322 291	b 61 30	a 367 297	*b 16 24
	** **	** **	** **	*% 8%	5 8%	** **	** **	11 8%	15 8%	4 3%	18 6%	1 3%	19 6%	** **
	d bd													
	86 27%	** **	** ** deh	** **	13 26%	14 22%	** **	** **	29 22%	61 31% b	25 20%	83 29% b	3 9%	76 26%
92 29%	** **	** **	** **	14 29%	13 19%	** **	** **	45 35% e	54 28%	38 31%	83 29%	9 30%	87 29%	** **
72 23%	** **	** **	** **	10 20%	24 37% bdh	** **	** **	30 23%	41 21%	32 25%	59 20%	14 45% a	70 24%	** **
51 16%	** **	** **	** **	12 25% h	9 14%	** **	** **	16 12%	26 13%	26 21% a	48 16%	4 13%	45 15%	** **

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-~£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	383	208	80	94	276	90	14	3	-	-	-	-	366	17	88	188	107
Weighted total	321	196	59	63	281	30	9	*	-	-	-	-	312	9	128	153	39
This is a negative to me	19	15	2	2	18	1	**	**	**	**	**	**	19	**	9	9	1
	6%	8%	3%	3%	6%	3%	**	**	**	**	**	**	6%	**	7%	6%	3%
This is not important to me - don't mind if not offered	86	58	18	10	74	10	**	**	**	**	**	**	84	**	46	28	12
	27%	30%	30%	16%	26%	32%	**	**	**	**	**	**	27%	**	36%	18%	31%
		c	c												b		b
This is mandatory to me - a must have	92	52	18	22	80	7	**	**	**	**	**	**	87	**	37	43	12
	29%	26%	31%	36%	28%	24%	**	**	**	**	**	**	28%	**	29%	28%	31%
This is a 'nice to have' , but I can live without it being offered	72	44	13	14	66	6	**	**	**	**	**	**	72	**	22	44	6
	23%	22%	22%	22%	24%	18%	**	**	**	**	**	**	23%	**	17%	29%	15%
																ac	
This is a 'great to have' - makes a difference and can sway my decision	51	28	9	15	43	7	**	**	**	**	**	**	50	**	14	29	8
	16%	14%	15%	24% a	15%	22%	**	**	**	**	**	**	16%	**	11%	19%	21%

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
383	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
321	355	248	383	149	134	281	321	37	11	8	6	-	-	142	3	2	1	-	1	-	1
	284	170	321	112	75	214	293	14	5	4	5	-	-	107	2	2	*	-	*	-	*
19	17	5	19	8	3	8	18	**	**	**	**	**	**	8	**	**	**	**	**	**	**
6%	6%	3%	6%	7%	4%	4%	6%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
86	73	47	86	25	17	53	80	**	**	**	**	**	**	22	**	**	**	**	**	**	**
27%	26%	27%	27%	22%	22%	25%	27%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
							b														
92	82	51	92	36	26	73	83	**	**	**	**	**	**	33	**	**	**	**	**	**	**
29%	29%	30%	29%	32%	35%	34%	28%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**
72	64	43	72	23	21	52	64	**	**	**	**	**	**	23	**	**	**	**	**	**	**
23%	22%	25%	23%	21%	28%	24%	22%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
							a														
51	49	24	51	21	8	29	48	**	**	**	**	**	**	21	**	**	**	**	**	**	**
16%	17%	14%	16%	18%	11%	14%	16%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 49 (continuation)

Page 744

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
383	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
105		97	94	84	3	50	32	34	30	3	77	8	64	370	13
321	130	82	68	37	3	49	23	21	17	2	72	8	33	314	7
19	5	8	6	*	**	**	**	**	**	**	5	**	*	19	**
6%	4%	9%	9%	*%	**	**	**	**	**	**	7%	**	*%	6%	**
		d	d								c				
86	47	23	9	7	**	**	**	**	**	**	18	**	7	86	**
27%	36%	28%	13%	20%	**	**	**	**	**	**	25%	**	21%	27%	**
	cd	c													
92	34	22	21	16	**	**	**	**	**	**	18	**	15	88	**
29%	26%	27%	30%	43%	**	**	**	**	**	**	25%	**	45%	28%	**
				ab		bc							a		
72	21	24	19	6	**	**	**	**	**	**	14	**	8	70	**
23%	16%	29%	28%	17%	**	**	**	**	**	**	19%	**	23%	22%	**
		a													
51	23	6	14	8	**	**	**	**	**	**	17	**	3	51	**
16%	18%	8%	20%	21%	**	**	**	**	**	**	24%	**	10%	16%	**
	b		b	b				a			c				

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	383	382	123	26	377	6	122	27	109	335	55	-
Weighted total	321	*	98	14	314	7	94	18	86	265	34	-
This is a negative to me	19	**	5	**	19	**	8	**	6	16	1	**
	6%	**	5%	**	6%	**	8%	**	7%	6%	3%	**
This is not important to me - don't mind if not offered	86	**	24	**	84	**	22	**	21	64	8	**
	27%	**	25%	**	27%	**	23%	**	25%	24%	25%	**
This is mandatory to me - a must have	92	**	28	**	87	**	25	**	30	77	11	**
	29%	**	28%	**	28%	**	27%	**	35%	29%	33%	**
This is a 'nice to have' , but I can live without it being offered	72	**	21	**	72	**	21	**	14	63	10	**
	23%	**	22%	**	23%	**	23%	**	17%	24%	30% a	**
This is a 'great to have' - makes a difference and can sway my decision	51	**	20	**	51	**	17	**	14	45	3	**
	16%	**	20%	**	16%	**	19%	**	16%	17%	9%	**

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

Ofcom; Business Postal Tracker April 2018

Table 49 (continuation)

Page 746

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
383	90	223	36	-	94	110	32	-	354	246	132	331	261	6
321	63	147	18	-	72	86	17	-	284	169	100	270	217	3
This is a negative to me	19	4	**	**	6	7	**	**	17	5	8	16	12	**
	6%	2%	3%	**	8%	8%	**	**	6%	3%	8% b	6%	6%	**
This is not important to me - don't mind if not offered	86	19	37	**	17	19	**	**	73	47	25	74	53	**
	27%	30%	25%	**	23%	22%	**	**	26%	28%	24%	27%	24%	**
This is mandatory to me - a must have	92	23	44	**	24	24	**	**	82	51	31	78	66	**
	29%	36%	30%	**	34%	28%	**	**	29%	31%	30%	29%	30%	**
This is a 'nice to have' , but I can live without it being offered	72	13	42	**	17	18	**	**	64	42	18	58	46	**
	23%	20%	28%	**	24%	21%	**	**	22%	25%	18%	22%	21%	**
This is a 'great to have' - makes a difference and can sway my decision	51	8	20	**	8	18	**	**	49	24	20	43	40	**
	16%	13%	14%	**	11%	21%	a	**	17%	14%	19%	16%	18%	**

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	114	65	77	28	22	296	249	10	6	4	1	371	321	375	318	377
Weighted total	83	47	58	7	6	242	202	9	3	7	*	307	255	309	249	312
This is a negative to me	19	4	7	6	**	16	11	**	**	**	**	19	16	19	18	19
	6%	5%	15% a	10%	**	6%	6%	**	**	**	**	6%	6%	6%	7%	6%
This is not important to me - don't mind if not offered	86	14	5	17	**	64	45	**	**	**	**	82	59	82	61	86
	27%	17%	10%	30% ab	**	26%	22%	**	**	**	**	27%	23%	26%	25%	28%
This is mandatory to me - a must have	92	28	13	17	**	65	61	**	**	**	**	85	84	87	70	87
	29%	33%	26%	28%	**	27%	30%	**	**	**	**	28%	33%	28%	28%	28%
This is a 'nice to have' , but I can live without it being offered	72	19	10	9	**	58	47	**	**	**	**	70	59	70	55	72
	23%	23%	20%	15%	**	24%	23%	**	**	**	**	23%	23%	23%	22%	23%
This is a 'great to have' - makes a difference and can sway my decision	51	18	13	10	**	40	37	**	**	**	**	51	38	51	44	48
	16%	22%	28%	17%	**	17%	18%	**	**	**	**	17%	15%	17%	18%	16%

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

Ofcom; Business Postal Tracker April 2018

Table 49 (continuation)

Page 748

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	383	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	321	207	367	97	-	328	13	49	334	41	3	8	41	44	67
This is a negative to me	19	156	303	59	-	261	11	51	270	34	*	5	34	34	53
	6%	12	17	7	**	18	**	**	17	**	**	**	**	**	2
		8%	5%	13%	**	7%	**	**	6%	**	**	**	**	7%	4%
This is not important to me - don't mind if not offered	86														
	27%	36	82	10	**	71	**	**	76	**	**	**	**	65	13
		23%	27%	17%	**	27%	**	**	28%	**	**	**	**	28%	24%
This is mandatory to me - a must have	92														
	29%	60	84	20	**	73	**	**	72	**	**	**	**	63	22
		38%	28%	35%	**	28%	**	**	27%	**	**	**	**	27%	40%
		b												b	
This is a 'nice to have' , but I can live without it being offered	72														
	23%	33	70	15	**	54	**	**	59	**	**	**	**	54	8
		21%	23%	25%	**	21%	**	**	22%	**	**	**	**	23%	15%
This is a 'great to have' - makes a difference and can sway my decision	51														
	16%	15	51	6	**	45	**	**	47	**	**	**	**	35	9
		10%	17%	11%	**	17%	**	**	17%	**	**	**	**	15%	17%
		a													

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

Ofcom; Business Postal Tracker April 2018

Table 49 (continuation)

Page 749

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		*a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	383	29	12	339	218	165	362	49	137	68	107	47	197	126
Weighted total	321	36	14	271	187	133	296	23	100	45	84	36	164	99
This is a negative to me	19	**	**	14	5	14	17	**	5	2	5	**	8	5
	6%	**	**	5%	3%	10% a	6%	**	5%	5%	6%	**	5%	5%
This is not important to me - don't mind if not offered	86	**	**	74	50	36	78	**	22	9	20	**	44	16
	27%	**	**	27%	27%	27%	26%	**	22%	20%	24%	**	27% bd	17%
								cd						
This is mandatory to me - a must have	92	**	**	80	53	39	85	**	31	10	26	**	42	31
	29%	**	**	30%	28%	30%	29% b	**	31% b	23%	32%	**	26%	31%
This is a 'nice to have' , but I can live without it being offered	72	**	**	61	40	32	66	**	21	8	15	**	41	19
	23%	**	**	22%	22%	24%	22%	**	21%	18%	18%	**	25%	19%
This is a 'great to have' - makes a difference and can sway my decision	51	**	**	42	39	13	51	**	21	15	17	**	29	27
	16%	**	**	15%	21% b	10%	17%	**	20%	34% abc	20%	**	18%	27% c

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

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
383	85	171	28	85	383
321	65	122	21	98	321
19	9	5	**	5	19
6%	13% b	4%	**	5%	6%
86	12	24	**	38	86
27%	19%	20%	**	38% ab	27%
92	19	44	**	19	92
29%	29%	36% d	**	19%	29%
72	15	30	**	19	72
23%	23%	25%	**	20%	23%
51	10	19	**	17	51
16%	16%	16%	**	17%	16%

Columns Tested: a,b,c,d

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	199	90	54	39	16	109	42	25	12	8	22
Weighted total	175	167	5	3	1	9	70	36	9	2	4
Signed for 1st Class	83	79	2	**	**	4	**	**	**	**	**
	47%	47%	43%	**	**	45%	**	**	**	**	**
Standard 1st Class	74	69	3	**	**	5	**	**	**	**	**
	42%	41%	64%	**	**	56%	**	**	**	**	**
		a				a					
Standard 2nd Class	48	45	2	**	**	3	**	**	**	**	**
	28%	27%	37%	**	**	37%	**	**	**	**	**
Royal Mail tracked 24 hours	38	36	1	**	**	2	**	**	**	**	**
	21%	22%	25%	**	**	18%	**	**	**	**	**
		c	c			c					
Signed for 2nd Class	34	32	1	**	**	2	**	**	**	**	**
	19%	19%	24%	**	**	22%	**	**	**	**	**
Royal Mail tracked 48 hours	31	29	1	**	**	2	**	**	**	**	**
	17%	17%	21%	**	**	18%	**	**	**	**	**
		c	c			c					
Parcelforce Worldwide	30	29	1	**	**	1	**	**	**	**	**
	17%	17%	15%	**	**	17%	**	**	**	**	**
Special Delivery Guaranteed by 1pm	23	21	1	**	**	2	**	**	**	**	**
	13%	13%	19%	**	**	22%	**	**	**	**	**
Special Delivery Guaranteed by 9am	13	11	1	**	**	2	**	**	**	**	**
	7%	7%	18%	**	**	18%	**	**	**	**	**
		a	a			a					
International Tracked and Signed	11	9	1	**	**	2	**	**	**	**	**
	6%	5%	19%	**	**	18%	**	**	**	**	**
			a	a		a					
International standard mail (previously Airmail)	10	9	1	**	**	2	**	**	**	**	**
	6%	5%	19%	**	**	18%	**	**	**	**	**
			a	a		a					
International Tracked (previously Airsure)	8	7	1	**	**	1	**	**	**	**	**
	5%	4%	18%	**	**	16%	**	**	**	**	**
			a	a		a					
International Signed	8	6	1	**	**	1	**	**	**	**	**
	4%	4%	19%	**	**	16%	**	**	**	**	**
			a			a					
International Economy (previously surface mail)	5	4	*	**	**	1	**	**	**	**	**
	3%	3%	10%	**	**	9%	**	**	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT

READ OUT)

Don't Know (DO NOT READ

OUT)

Refused (DO NOT READ

OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
199	90	54	39	16	109	42	25	12	8	22
175	167	5	3	1	9	70	36	9	2	4
23	23	*	**	**	1	**	**	**	**	**
13%	14%	10%	**	**	9%	**	**	**	**	**
*	-	*	**	**	*	**	**	**	**	**
*%	-%	4%	**	**	2%	**	**	**	**	**
-	-	-	**	**	-	**	**	**	**	**
-%	-%	-%	**	**	-%	**	**	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	199	4	12	27	7	14	30	17	14	9	134	29	18
Weighted total	175	6	21	14	9	21	32	17	19	12	151	12	7
Signed for 1st Class	83	**	**	**	**	**	**	**	**	**	70	**	**
	47%	**	**	**	**	**	**	**	**	**	46%	**	**
Standard 1st Class	74	**	**	**	**	**	**	**	**	**	60	**	**
	42%	**	**	**	**	**	**	**	**	**	40%	**	**
Standard 2nd Class	48	**	**	**	**	**	**	**	**	**	41	**	**
	28%	**	**	**	**	**	**	**	**	**	27%	**	**
Royal Mail tracked 24 hours	38	**	**	**	**	**	**	**	**	**	29	**	**
	21%	**	**	**	**	**	**	**	**	**	19%	**	**
Signed for 2nd Class	34	**	**	**	**	**	**	**	**	**	29	**	**
	19%	**	**	**	**	**	**	**	**	**	19%	**	**
Royal Mail tracked 48 hours	31	**	**	**	**	**	**	**	**	**	24	**	**
	17%	**	**	**	**	**	**	**	**	**	16%	**	**
Parcelforce Worldwide	30	**	**	**	**	**	**	**	**	**	24	**	**
	17%	**	**	**	**	**	**	**	**	**	16%	**	**
Special Delivery Guaranteed by 1pm	23	**	**	**	**	**	**	**	**	**	18	**	**
	13%	**	**	**	**	**	**	**	**	**	12%	**	**
Special Delivery Guaranteed by 9am	13	**	**	**	**	**	**	**	**	**	10	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**
International Tracked and Signed	11	**	**	**	**	**	**	**	**	**	6	**	**
	6%	**	**	**	**	**	**	**	**	**	4%	**	**
International standard mail (previously Airmail)	10	**	**	**	**	**	**	**	**	**	7	**	**
	6%	**	**	**	**	**	**	**	**	**	5%	**	**
International Tracked (previously Airsure)	8	**	**	**	**	**	**	**	**	**	3	**	**
	5%	**	**	**	**	**	**	**	**	**	2%	**	**
International Signed	8	**	**	**	**	**	**	**	**	**	4	**	**
	4%	**	**	**	**	**	**	**	**	**	2%	**	**
International Economy (previously surface mail)	5	**	**	**	**	**	**	**	**	**	5	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	**	22	**	**
	13%	**	**	**	**	**	**	**	**	**	15%	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
199	*a 4	*b 12	*c 27	*d 7	*e 14	f 30	*g 17	*h 14	*i 9	j 134	*k 29	*l 18	*m 18
175	6	21	14	9	21	32	17	19	12	151	12	7	5
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18
Weighted total	175	19	13	14	7	14	28	18	18	21	151	12	7
Signed for 1st Class	83	**	**	**	**	**	**	**	**	70	**	**	**
	47%	**	**	**	**	**	**	**	**	46%	**	**	**
Standard 1st Class	74	**	**	**	**	**	**	**	**	60	**	**	**
	42%	**	**	**	**	**	**	**	**	40%	**	**	**
Standard 2nd Class	48	**	**	**	**	**	**	**	**	41	**	**	**
	28%	**	**	**	**	**	**	**	**	27%	**	**	**
Royal Mail tracked 24 hours	38	**	**	**	**	**	**	**	**	30	**	**	**
	21%	**	**	**	**	**	**	**	**	20%	**	**	**
Signed for 2nd Class	34	**	**	**	**	**	**	**	**	29	**	**	**
	19%	**	**	**	**	**	**	**	**	19%	**	**	**
Royal Mail tracked 48 hours	31	**	**	**	**	**	**	**	**	25	**	**	**
	17%	**	**	**	**	**	**	**	**	16%	**	**	**
Parcelforce Worldwide	30	**	**	**	**	**	**	**	**	25	**	**	**
	17%	**	**	**	**	**	**	**	**	16%	**	**	**
Special Delivery Guaranteed by 1pm	23	**	**	**	**	**	**	**	**	18	**	**	**
	13%	**	**	**	**	**	**	**	**	12%	**	**	**
Special Delivery Guaranteed by 9am	13	**	**	**	**	**	**	**	**	10	**	**	**
	7%	**	**	**	**	**	**	**	**	6%	**	**	**
International Tracked and Signed	11	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	4%	**	**	**
International standard mail (previously Airmail)	10	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	5%	**	**	**
International Tracked (previously Airmail)	8	**	**	**	**	**	**	**	**	3	**	**	**
	5%	**	**	**	**	**	**	**	**	2%	**	**	**
International Signed	8	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	3%	**	**	**
International Economy (previously surface mail)	5	**	**	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	**	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	22	**	**	**
	13%	**	**	**	**	**	**	**	**	15%	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
199	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
175	13	8	24	5	8	27	18	15	16	134	29	18	18
	19	13	14	7	14	28	18	18	21	151	12	7	5
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 757

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total	*	24	1	21	68	1	5	56	129	46	149	27	165	11
Signed for 1st Class	83	**	**	**	31	**	**	29	57	25	69	**	77	**
47%	**	**	**	**	46%	**	**	53%	44%	55%	46%	**	47%	**
Standard 1st Class	74	**	**	**	24	**	**	23	49	25	64	**	68	**
42%	**	**	**	**	35%	**	**	42%	38%	54% a	43%	**	41%	**
Standard 2nd Class	48	**	**	**	20	**	**	15	34	14	45	**	42	**
28%	**	**	**	**	29%	**	**	26%	26%	31%	30% b	**	25%	**
Royal Mail tracked 24 hours	38	**	**	**	15	**	**	12	23	15	31	**	34	**
21%	**	**	**	**	22%	**	**	22%	18%	32% a	21%	**	21%	**
Signed for 2nd Class	34	**	**	**	14	**	**	11	24	10	31	**	34	**
19%	**	**	**	**	21%	**	**	21%	19%	21%	21%	**	21%	**
Royal Mail tracked 48 hours	31	**	**	**	17	**	**	5	22	8	24	**	30	**
17%	**	**	**	**	24% h	**	**	9%	17%	18%	16%	**	18%	**
Parcelforce Worldwide	30	**	**	**	8	**	**	9	21	10	29	**	27	**
17%	**	**	**	**	12%	**	**	16%	16%	21%	20% b	**	16%	**
Special Delivery Guaranteed by 1pm	23	**	**	**	1	**	**	8	17	6	18	**	20	**
13%	**	**	**	**	2%	**	**	14% e	13%	13%	12%	**	12%	**
Special Delivery Guaranteed by 9am	13	**	**	**	5	**	**	1	11	2	8	**	12	**
7%	**	**	**	**	7%	**	**	2%	8%	5%	6% a	**	7%	**
International Tracked and Signed	11	**	**	**	4	**	**	3	8	3	7	**	11	**
6%	**	**	**	**	6%	**	**	6%	6%	6%	5%	**	6%	**
International standard mail (previously Airmail)	10	**	**	**	4	**	**	2	8	2	9	**	10	**
6%	**	**	**	**	7%	**	**	4%	6%	5%	6%	**	6%	**
International Tracked (previously Airsure)	8	**	**	**	4	**	**	2	5	3	7	**	7	**
5%	**	**	**	**	5%	**	**	4%	4%	6%	5%	**	4%	**
International Signed	8	**	**	**	4	**	**	2	6	2	6	**	7	**
4%	**	**	**	**	6%	**	**	4%	4%	4%	4%	**	4%	**
International Economy (previously surface mail)	5	**	**	**	3	**	**	*	5	*	5	**	5	**
3%	**	**	**	**	4%	**	**	4%	4%	4%	3%	**	3%	**
		h												

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

Produced by OLR
Issue date: 11/05/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
199	*a 2	b 31	*c 4	*d 18	e 64	*f 9	*g 7	h 64	a 136	b 63	a 166	b 33	a 193	*b 6
175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
23	**	**	**	**	12	**	**	7	16	7	21	**	23	**
13%	**	**	**	**	17% b	**	**	13%	13%	15%	14%	**	14%	**
*	**	**	**	**	-	**	**	-	-	*	*	**	*	**
*%	**	**	**	**	-%	**	**	-%	-%	*%	*%	**	*%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	199	77	38	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	175	75	24	121	40	14	*	*	-	-	-	161	14	28	93	54
Signed for 1st Class	83	40	**	64	16	**	**	**	**	**	**	80	**	**	55	19
	47%	54%	**	53%	40%	**	**	**	**	**	**	50%	**	**	60%	35%
Standard 1st Class	74	28	**	51	17	**	**	**	**	**	**	68	**	**	45	22
	42%	38%	**	42%	42%	**	**	**	**	**	**	42%	**	**	48%	41%
Standard 2nd Class	48	24	**	36	5	**	**	**	**	**	**	41	**	**	25	12
	28%	32%	**	30% b	12%	**	**	**	**	**	**	25% b	**	**	27%	23%
Royal Mail tracked 24 hours	38	21	**	29	7	**	**	**	**	**	**	37	**	**	22	8
	21%	28% b	**	24%	18%	**	**	**	**	**	**	23%	**	**	24%	15%
Signed for 2nd Class	34	15	**	26	6	**	**	**	**	**	**	31	**	**	18	8
	19%	21%	**	21%	14%	**	**	**	**	**	**	19%	**	**	19%	15%
Royal Mail tracked 48 hours	31	15	**	23	6	**	**	**	**	**	**	29	**	**	18	7
	17%	20%	**	19%	15%	**	**	**	**	**	**	18%	**	**	20%	13%
Parcelforce Worldwide	30	10	**	19	9	**	**	**	**	**	**	27	**	**	19	12
	17%	13%	**	15%	21%	**	**	**	**	**	**	17%	**	**	20%	22%
Special Delivery Guaranteed by 1pm	23	13	**	16	5	**	**	**	**	**	**	21	**	**	14	7
	13%	17%	**	13%	12%	**	**	**	**	**	**	13%	**	**	15%	13%
Special Delivery Guaranteed by 9am	13	8	**	9	3	**	**	**	**	**	**	12	**	**	9	4
	7%	11%	**	7%	8%	**	**	**	**	**	**	8%	**	**	9%	7%
International Tracked and Signed	11	3	**	4	3	**	**	**	**	**	**	7	**	**	4	7
	6%	4%	**	3%	8%	**	**	**	**	**	**	4%	**	**	4%	12%
International standard mail (previously Airmail)	10	3	**	5	5	**	**	**	**	**	**	10	**	**	5	5
	6%	4%	**	4%	12%	**	**	**	**	**	**	6%	**	**	5%	10%
International Tracked (previously Airmail)	8	6	**	7	1	**	**	**	**	**	**	8	**	**	7	1
	5%	8%	**	6%	2%	**	**	**	**	**	**	5%	**	**	7%	2%
International Signed	8	2	**	3	3	**	**	**	**	**	**	6	**	**	3	5
	4%	3%	**	2%	8%	**	**	**	**	**	**	4%	**	**	3%	8%
International Economy (previously surface mail)	5	*	**	*	2	**	**	**	**	**	**	3	**	**	*	5
	3%	*%	**	*%	6% a	**	**	**	**	**	**	2%	**	**	*%	9% b
None of these (DO NOT READ OUT)	23	12	**	16	4	**	**	**	**	**	**	20	**	**	11	8
	13%	16%	**	13%	11%	**	**	**	**	**	**	12%	**	**	12%	14%

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
199 175	a	b	c	a	b	c	d	e	f	g	h	i	j	a	b	c	
	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98	
	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54	
*	-	**	-	*	-	**	**	**	**	**	**	*	**	**	*	-	
*%	-%	**	-%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%	
-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-	
-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 761

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	199	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
Weighted total	175	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
Signed for 1st Class	83	57	47	70	83	13	58	62	**	**	**	**	**	**	83	**	**	**	**	**	**	**
	47%	51%	52%	54% e	47%	40%	48%	53%	**	**	**	**	**	**	49%	**	**	**	**	**	**	**
Standard 1st Class	74	56	44	65	74	16	60	57	**	**	**	**	**	**	71	**	**	**	**	**	**	**
	42%	51%	49%	51%	42%	50%	50%	49%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**
Standard 2nd Class	48	33	24	42	48	10	38	38	**	**	**	**	**	**	44	**	**	**	**	**	**	**
	28%	30%	27%	33%	28%	32%	31%	33%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
Royal Mail tracked 24 hours	38	30	24	33	38	8	27	30	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	21%	27%	27%	25%	21%	25%	23%	25%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
Signed for 2nd Class	34	29	14	31	34	10	21	26	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	19%	26% b	15%	24%	19%	31% bf	17%	22%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
Royal Mail tracked 48 hours	31	19	16	23	31	6	20	19	**	**	**	**	**	**	30	**	**	**	**	**	**	**
	17%	18%	18%	18%	17%	17%	16%	17%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**
Parcelforce Worldwide	30	22	23	30	30	8	23	28	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	17%	20%	25%	23%	17%	24%	19%	24%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
Special Delivery Guaranteed by 1pm	23	17	17	20	23	7	19	16	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	13%	15%	18%	15%	13%	21%	16%	14%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
Special Delivery Guaranteed by 9am	13	10	7	10	13	4	11	6	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	7%	9%	8%	7%	7%	12%	9%	5%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
International Tracked and Signed	11	5	5	5	11	2	8	5	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	6%	4%	5%	4%	6%	5%	6%	4%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
International standard mail (previously Airmail)	10	5	2	5	10	3	7	5	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	6%	5%	2%	4%	6%	9% b	5%	4%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
International Tracked (previously Airsure)	8	7	3	7	8	1	4	7	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	5%	6%	3%	5%	5%	2%	4%	6%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
International Signed	8	5	4	5	8	2	5	5	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	4%	4%	4%	4%	4%	5%	4%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
International Economy (previously surface mail)	5	5	3	5	5	5	5	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	4%	3%	4%	3%	15% abcdf	4%	4%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	23	7	5	10	23	1	13	9	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	13%	7%	6%	7%	13% abe	2%	11% e	8%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ

OUT)

Refused (DO NOT READ

OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
199	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
175	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?**Base: All sending parcels and packets (QV6a=3)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
175	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
83	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
47%	**	**	**	10	**	31	**	**	**	**	58	**	24	71	**
	**	**	**	48%	**	48%	**	**	**	**	49%	**	50%	50%	**
		acd					cd								
74	**	**	**	19	**	27	**	**	**	**	53	**	19	64	**
42%	**	**	**	87%	**	42%	**	**	**	**	45%	**	41%	45%	**
			abc												
48	**	**	**	7	**	14	**	**	**	**	36	**	8	40	**
28%	**	**	**	32%	**	22%	**	**	**	**	31%	**	18%	28%	**
							a				c				
38	**	**	**	3	**	20	**	**	**	**	24	**	11	34	**
21%	**	**	**	12%	**	31%	**	**	**	**	21%	**	22%	24%	**
			d			bd									
34	**	**	**	3	**	12	**	**	**	**	25	**	6	31	**
19%	**	**	**	14%	**	19%	**	**	**	**	21%	**	13%	22%	**
31	**	**	**	3	**	13	**	**	**	**	21	**	10	28	**
17%	**	**	**	13%	**	21%	**	**	**	**	18%	**	21%	20%	**
30	**	**	**	8	**	11	**	**	**	**	23	**	7	28	**
17%	**	**	**	37%	**	16%	**	**	**	**	20%	**	15%	20%	**
				bc										b	
23	**	**	**	1	**	10	**	**	**	**	15	**	6	19	**
13%	**	**	**	5%	**	15%	**	**	**	**	13%	**	12%	13%	**
		cd													
13	**	**	**	1	**	4	**	**	**	**	6	**	7	12	**
7%	**	**	**	3%	**	6%	**	**	**	**	5%	**	14%	9%	**
		d				c							a		
11	**	**	**	1	**	1	**	**	**	**	8	**	2	7	**
6%	**	**	**	3%	**	2%	**	**	**	**	7%	**	3%	5%	**
10	**	**	**	2	**	3	**	**	**	**	7	**	1	8	**
6%	**	**	**	7%	**	5%	**	**	**	**	6%	**	3%	6%	**
8	**	**	**	2	**	2	**	**	**	**	3	**	4	5	**
5%	**	**	**	7%	**	3%	**	**	**	**	2%	**	9%	4%	**
													a		
8	**	**	**	1	**	1	**	**	**	**	5	**	1	7	**
4%	**	**	**	3%	**	2%	**	**	**	**	4%	**	3%	5%	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

International Economy
(previously surface
mail)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
175	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
5	**	**	**	*	**	2	**	**	**	**	5	**	*	5	**
3%	**	**	**	1%	**	3%	**	**	**	**	4%	**	*%	4%	**
23	**	**	**	1	**	9	**	**	**	**	13	**	8	13	**
13%	**	**	**	5%	**	14%	**	**	**	**	11%	**	17%	9%	**
	b					c	c		c						a
*	**	**	**	-	**	-	**	**	**	**	-	**	*	*	**
*%	**	**	**	-%	**	-%	**	**	**	**	-%	**	*%	*%	**
-	**	**	**	-	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 765

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	199	151	146	53	147	19	144	55	70	134	43	-
Weighted total	175	119	134	41	114	15	125	50	50	92	22	-
Signed for 1st Class	83	66	69	14	61	**	59	23	25	54	**	**
	47%	55%	51%	35%	53%	**	47%	47%	51%	59%	**	**
Standard 1st Class	74	61	61	13	58	**	57	17	19	56	**	**
	42%	51%	45%	31%	51%	**	45%	34%	38%	61%	**	**
Standard 2nd Class	48	36	37	11	33	**	34	14	12	33	**	**
	28%	30%	28%	28%	29%	**	28%	28%	25%	36%	**	**
Royal Mail tracked 24 hours	38	32	32	6	32	**	24	14	22	21	**	**
	21%	27%	24%	14%	29%	**	19%	27%	45%	23%	**	**
Signed for 2nd Class	34	30	28	6	28	**	26	8	15	27	**	**
	19%	25%	21%	14%	24%	**	21%	16%	30%	29%	**	**
Royal Mail tracked 48 hours	31	22	25	5	22	**	23	8	15	15	**	**
	17%	19%	19%	13%	20%	**	18%	15%	29%	17%	**	**
Parcelforce Worldwide	30	28	28	2	29	**	27	4	15	19	**	**
	17%	24%	21%	5%	25%	**	21%	8%	30%	21%	b	**
Special Delivery Guaranteed by 1pm	23	19	17	7	18	**	17	6	16	13	**	**
	13%	16%	12%	17%	16%	**	14%	12%	31%	14%	**	**
Special Delivery Guaranteed by 9am	13	10	12	1	10	**	12	1	8	7	**	**
	7%	8%	9%	1%	8%	**	10%	1%	17%	8%	**	**
International Tracked and Signed	11	4	7	4	4	**	5	6	5	3	**	**
	6%	3%	5%	10%	4%	**	4%	11%	9%	3%	b	**
International standard mail (previously Airmail)	10	4	8	2	4	**	9	1	3	4	**	**
	6%	4%	6%	5%	4%	**	7%	3%	5%	5%	ab	**
International Tracked (previously Airmail)	8	5	5	3	5	**	6	2	7	6	**	**
	5%	4%	4%	7%	5%	**	5%	4%	13%	7%	ab	**
International Signed	8	4	7	1	4	**	4	4	5	3	**	**
	4%	3%	5%	2%	4%	**	3%	7%	9%	3%	b	**

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

 Produced by OLR
 Issue date: 11/05/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

International Economy
(previously surface
mail)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	*b	a	b	a	b	c	*d
199	151	15	146	53	147	19	144	55	70	134	43	-
175	119	9	134	41	114	15	125	50	50	92	22	-
5	5	**	5	*	5	**	5	*	*	5	**	**
3%	4%	**	4%	*%	4%	**	4%	*%	1%	5%	**	**
											ab	
23	7	**	10	14	7	**	10	14	2	5	**	**
13%	6%	**	7%	33% a	6%	**	8%	27% a	4%	6%	**	**
*	*	**	*	-	*	**	*	-	-	*	**	**
*%	*%	**	*%	-%	*%	**	*%	-%	-%	*%	**	**
-	-	**	-	-	-	**	-	-	-	-	**	**
-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 767

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
Signed for 1st Class	83	24	47	**	**	61	75	**	**	55	43	78	63	43	**
	47%	51%	66%	**	**	50%	60%	**	**	53%	54%	54%	62%	57%	**
		ac													
Standard 1st Class	74	17	44	**	**	47	69	**	**	52	40	68	59	44	**
	42%	36%	62%	**	**	39%	55%	**	**	51%	50%	48%	59%	57%	**
		a					a								
Standard 2nd Class	48	11	24	**	**	26	47	**	**	29	20	42	31	34	**
	28%	23%	34%	**	**	21%	38%	**	**	28%	25%	29%	31%	44%	**
							ac							a	
Royal Mail tracked 24 hours	38	17	15	**	**	37	24	**	**	29	20	34	28	18	**
	21%	37%	21%	**	**	30%	19%	**	**	28%	25%	23%	28%	24%	**
		b				b									
Signed for 2nd Class	34	3	14	**	**	23	32	**	**	28	13	31	28	28	**
	19%	7%	19%	**	**	19%	26%	**	**	27%	16%	22%	27%	37%	**
		a								b					
Royal Mail tracked 48 hours	31	10	11	**	**	30	19	**	**	19	16	30	22	9	**
	17%	21%	15%	**	**	25%	16%	**	**	19%	20%	21%	21%	11%	**
													b		
Parcelforce Worldwide	30	16	19	**	**	24	25	**	**	21	22	29	25	20	**
	17%	33%	27%	**	**	19%	20%	**	**	21%	27%	20%	25%	26%	**
Special Delivery Guaranteed by 1pm	23	11	12	**	**	23	16	**	**	16	16	17	18	16	**
	13%	24%	17%	**	**	19%	13%	**	**	15%	19%	12%	18%	21%	**
Special Delivery Guaranteed by 9am	13	1	7	**	**	13	10	**	**	10	7	11	9	5	**
	7%	3%	10%	**	**	10%	8%	**	**	9%	9%	8%	9%	7%	**
International Tracked and Signed	11	4	3	**	**	10	6	**	**	4	4	7	3	3	**
	6%	9%	4%	**	**	9%	5%	**	**	4%	5%	5%	3%	4%	**
				ab				ab							
International standard mail (previously Airmail)	10	2	1	**	**	8	9	**	**	4	2	9	4	4	**
	6%	4%	2%	**	**	7%	8%	**	**	4%	2%	6%	4%	5%	**
				b				ab							
International Tracked (previously Airmail)	8	3	2	**	**	8	7	**	**	5	2	6	5	2	**
	5%	6%	3%	**	**	6%	6%	**	**	5%	3%	4%	5%	3%	**
				b				ab							
International Signed	8	4	2	**	**	7	5	**	**	4	3	6	3	2	**
	4%	8%	3%	**	**	6%	4%	**	**	4%	4%	4%	3%	3%	**
				ab				ab							

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

 Produced by OLR
 Issue date: 11/05/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

International Economy
(previously surface
mail)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
5	*	3	**	**	1	5	**	**	5	3	5	3	5	**
3%	1%	4%	ab	**	1%	4%	ab	**	5%	3%	3%	3%	6%	**
23	4	3	**	**	18	10	**	**	7	3	9	4	5	**
13%	9%	5%	b	**	15%	8%	**	**	7%	4%	6%	4%	7%	**
*	-	*	**	**	*	-	**	**	*	*	*	*	-	**
*%	-%	*%	**	**	*%	-%	**	**	*%	*%	*%	*%	-%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 769

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
83	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
47%	83	40	43	**	**	74	44	**	**	**	**	77	73	77	78	83
	77%	67%	53%	**	**	66%	57%	**	**	**	**	47%	50%	47%	48%	48%
	ce	e	e	e												
74	74	36	36	**	**	67	38	**	**	**	**	73	67	73	65	73
42%	69%	61%	44%	**	**	60%	49%	**	**	**	**	44%	46%	44%	41%	42%
	cd	cd														
48	38	48	21	**	**	32	38	**	**	**	**	48	42	48	44	48
28%	36%	81%	25%	**	**	29%	49%	**	**	**	**	29%	28%	29%	28%	28%
		acde				a										
38	24	10	38	**	**	27	16	**	**	**	**	33	32	33	37	38
21%	23%	17%	46%	**	**	25%	21%	**	**	**	**	20%	22%	20%	23%	22%
			abe	abe												
34	29	34	19	**	**	28	31	**	**	**	**	34	29	34	32	34
19%	27%	57%	23%	**	**	26%	40%	**	**	**	**	21%	20%	21%	20%	20%
	de	acde	e			a										
31	20	9	31	**	**	20	12	**	**	**	**	26	26	26	30	31
17%	19%	15%	37%	**	**	18%	15%	**	**	**	**	16%	18%	16%	19%	18%
			abe	abe												
30	27	13	30	**	**	26	13	**	**	**	**	30	26	30	28	30
17%	25%	22%	37%	**	**	23%	17%	**	**	**	**	19%	18%	18%	18%	18%
			ab													
23	11	10	23	**	**	16	15	**	**	**	**	23	20	23	23	23
13%	11%	16%	29%	**	**	14%	20%	**	**	**	**	14%	14%	14%	15%	13%
			a	ab												
13	8	4	13	**	**	10	8	**	**	**	**	13	13	13	13	13
7%	7%	7%	16%	**	**	9%	10%	**	**	**	**	8%	9%	8%	8%	7%
			a	abe												
11	6	2	10	**	**	6	2	**	**	**	**	8	8	8	11	11
6%	6%	3%	12%	**	**	5%	3%	**	**	**	**	5%	5%	5%	7%	6%
			b	abce	ab											
10	7	2	6	**	**	8	3	**	**	**	**	10	8	10	8	10
6%	7%	3%	7%	**	**	8%	4%	**	**	**	**	6%	6%	6%	5%	6%
				abc	abcd											
8	7	3	7	**	**	5	1	**	**	**	**	8	8	8	8	8
5%	7%	5%	8%	**	**	5%	1%	**	**	**	**	5%	6%	5%	5%	5%
				abc	abc											
8	5	2	7	**	**	5	1	**	**	**	**	5	5	5	8	8
4%	5%	3%	8%	**	**	4%	1%	**	**	**	**	3%	3%	3%	5%	4%
				abce	b											

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

 Produced by OLR
 Issue date: 11/05/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

International Economy
(previously surface
mail)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
199	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
175	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
5	3	3	3	**	**	3	3	**	**	**	**	5	3	5	3	5
3%	3%	5%	4%	**	abcd	3%	4%	**	**	**	**	3%	2%	3%	2%	3%
23	-	-	-	**	**	5	8	**	**	**	**	19	19	21	21	21
13%	-%	-%	-%	**	**	4%	10%	**	**	**	**	12%	13%	13%	13%	12%
*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker April 2018

Table 50 (continuation)

Page 771

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
Weighted total	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
Signed for 1st Class	83	55	78	26	64	**	**	55	27	**	**	24	**	52	**
	47%	50%	46%	52%	47%	**	**	47%	42%	**	**	49%	**	44%	**
Standard 1st Class	74	41	71	21	61	**	**	51	24	**	**	16	**	46	**
	42%	37%	42%	42%	45%	**	**	43%	38%	**	**	32%	**	38%	**
													b		
Standard 2nd Class	48	27	46	16	34	**	**	30	21	**	**	14	**	29	**
	28%	24%	27%	31%	25%	**	**	25%	33%	**	**	29%	**	24%	**
Royal Mail tracked 24 hours	38	28	36	16	32	**	**	27	14	**	**	14	**	24	**
	21%	25%	21%	31%	23%	**	**	23%	23%	**	**	27%	**	20%	ab
Signed for 2nd Class	34	14	32	6	27	**	**	25	15	**	**	13	**	22	**
	19%	13%	19%	12%	20%	**	**	22%	24%	**	**	26%	**	18%	**
Royal Mail tracked 48 hours	31	18	30	8	27	**	**	27	9	**	**	6	**	24	**
	17%	16%	18%	15%	20%	**	**	23%	14%	**	**	13%	**	20%	**
								a							
Parcelforce Worldwide	30	22	30	14	21	**	**	18	13	**	**	10	**	19	**
	17%	20%	18%	26%	15%	**	**	16%	20%	**	**	21%	**	16%	**
Special Delivery Guaranteed by 1pm	23	18	23	10	18	**	**	15	12	**	**	9	**	14	**
	13%	16%	13%	19%	13%	**	**	13%	18%	**	**	18%	**	12%	**
Special Delivery Guaranteed by 9am	13	7	13	6	11	**	**	11	2	**	**	3	**	10	**
	7%	6%	8%	12%	8%	**	**	9%	4%	**	**	5%	**	9%	**
International Tracked and Signed	11	7	11	9	8	**	**	6	7	**	**	5	**	5	**
	6%	6%	6%	18%	6%	**	**	5%	12%	**	**	11%	**	4%	b
				ab											
International standard mail (previously Airmail)	10	6	10	5	9	**	**	8	4	**	**	4	**	8	**
	6%	5%	6%	10%	7%	**	**	7%	6%	**	**	8%	**	7%	**
International Tracked (previously Airmail)	8	7	8	7	5	**	**	4	3	**	**	3	**	5	**
	5%	6%	5%	13%	4%	**	**	4%	4%	**	**	5%	**	4%	**
				b											
International Signed	8	4	8	6	6	**	**	5	4	**	**	4	**	2	**
	4%	4%	4%	12%	4%	**	**	5%	7%	**	**	9%	**	1%	b
				ab											
International Economy (previously surface mail)	5	1	5	1	3	**	**	3	*	**	**	*	**	3	**
	3%	1%	3%	1%	2%	**	**	2%	*%	**	**	*%	**	2%	**

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

 Produced by OLR
 Issue date: 11/05/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
199	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
175	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
23	15	23	7	**	17	**	**	12	14	**	**	9	**	18	**
13%	14%	14%	14%	**	12%	**	**	10%	22%	**	**	19%	**	15%	**
*	*	*	-	**	*	**	**	*	-	**	**	-	**	*	**
*%	*%	*%	-%	**	*%	**	**	*%	-%	**	**	-%	**	*%	**
-	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	199	39	16	143	105	94	22	177	91	126	57	111	66
Weighted total	175	48	17	110	97	78	6	151	74	108	46	97	53
Signed for 1st Class	83	**	**	53	47	36	**	75	34	62	27	55	35
	47%	**	**	48%	48%	46%	**	50%	46%	58%	58%	56%	66%
Standard 1st Class	74	**	**	47	39	35	**	68	32	63	23	55	29
	42%	**	**	43%	40%	44%	**	45%	43%	59%	50%	56%	54%
Standard 2nd Class	48	**	**	25	24	25	**	44	21	30	30	23	31
	28%	**	**	22%	24%	32%	**	29%	29%	28%	65%	24%	58%
		c									ac		ac
Royal Mail tracked 24 hours	38	**	**	26	16	22	**	37	15	32	9	29	10
	21%	**	**	24%	16%	28%	**	24%	20%	30%	20%	30%	18%
						a							
Signed for 2nd Class	34	**	**	15	24	11	**	32	16	25	21	18	25
	19%	**	**	13%	24%	14%	**	21%	22%	23%	46%	19%	46%
											ac		ac
Royal Mail tracked 48 hours	31	**	**	18	16	14	**	31	8	28	7	21	7
	17%	**	**	16%	17%	18%	**	20%	11%	26%	16%	22%	12%
										d			
Parcelforce Worldwide	30	**	**	18	16	14	**	27	19	19	10	23	12
	17%	**	**	16%	17%	18%	**	18%	26%	17%	22%	23%	23%
Special Delivery Guaranteed by 1pm	23	**	**	15	14	9	**	19	9	16	1	15	4
	13%	**	**	13%	14%	12%	**	13%	13%	15%	1%	15%	8%
										b		b	
Special Delivery Guaranteed by 9am	13	**	**	10	11	2	**	13	8	10	*	8	1
	7%	**	**	10%	11%	2%	**	8%	11%	9%	1%	9%	2%
					b					b			
International Tracked and Signed	11	**	**	4	5	6	**	10	4	7	1	4	1
	6%	**	**	4%	5%	7%	**	6%	5%	7%	3%	4%	3%
International standard mail (previously Airmail)	10	**	**	6	5	6	**	9	3	7	1	5	1
	6%	**	**	6%	5%	8%	**	6%	4%	6%	3%	5%	2%
International Tracked (previously Airmail)	8	**	**	5	6	2	**	7	4	7	3	6	2
	5%	**	**	5%	7%	2%	**	5%	6%	6%	6%	6%	4%
International Signed	8	**	**	4	4	4	**	7	3	7	2	4	1
	4%	**	**	3%	4%	5%	**	5%	4%	7%	5%	4%	3%
International Economy (previously surface mail)	5	**	**	3	*	5	**	5	3	3	2	3	2
	3%	**	**	2%	%	6%	**	3%	4%	2%	5%	3%	5%
						a							

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
199	a	*b	c	a	b	a	*b	c	d	a	b	c	d
175	39	16	143	105	94	164	22	177	91	126	57	111	66
	48	17	110	97	78	129	6	151	74	108	46	97	53
23	**	**	12	12	11	9	**	10	11	4	1	6	3
13%	**	**	10%	13%	14%	7%	**	7%	14%	4%	2%	7%	6%
	c								c				
*	**	**	*	-	*	*	**	*	-	*	-	*	-
*%	**	**	*%	-%	*%	*%	**	*%	-%	*%	-%	*%	-%
-	**	**	-	-	-	-	**	-	-	-	-	-	-
-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?**Base: All sending parcels and packets (QV6a=3)**

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	*c	d
Unweighted total	199	49	86	16	38
Weighted total	175	36	76	10	42
Signed for 1st Class	83	**	40	**	**
	47%	**	53%	**	**
		a			
Standard 1st Class	74	**	34	**	**
	42%	**	44%	**	**
Standard 2nd Class	48	**	24	**	**
	28%	**	32%	**	**
		d	d		
Royal Mail tracked 24 hours	38	**	11	**	**
	21%	**	14%	**	**
Signed for 2nd Class	34	**	20	**	**
	19%	**	26%	**	**
Royal Mail tracked 48 hours	31	**	7	**	**
	17%	**	10%	**	**
		b			
Parcelforce Worldwide	30	**	7	**	**
	17%	**	9%	**	**
				b	
Special Delivery Guaranteed by 1pm	23	**	5	**	**
	13%	**	7%	**	**
		b			
Special Delivery Guaranteed by 9am	13	**	4	**	**
	7%	**	5%	**	**
International Tracked and Signed	11	**	3	**	**
	6%	**	5%	**	**
International standard mail (previously Airmail)	10	**	4	**	**
	6%	**	5%	**	**
International Tracked (previously Airsure)	8	**	4	**	**
	5%	**	5%	**	**
International Signed	8	**	3	**	**
	4%	**	3%	**	**
International Economy (previously surface mail)	5	**	3	**	**
	3%	**	3%	**	**
None of these (DO NOT READ OUT)	23	**	14	**	**
	13%	**	18%	**	**

Columns Tested: a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%
Unweighted total
Weighted total
Don't Know (DO NOT READ
OUT)
*
*%
Refused (DO NOT READ
OUT)
-
-%

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
	**	*	**	**	*
	**	*%	**	**	*%
	**	-	**	**	-
	**	-%	**	**	-%

Columns Tested: a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	*a	*b	*c	*d	*e
103	39	36	20	8	64	13	15	7	5	14
74	69	3	1	1	5	20	24	4	*	1
19	**	**	**	**	1	**	**	**	**	**
25%	**	**	**	**	30%	**	**	**	**	**
15	**	**	**	**	*	**	**	**	**	**
20%	**	**	**	**	9%	**	**	**	**	**
21	**	**	**	**	1	**	**	**	**	**
29%	**	**	**	**	18%	**	**	**	**	**
13	**	**	**	**	1	**	**	**	**	**
18%	**	**	**	**	26%	**	**	**	**	**
6	**	**	**	**	1	**	**	**	**	**
8%	**	**	**	**	18%	**	**	**	**	**
68	**	**	**	**	4	**	**	**	**	**
46.58	**	**	**	**	50.26	**	**	**	**	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
103	1	5	16	6	6	11	8	7	3	63	18	11	11
74	3	11	9	7	9	11	3	6	2	60	7	4	3
19	**	**	**	**	**	**	**	**	**	16	**	**	**
25%	**	**	**	**	**	**	**	**	**	27%	**	**	**
15	**	**	**	**	**	**	**	**	**	12	**	**	**
20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
21	**	**	**	**	**	**	**	**	**	19	**	**	**
29%	**	**	**	**	**	**	**	**	**	32%	**	**	**
13	**	**	**	**	**	**	**	**	**	10	**	**	**
18%	**	**	**	**	**	**	**	**	**	16%	**	**	**
6	**	**	**	**	**	**	**	**	**	3	**	**	**
8%	**	**	**	**	**	**	**	**	**	6%	**	**	**
68	**	**	**	**	**	**	**	**	**	57	**	**	**
46.58	**	**	**	**	**	**	**	**	**	45.76	**	**	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
103	4	3	16	2	4	11	10	5	8	63	18	11	11
74	5	5	9	*	7	13	5	3	12	60	7	4	3
19	**	**	**	**	**	**	**	**	**	16	**	**	**
25%	**	**	**	**	**	**	**	**	**	27%	**	**	**
15	**	**	**	**	**	**	**	**	**	12	**	**	**
20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
21	**	**	**	**	**	**	**	**	**	19	**	**	**
29%	**	**	**	**	**	**	**	**	**	32%	**	**	**
13	**	**	**	**	**	**	**	**	**	10	**	**	**
18%	**	**	**	**	**	**	**	**	**	16%	**	**	**
6	**	**	**	**	**	**	**	**	**	3	**	**	**
8%	**	**	**	**	**	**	**	**	**	6%	**	**	**
68	**	**	**	**	**	**	**	**	**	57	**	**	**
46.58	**	**	**	**	**	**	**	**	**	45.76	**	**	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
103	*a 2	*b 15	*c 3	*d 12	e 30	*f 7	*g 5	*h 29	a 65	b 38	a 84	*b 19	a 100	*b 3
74	*	11	1	12	24	1	*	23	49	25	64	10	68	6
19	**	**	**	**	**	**	**	**	10	**	19	**	19	**
25%	**	**	**	**	**	**	**	**	21%	**	29%	**	27%	**
15	**	**	**	**	**	**	**	**	12	**	15	**	12	**
20%	**	**	**	**	**	**	**	**	24%	**	23%	**	18%	**
21	**	**	**	**	**	**	**	**	12	**	16	**	19	**
29%	**	**	**	**	**	**	**	**	24%	**	24%	**	28%	**
13	**	**	**	**	**	**	**	**	11	**	9	**	13	**
18%	**	**	**	**	**	**	**	**	23%	**	14%	**	20%	**
6	**	**	**	**	**	**	**	**	4	**	6	**	5	**
8%	**	**	**	**	**	**	**	**	9%	**	9%	**	8%	**
68	**	**	**	**	**	**	**	**	45	**	58	**	63	**
46.58	**	**	**	**	**	**	**	**	50.52	**	42.67	**	47.14	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	103	37	24	42	51	42	10	-	-	-	-	-	93	10	6	45	52
Weighted total	74	28	13	32	51	17	6	-	-	-	-	-	68	6	7	45	22
0-24%	19	**	**	**	12	**	**	**	**	**	**	**	16	**	**	**	7
	25%	**	**	**	23%	**	**	**	**	**	**	**	24%	**	**	**	31%
25-49%	15	**	**	**	12	**	**	**	**	**	**	**	12	**	**	**	3
	20%	**	**	**	23%	**	**	**	**	**	**	**	18%	**	**	**	13%
		c			b								b				
50-74%	21	**	**	**	15	**	**	**	**	**	**	**	21	**	**	**	6
	29%	**	**	**	29%	**	**	**	**	**	**	**	31%	**	**	**	27%
75-100%	13	**	**	**	8	**	**	**	**	**	**	**	13	**	**	**	6
	18%	**	**	**	15%	**	**	**	**	**	**	**	19%	**	**	**	26%
				a	a												
Don't know	6	**	**	**	5	**	**	**	**	**	**	**	6	**	**	**	1
	8%	**	**	**	10%	**	**	**	**	**	**	**	9%	**	**	**	4%
Answered	68	**	**	**	46	**	**	**	**	**	**	**	62	**	**	**	21
Mean	46.58	**	**	**	44.28	**	**	**	**	**	**	**	47.37	**	**	**	51.53
				a													

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

Ofcom; Business Postal Tracker April 2018

Table 51 (continuation)

Page 782

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
103	84	78	93	103	44	87	70	14	5	1	3	-	-	98	3	1	-	-	1	-	1
74	56	44	65	74	16	60	57	5	*	*	3	-	-	71	2	*	-	-	*	-	*
19	15	13	18	19	**	18	16	**	**	**	**	**	**	16	**	**	**	**	**	**	**
25%	27%	30%	27%	25%	**	30%	29%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
15	10	10	15	15	**	12	12	**	**	**	**	**	**	15	**	**	**	**	**	**	**
20%	18%	22%	22%	20%	**	19%	21%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
21	17	13	19	21	**	16	15	**	**	**	**	**	**	21	**	**	**	**	**	**	**
29%	30%	30%	29%	29%	**	27%	27%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
13	9	4	9	13	**	12	9	**	**	**	**	**	**	13	**	**	**	**	**	**	**
18%	16%	8%	14%	18%	**	20%	15%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**
						b															
6	5	4	5	6	**	2	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
8%	9%	9%	8%	8%	**	3%	9%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
68	51	40	60	68	**	59	52	**	**	**	**	**	**	65	**	**	**	**	**	**	**
46.58	45.37	40.96	43.81	46.58	**	46.38	43.61	**	**	**	**	**	**	47.53	**	**	**	**	**	**	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	103	^a 13	^b 21	^c 21	^d 37	^a 28	^b 21	^c 30	^d 23	^e 1	^a 59	^b 6	^c 37	^a 89	^b 14
Weighted total	74	16	18	13	19	27	15	19	12	1	53	1	19	64	10
0-24%	19	**	**	**	**	**	**	**	**	**	8	**	**	19	**
	25%	**	**	**	**	**	**	**	**	**	15%	**	**	29%	**
													^a		
25-49%	15	**	**	**	**	**	**	**	**	**	13	**	**	14	**
	20%	**	**	**	**	**	**	**	**	**	24%	**	**	21%	**
											^c				
50-74%	21	**	**	**	**	**	**	**	**	**	16	**	**	18	**
	29%	**	**	**	**	**	**	**	**	**	31%	**	**	28%	**
75-100%	13	**	**	**	**	**	**	**	**	**	12	**	**	9	**
	18%	**	**	**	**	**	**	**	**	**	22%	**	**	14%	**
Don't know	6	**	**	**	**	**	**	**	**	**	4	**	**	5	**
	8%	**	**	**	**	**	**	**	**	**	7%	**	**	8%	**
Answered	68	**	**	**	**	**	**	**	**	**	49	**	**	59	**
Mean	46.58	**	**	**	**	**	**	**	**	**	51.55	**	**	43.47	**
											^c				

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	103	87	6	81	22	84	9	80	23	39	84	30	-
Weighted total	74	61	4	61	13	58	7	57	17	19	56	15	-
0-24%	19	18	**	16	**	17	**	16	**	**	15	**	**
	25%	29%	**	26%	**	30%	**	28%	**	**	27%	**	**
25-49%	15	14	**	14	**	11	**	8	**	**	10	**	**
	20%	22%	**	22%	**	19%	**	15%	**	**	18%	**	**
										c			
50-74%	21	16	**	18	**	16	**	18	**	**	17	**	**
	29%	26%	**	29%	**	27%	**	32%	**	**	30%	**	**
75-100%	13	9	**	9	**	9	**	9	**	**	9	**	**
	18%	14%	**	14%	**	15%	**	15%	**	**	16%	**	**
Don't know	6	5	**	5	**	5	**	6	**	**	5	**	**
	8%	9%	**	8%	**	9%	**	11%	**	**	9%	**	**
Answered	68	56	**	56	**	53	**	51	**	**	51	**	**
Mean	46.58	43.73	**	45.42	**	43.43	**	46.08	**	**	45.37	**	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	103	34	77	21	-	66	93	28	-	79	72	89	86	65	3
Weighted total	74	17	44	9	-	47	69	14	-	52	40	68	59	44	2
0-24%	19	**	13	**	**	12	16	**	**	15	13	19	18	13	**
	25%	**	30%	**	**	24%	23%	**	**	29%	33%	27%	30%	29%	**
25-49%	15	**	10	**	**	11	15	**	**	9	9	13	14	11	**
	20%	**	23%	**	**	24%	21%	**	**	18%	23%	20%	23%	26%	**
		b													
50-74%	21	**	13	**	**	12	20	**	**	16	11	18	16	10	**
	29%	**	30%	**	**	25%	29%	**	**	30%	27%	26%	27%	22%	**
75-100%	13	**	4	**	**	9	13	**	**	7	4	12	7	5	**
	18%	**	8%	**	**	19%	19%	**	**	13%	9%	18%	11%	12%	**
Don't know	6	**	4	**	**	3	5	**	**	5	3	6	5	4	**
	8%	**	9%	**	**	7%	7%	**	**	10%	8%	9%	9%	10%	**
Answered	68	**	40	**	**	44	64	**	**	47	37	62	54	39	**
Mean	46.58	**	40.95	**	**	44.57	48.12	**	**	42.98	40.68	46.02	41.51	42.09	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	103	59	56	22	25	92	67	6	3	3	-	100	94	102	93	101
Weighted total	74	36	36	6	7	67	38	5	1	7	-	73	67	73	65	73
0-24%	19	7	15	**	**	19	5	**	**	**	**	19	17	19	16	19
	25%	20%	41%	**	**	28%	13%	**	**	**	**	26%	25%	26%	25%	26%
			ab			b										
25-49%	15	10	7	**	**	14	12	**	**	**	**	14	15	15	15	15
	20%	28%	20%	**	**	20%	31%	**	**	**	**	20%	22%	20%	22%	20%
50-74%	21	13	6	**	**	18	10	**	**	**	**	21	19	21	17	21
	29%	35%	17%	**	**	27%	26%	**	**	**	**	29%	28%	29%	26%	29%
		c														
75-100%	13	5	4	**	**	11	10	**	**	**	**	12	11	12	11	12
	18%	13%	12%	**	**	16%	26%	**	**	**	**	17%	17%	17%	17%	17%
Don't know	6	2	3	**	**	6	2	**	**	**	**	6	6	6	6	6
	8%	5%	9%	**	**	9%	5%	**	**	**	**	8%	9%	8%	9%	8%
Answered	68	35	33	**	**	61	36	**	**	**	**	67	61	67	59	67
Mean	46.58	44.24	35.08	**	**	45.54	52.70	**	**	**	**	46.16	46.39	46.14	45.68	45.76
	c															

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

Ofcom; Business Postal Tracker April 2018

Table 51 (continuation)

Page 787

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	103	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	74	61	100	41	-	89	3	16	82	27	1	8	23	19	17
0-24%	19	41	71	21	-	61	2	19	51	24	*	9	16	18	10
	25%	13	19	**	**	18	**	**	13	**	**	**	**	**	**
		31%	26%	**	**	29%	**	**	26%	**	**	**	**	29%	**
		c													
25-49%	15	7	13	**	**	9	**	**	9	**	**	**	**	5	**
	20%	17%	18%	**	**	15%	**	**	18%	**	**	**	**	11%	**
50-74%	21	7	21	**	**	16	**	**	11	**	**	**	**	13	**
	29%	17%	30%	**	**	26%	**	**	21%	**	**	**	**	29%	**
75-100%	13	8	12	**	**	13	**	**	13	**	**	**	**	12	**
	18%	20%	18%	**	**	22%	**	**	26%	**	**	**	**	26%	**
Don't know	6	6	6	**	**	5	**	**	4	**	**	**	**	3	**
	8%	15%	9%	**	**	8%	**	**	9%	**	**	**	**	6%	**
				b											
Answered	68	35	65	**	**	56	**	**	46	**	**	**	**	43	**
Mean	46.58	42.29	46.30	**	**	46.60	**	**	48.66	**	**	**	**	48.69	**

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	103	17	9	53	50	93	15	97	46	79	33	67	40
Weighted total	74	17	10	39	35	65	4	68	32	63	23	55	29
0-24%	19	**	**	15	7	18	**	19	**	16	**	14	**
	25%	**	**	32%	18%	27%	**	27%	**	25%	**	25%	**
25-49%	15	**	**	8	10	15	**	12	**	12	**	14	**
	20%	**	**	17%	25%	22%	**	18%	**	19%	**	25%	**
50-74%	21	**	**	10	8	19	**	19	**	19	**	17	**
	29%	**	**	20%	20%	29%	**	28%	**	30%	**	30%	**
75-100%	13	**	**	10	12	9	**	13	**	12	**	7	**
	18%	**	**	22%	30%	14%	**	20%	**	19%	**	12%	**
Don't know	6	**	**	4	3	5	**	5	**	4	**	4	**
	8%	**	**	9%	7%	8%	**	8%	**	7%	**	8%	**
Answered	68	**	**	43	36	60	**	63	**	59	**	51	**
Mean	46.58	**	**	44.84	54.98	43.81	**	46.73	**	47.23	**	44.33	**
				b									

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

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
103	28	49	9	16	103
74	18	34	7	16	74
19	**	**	**	**	19
25%	**	**	**	**	25%
15	**	**	**	**	15
20%	**	**	**	**	20%
21	**	**	**	**	21
29%	**	**	**	**	29%
13	**	**	**	**	13
18%	**	**	**	**	18%
6	**	**	**	**	6
8%	**	**	**	**	8%
68	**	**	**	**	68
46.58	**	**	**	**	46.58

Columns Tested: a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e
67	24	24	11	8	43	10	7	3	3	13
48	45	2	1	1	3	12	14	1	*	1
16	**	**	**	**	**	**	**	**	**	**
34%	**	**	**	**	**	**	**	**	**	**
11	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**
8	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**
10	**	**	**	**	**	**	**	**	**	**
21%	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**
45	**	**	**	**	**	**	**	**	**	**
40.93	**	**	**	**	**	**	**	**	**	**

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

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
67	-	3	8	2	7	8	6	6	3	43	8	9	7
48	-	8	3	2	14	7	*	6	2	41	3	4	*
16	**	**	**	**	**	**	**	**	**	**	**	**	**
34%	**	**	**	**	**	**	**	**	**	**	**	**	**
11	**	**	**	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**	**	**	**
8	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**
10	**	**	**	**	**	**	**	**	**	**	**	**	**
21%	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
45	**	**	**	**	**	**	**	**	**	**	**	**	**
40.93	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
67	1	3	8	2	4	8	8	4	5	43	8	9	7
48	2	5	3	2	9	7	3	3	7	41	3	4	*
16	**	**	**	**	**	**	**	**	**	**	**	**	**
34%	**	**	**	**	**	**	**	**	**	**	**	**	**
11	**	**	**	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**	**	**	**
8	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**
10	**	**	**	**	**	**	**	**	**	**	**	**	**
21%	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
45	**	**	**	**	**	**	**	**	**	**	**	**	**
40.93	**	**	**	**	**	**	**	**	**	**	**	**	**

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

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
67	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	2	7	1	8	24	2	2	21	46	21	60	7	64	3
Weighted total	*	5	*	8	20	*	*	15	34	14	45	3	42	7
16	**	**	**	**	**	**	**	**	**	**	16	**	14	**
34%	**	**	**	**	**	**	**	**	**	**	36%	**	33%	**
25-49%	11	**	**	**	**	**	**	**	**	**	8	**	11	**
22%	**	**	**	**	**	**	**	**	**	**	18%	**	26%	**
50-74%	8	**	**	**	**	**	**	**	**	**	8	**	5	**
16%	**	**	**	**	**	**	**	**	**	**	17%	**	13%	**
75-100%	10	**	**	**	**	**	**	**	**	**	10	**	10	**
21%	**	**	**	**	**	**	**	**	**	**	22%	**	24%	**
Don't know	4	**	**	**	**	**	**	**	**	**	4	**	2	**
8%	**	**	**	**	**	**	**	**	**	**	8%	**	4%	**
Answered	45	**	**	**	**	**	**	**	**	**	42	**	40	**
Mean	40.93	**	**	**	**	**	**	**	**	**	42.15	**	42.76	**

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

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	67	a	b	c	a	b	c	d	e	f	g	h	i	j	a	b	c
Weighted total	48	28	15	24	33	24	9	1	-	-	-	-	57	10	6	27	34
		24	6	18	36	5	8	*	-	-	-	-	41	8	11	25	12
0-24%	16	**	**	**	**	**	**	**	**	**	**	**	16	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	39%	**	**	**	**
25-49%	11	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	20%	**	**	**	**
50-74%	8	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	13%	**	**	**	**
75-100%	10	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	19%	**	**	**	**
Don't know	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	9%	**	**	**	**
Answered	45	**	**	**	**	**	**	**	**	**	**	**	37	**	**	**	**
Mean	40.93	**	**	**	**	**	**	**	**	**	**	**	35.94	**	**	**	**

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

Ofcom; Business Postal Tracker April 2018

Table 52 (continuation)

Page 795

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
67	55	48	60	67	30	60	44	8	4	1	3	-	-	60	4	2	-	-	1	-	1
48	33	24	42	48	10	38	38	1	*	*	3	-	-	44	2	2	-	-	*	-	*
16	10	**	12	16	**	15	**	**	**	**	**	**	**	16	**	**	**	**	**	**	**
34%	29%	**	29%	34%	**	41%	**	**	**	**	**	**	**	37%	**	**	**	**	**	**	**
11	8	**	11	11	**	6	**	**	**	**	**	**	**	11	**	**	**	**	**	**	**
22%	25%	**	25%	22%	**	16%	**	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
8	3	**	8	8	**	5	**	**	**	**	**	**	**	5	**	**	**	**	**	**	**
16%	10%	**	18%	16%	**	14%	**	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
	e		e	e																	
10	10	**	10	10	**	7	**	**	**	**	**	**	**	8	**	**	**	**	**	**	**
21%	30%	**	24%	21%	**	19%	**	**	**	**	**	**	**	18%	**	**	**	**	**	**	**
4	2	**	2	4	**	4	**	**	**	**	**	**	**	4	**	**	**	**	**	**	**
8%	5%	**	4%	8%	**	10%	**	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
45	31	**	40	45	**	34	**	**	**	**	**	**	**	40	**	**	**	**	**	**	**
40.93	47.15	**	44.22	40.93	**	39.53	**	**	**	**	**	**	**	36.68	**	**	**	**	**	**	**

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

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	67	*a 7	*b 14	*c 15	*d 23	*e 1					a 41	*b 5	*c 21	a 58	*b 9
Weighted total	48	13	12	11	7	*	14	12	25	15	1	*	8	40	9
0-24%	16	**	**	**	**	**	**	**	**	**	**	**	**	12	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	31%	**
25-49%	11	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	21%	**
50-74%	8	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	19%	**
75-100%	10	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	20%	**
Don't know	4	**	**	**	**	**	**	**	**	**	**	**	**	4	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	9%	**
Answered	45	**	**	**	**	**	**	**	**	**	**	**	**	36	**
Mean	40.93	**	**	**	**	**	**	**	**	**	**	**	**	41.70	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	*a	b	*c	*d
Unweighted total	67	54	53	14	53	7	52	15	26	55	19	-
Weighted total	48	36	37	11	33	9	34	14	12	33	8	-
0-24%	16	11	12	**	11	**	10	**	**	10	**	**
	34%	29%	33%	**	31%	**	28%	**	**	29%	**	**
25-49%	11	8	8	**	6	**	6	**	**	8	**	**
	22%	23%	23%	**	18%	**	17%	**	**	25%	**	**
50-74%	8	8	8	**	8	**	8	**	**	3	**	**
	16%	21%	20%	**	23%	**	22%	**	**	10%	**	**
75-100%	10	8	5	**	8	**	8	**	**	10	**	**
	21%	22%	14%	**	23%	**	22%	**	**	30%	**	**
Don't know	4	2	4	**	2	**	4	**	**	2	**	**
	8%	5%	10%	**	5%	**	11%	**	**	5%	**	**
Answered	45	34	33	**	32	**	31	**	**	31	**	**
Mean	40.93	43.57	37.96	**	43.13	**	44.19	**	**	47.15	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	67	20	47	13	-	42	62	17	-	51	42	55	49	51	2
Weighted total	48	11	24	6	-	26	47	6	-	29	20	42	31	34	*
0-24%	16	**	**	**	**	**	16	**	**	8	**	14	**	10	**
	34%	**	**	**	**	**	34%	**	**	27%	**	35%	**	31%	**
25-49%	11	**	**	**	**	**	11	**	**	8	**	8	**	8	**
	22%	**	**	**	**	**	23%	**	**	29%	**	20%	**	25%	**
50-74%	8	**	**	**	**	**	8	**	**	3	**	8	**	5	**
	16%	**	**	**	**	**	16%	**	**	11%	**	18%	**	16%	**
75-100%	10	**	**	**	**	**	10	**	**	8	**	8	**	8	**
	21%	**	**	**	**	**	21%	**	**	27%	**	19%	**	23%	**
Don't know	4	**	**	**	**	**	3	**	**	2	**	4	**	2	**
	8%	**	**	**	**	**	6%	**	**	6%	**	9%	**	5%	**
Answered	45	**	**	**	**	**	44	**	**	27	**	38	**	32	**
Mean	40.93	**	**	**	**	**	41.10	**	**	45.39	**	39.96	**	43.28	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	67	58	67	40	16	50	57	5	-	3	-	65	61	67	62	67
Weighted total	48	38	48	21	3	32	38	2	-	7	-	48	42	48	44	48
0-24%	16	15	16	**	**	**	14	**	**	**	**	16	16	16	16	16
	34%	41%	34%	**	**	**	38%	**	**	**	**	34%	39%	34%	37%	34%
			b													
25-49%	11	11	11	**	**	**	9	**	**	**	**	11	8	11	6	11
	22%	28%	22%	**	**	**	23%	**	**	**	**	22%	20%	22%	15%	22%
50-74%	8	8	8	**	**	**	3	**	**	**	**	8	8	8	8	8
	16%	20%	16%	**	**	**	9%	**	**	**	**	16%	18%	16%	17%	16%
						b										
75-100%	10	3	10	**	**	**	8	**	**	**	**	10	7	10	10	10
	21%	7%	21%	**	**	**	21%	**	**	**	**	21%	18%	21%	23%	21%
		a														
Don't know	4	2	4	**	**	**	4	**	**	**	**	4	2	4	4	4
	8%	4%	8%	**	**	**	10%	**	**	**	**	8%	4%	8%	9%	8%
Answered	45	36	45	**	**	**	34	**	**	**	**	44	40	45	40	45
Mean	40.93	31.05	40.93	**	**	**	37.96	**	**	**	**	40.96	38.52	40.93	42.30	40.93

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	67	42	66	26	-	52	12	49	18	1	5	15	11	45	11
Weighted total	48	27	46	16	-	34	13	30	21	*	7	14	11	29	8
0-24%	16	**	16	**	**	11	**	**	**	**	**	**	**	**	**
	34%	**	35%	**	**	34%	**	**	**	**	**	**	**	**	**
25-49%	11	**	11	**	**	6	**	**	**	**	**	**	**	**	**
	22%	**	23%	**	**	17%	**	**	**	**	**	**	**	**	**
		a													
50-74%	8	**	5	**	**	8	**	**	**	**	**	**	**	**	**
	16%	**	12%	**	**	22%	**	**	**	**	**	**	**	**	**
75-100%	10	**	10	**	**	5	**	**	**	**	**	**	**	**	**
	21%	**	22%	**	**	16%	**	**	**	**	**	**	**	**	**
Don't know	4	**	4	**	**	4	**	**	**	**	**	**	**	**	**
	8%	**	8%	**	**	11%	**	**	**	**	**	**	**	**	**
Answered	45	**	43	**	**	30	**	**	**	**	**	**	**	**	**
Mean	40.93	**	40.49	**	**	38.16	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	67	15	45	32	35	60	9	65	32	43	36	32	40
Weighted total	48	18	25	24	25	42	3	44	21	30	30	23	31
0-24%	16	**	**	**	**	12	**	16	**	**	**	**	**
	34%	**	**	**	**	29%	**	37% d	**	**	**	**	**
25-49%	11	**	**	**	**	11	**	9	**	**	**	**	**
	22%	**	**	**	**	25%	**	20%	**	**	**	**	**
50-74%	8	**	**	**	**	8	**	8	**	**	**	**	**
	16%	**	**	**	**	18%	**	17%	**	**	**	**	**
75-100%	10	**	**	**	**	10	**	7	**	**	**	**	**
	21%	**	**	**	**	24%	**	17%	**	**	**	**	**
Don't know	4	**	**	**	**	2	**	4	**	**	**	**	**
	8%	**	**	**	**	4%	**	9%	**	**	**	**	**
Answered	45	**	**	**	**	40	**	40	**	**	**	**	**
Mean	40.93	**	**	**	**	44.22	**	38.57	**	**	**	**	**
										a			a

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
67	22	33	4	7	67
48	17	24	2	5	48
16	**	**	**	**	16
34%	**	**	**	**	34%
11	**	**	**	**	11
22%	**	**	**	**	22%
8	**	**	**	**	8
16%	**	**	**	**	16%
10	**	**	**	**	10
21%	**	**	**	**	21%
4	**	**	**	**	4
8%	**	**	**	**	8%
45	**	**	**	**	45
40.93	**	**	**	**	40.93

Columns Tested: a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	*b	*c	*d	e	*a	*b	*c	*d	*e
94	43	25	18	8	51	12	16	6	5	9
83	79	2	1	1	4	22	26	4	1	3
36	**	**	**	**	2	**	**	**	**	**
43%	**	**	**	**	54%	**	**	**	**	**
14	**	**	**	**	*	**	**	**	**	**
17%	**	**	**	**	9%	**	**	**	**	**
10	**	**	**	**	*	**	**	**	**	**
12%	**	**	**	**	4%	**	**	**	**	**
15	**	**	**	**	*	**	**	**	**	**
18%	**	**	**	**	10%	**	**	**	**	**
8	**	**	**	**	1	**	**	**	**	**
9%	**	**	**	**	22%	**	**	**	**	**
75	**	**	**	**	3	**	**	**	**	**
35.87	**	**	**	**	24.85	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
94	1	6	15	6	6	13	5	7	5	64	15	9	6
83	3	13	5	7	11	13	*	8	9	70	8	3	2
36	**	**	**	**	**	**	**	**	**	29	**	**	**
43%	**	**	**	**	**	**	**	**	**	42%	**	**	**
14	**	**	**	**	**	**	**	**	**	11	**	**	**
17%	**	**	**	**	**	**	**	**	**	16%	**	**	**
10	**	**	**	**	**	**	**	**	**	10	**	**	**
12%	**	**	**	**	**	**	**	**	**	15%	**	**	**
15	**	**	**	**	**	**	**	**	**	14	**	**	**
18%	**	**	**	**	**	**	**	**	**	19%	**	**	**
8	**	**	**	**	**	**	**	**	**	5	**	**	**
9%	**	**	**	**	**	**	**	**	**	7%	**	**	**
75	**	**	**	**	**	**	**	**	**	65	**	**	**
35.87	**	**	**	**	**	**	**	**	**	38.25	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
94	3	4	13	3	5	12	7	7	10	64	15	9	6
83	7	10	5	2	11	9	3	6	16	70	8	3	2
36	**	**	**	**	**	**	**	**	**	29	**	**	**
43%	**	**	**	**	**	**	**	**	**	42%	**	**	**
14	**	**	**	**	**	**	**	**	**	11	**	**	**
17%	**	**	**	**	**	**	**	**	**	16%	**	**	**
10	**	**	**	**	**	**	**	**	**	10	**	**	**
12%	**	**	**	**	**	**	**	**	**	15%	**	**	**
15	**	**	**	**	**	**	**	**	**	14	**	**	**
18%	**	**	**	**	**	**	**	**	**	19%	**	**	**
8	**	**	**	**	**	**	**	**	**	5	**	**	**
9%	**	**	**	**	**	**	**	**	**	7%	**	**	**
75	**	**	**	**	**	**	**	**	**	65	**	**	**
35.87	**	**	**	**	**	**	**	**	**	38.25	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
94	*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	1	10	3	7	29	5	3	36	63	31	81	13	91	3
Weighted total	*	13	1	7	31	1	*	29	57	25	69	14	77	6
0-24%	**	**	**	**	**	**	**	**	22	**	31	**	33	**
43%	**	**	**	**	**	**	**	**	39%	**	45%	**	43%	**
25-49%	**	**	**	**	**	**	**	**	12	**	14	**	14	**
17%	**	**	**	**	**	**	**	**	20%	**	20%	**	18%	**
50-74%	**	**	**	**	**	**	**	**	8	**	8	**	10	**
12%	**	**	**	**	**	**	**	**	13%	**	11%	**	13%	**
75-100%	**	**	**	**	**	**	**	**	12	**	8	**	12	**
18%	**	**	**	**	**	**	**	**	21%	**	12%	**	16%	**
Don't know	**	**	**	**	**	**	**	**	4	**	8	**	7	**
9%	**	**	**	**	**	**	**	**	7%	**	11%	**	9%	**
Answered	**	**	**	**	**	**	**	**	53	**	61	**	70	**
Mean	**	**	**	**	**	**	**	**	40.12	**	30.81	**	34.97	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	94	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Weighted total	83	39	18	37	55	33	6	-	-	-	-	-	88	6	5	50	39
0-24%	36	40	13	30	64	16	3	-	-	-	-	-	80	3	8	55	19
43%	**	**	**	**	32	**	**	**	**	**	**	**	33	**	**	**	**
					51%	**	**	**	**	**	**	**	41%	**	**	**	**
25-49%	14				b								b			c	
17%	**	**	**	**	11	**	**	**	**	**	**	**	14	**	**	**	**
50-74%	10	**	**	**	17%	**	**	**	**	**	**	**	18%	**	**	**	**
12%	**	**	**	**	5	**	**	**	**	**	**	**	10	**	**	**	**
					8%	**	**	**	**	**	**	**	13%	**	**	**	**
75-100%	15		a		a	ai										b	
18%	**	**	**	**	9	**	**	**	**	**	**	**	15	**	**	**	**
					14%	**	**	**	**	**	**	**	18%	**	**	**	**
Don't know	8	**	**	**	a												
9%	**	**	**	**	7	**	**	**	**	**	**	**	8	**	**	**	**
Answered	75	**	**	**	11%	**	**	**	**	**	**	**	10%	**	**	**	**
Mean	35.87	**	**	**	57	**	**	**	**	**	**	**	72	**	**	**	**
					30.57	**	**	**	**	**	**	**	37.19	**	**	**	b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
94	80	72	86	94	38	74	68	11	4	1	2	-	-	92	-	-	1	-	1	-	1
83	57	47	70	83	13	58	62	5	*	*	3	-	-	83	-	-	*	-	*	-	*
36	29	21	34	36	**	29	31	**	**	**	**	**	**	36	**	**	**	**	**	**	**
43%	51%	45%	48%	43%	**	49%	50%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**
14	12	7	14	14	**	9	12	**	**	**	**	**	**	14	**	**	**	**	**	**	**
17%	21%	15%	20%	17%	**	16%	20%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
10	8	5	8	10	**	8	5	**	**	**	**	**	**	10	**	**	**	**	**	**	**
12%	13%	11%	11%	12%	**	14%	8%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
15	3	7	7	15	**	8	7	**	**	**	**	**	**	15	**	**	**	**	**	**	**
18%	5%	15%	10%	18%	**	14%	12%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**
		ae		ae		e															
8	5	6	7	8	**	4	6	**	**	**	**	**	**	8	**	**	**	**	**	**	**
9%	9%	13%	10%	9%	**	6%	11%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
75	52	41	63	75	**	54	55	**	**	**	**	**	**	75	**	**	**	**	**	**	**
35.87	25.51	33.34	28.71	35.87	**	32.56	28.95	**	**	**	**	**	**	35.86	**	**	**	**	**	**	**
				a																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	94	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	c	a	*b
Weighted total	83	12	22	24	27	1	29	23	27	14	1	50	2	42	83	11
0-24%	36	21	27	11	10	*	31	23	17	11	1	58	1	24	71	11
	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	32	**
25-49%	14	**	**	**	**	**	**	**	**	**	**	**	**	**	45%	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**
50-74%	10	**	**	**	**	**	**	**	**	**	**	**	**	**	17%	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	10	**
75-100%	15	**	**	**	**	**	**	**	**	**	**	**	**	**	14%	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	13	**
Don't know	8	**	**	**	**	**	**	**	**	**	**	**	**	**	18%	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	5	**
Answered	75	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
Mean	35.87	**	**	**	**	**	**	**	**	**	**	**	**	**	67	**
															35.92	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	94	80	78	16	79	7	75	19	40	79	28	-
Weighted total	83	66	69	14	61	9	59	23	25	54	14	-
0-24%	36	32	32	**	29	**	27	**	**	27	**	**
	43%	49%	47%	**	48%	**	45%	**	**	49%	**	**
25-49%	14	12	12	**	12	**	12	**	**	12	**	**
	17%	18%	17%	**	20%	**	20%	**	**	22%	**	**
50-74%	10	8	10	**	8	**	5	**	**	8	**	**
	12%	11%	15%	**	12%	**	9%	**	**	14%	**	**
										a		
75-100%	15	7	10	**	7	**	10	**	**	3	**	**
	18%	11%	14%	**	12%	**	17%	**	**	6%	**	**
Don't know	8	7	5	**	5	**	6	**	**	5	**	**
	9%	11%	7%	**	8%	**	9%	**	**	9%	**	**
Answered	75	59	64	**	56	**	54	**	**	49	**	**
Mean	35.87	29.35	34.09	**	30.67	**	35.17	**	**	26.43	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%	a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	94	38	69	18	70	76	24	-	76	67	86	79	60	4
Weighted total	83	24	47	7	61	75	16	-	55	43	78	63	43	2
0-24%	36	**	21	**	27	35	**	**	27	21	33	29	27	**
	43%	**	46%	**	45%	46%	**	**	50%	47%	43%	46%	63% a	**
25-49%	14	**	7	**	10	14	**	**	12	5	12	12	10	**
	17%	**	15%	**	17%	19%	**	**	22%	12%	15%	19%	22%	**
50-74%	10	**	5	**	8	10	**	**	8	5	10	8	2	**
	12%	**	11% a	**	13%	13%	**	**	14%	12%	13%	12%	5%	**
75-100%	15	**	7	**	10	12	**	**	3	7	15	7	*	**
	18%	**	15%	**	17%	16%	**	**	5%	17% a	19% a	11% b	%	**
Don't know	8	**	6	**	6	5	**	**	5	5	8	7	4	**
	9%	**	13%	**	9%	6%	**	**	9%	12%	10%	11%	9%	**
Answered	75	**	41	**	56	71	**	**	50	38	70	56	40	**
Mean	35.87	**	33.28	**	34.71	34.43	**	**	26.01	34.18	37.23 a	30.28 b	17.22	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	94	51	49	25	18	85	62	5	1	2	2	90	89	91	90	94
Weighted total	83	40	43	10	3	74	44	4	*	5	3	77	73	77	78	83
0-24%	36	28	**	**	**	29	28	**	**	**	**	35	35	35	35	36
	43%	69% a	**	**	**	40%	62% a	**	**	**	**	46%	48%	45%	45%	43%
25-49%	14	7	**	**	**	12	10	**	**	**	**	14	12	14	12	14
	17%	18%	**	**	**	16%	22%	**	**	**	**	18%	17%	18%	16%	17%
50-74%	10	2	**	**	**	10	2	**	**	**	**	8	8	8	10	10
	12%	6%	**	**	**	14%	5%	**	**	**	**	10%	10%	10%	13%	12%
75-100%	15	1	**	**	**	15	1	**	**	**	**	13	10	13	13	15
	18%	2%	**	**	**	20%	2%	**	**	**	**	16%	14%	16%	16%	18%
Don't know	8	2	**	**	**	8	4	**	**	**	**	8	8	8	8	8
	9%	4%	**	**	**	11%	8%	**	**	**	**	10%	11%	10%	10%	9%
Answered	75	38	**	**	**	66	41	**	**	**	**	69	65	69	70	75
Mean	35.87	15.24	**	**	**	38.92	17.74	**	**	**	**	33.39	31.37	33.39	34.63	35.87
	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	94	69	90	37	-	77	18	71	22	-	5	20	15	60	19
Weighted total	83	55	78	26	-	64	24	55	27	-	7	24	16	52	14
0-24%	36	20	33	**	**	28	**	25	**	**	**	**	**	23	**
	43%	37%	43%	**	**	43%	**	45%	**	**	**	**	**	44%	**
25-49%	14	10	14	**	**	10	**	12	**	**	**	**	**	9	**
	17%	18%	18%	**	**	15%	**	22%	**	**	**	**	**	17%	**
50-74%	10	5	10	**	**	10	**	5	**	**	**	**	**	3	**
	12%	9%	13%	**	**	16%	**	9%	**	**	**	**	**	5%	**
75-100%	15	13	13	**	**	9	**	7	**	**	**	**	**	11	**
	18%	23%	16%	**	**	15%	**	13%	**	**	**	**	**	22%	**
Don't know	8	8	8	**	**	7	**	6	**	**	**	**	**	7	**
	9%	14%	10%	**	**	11%	**	11%	**	**	**	**	**	13%	**
Answered	75	48	70	**	**	57	**	49	**	**	**	**	**	46	**
Mean	35.87	40.89	35.16	**	**	34.51	**	31.05	**	**	**	**	**	36.57	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	d	a	*b	c	d
Unweighted total	94	14	8	52	42	86	15	87	41	69	29	60	40
Weighted total	83	16	13	47	36	70	6	75	34	62	27	55	35
0-24%	36	**	**	24	**	34	**	36	**	32	**	26	**
	43%	**	**	42%	**	48%	**	48%	**	51%	**	48%	**
25-49%	14	**	**	11	**	14	**	10	**	6	**	8	**
	17%	**	**	24%	**	20%	**	13%	**	10%	**	14%	**
				b					c				a
50-74%	10	**	**	2	**	8	**	10	**	10	**	7	**
	12%	**	**	5%	**	11%	**	13%	**	16%	**	14%	**
					a								
75-100%	15	**	**	4	**	7	**	15	**	10	**	7	**
	18%	**	**	9%	**	10%	**	20%	**	17%	**	13%	**
					a					d		d	
Don't know	8	**	**	5	**	7	**	5	**	4	**	6	**
	9%	**	**	11%	**	10%	**	6%	**	6%	**	11%	**
Answered	75	**	**	42	**	63	**	70	**	59	**	49	**
Mean	35.87	**	**	27.21	**	28.71	**	36.05	**	33.56	**	31.82	**
			38.60		a					d		d	

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know

Answered

Mean

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
94	20	45	9	17	94
83	12	40	6	21	83
36	**	**	**	**	36
43%	**	**	**	**	43%
14	**	**	**	**	14
17%	**	**	**	**	17%
10	**	**	**	**	10
12%	**	**	**	**	12%
15	**	**	**	**	15
18%	**	**	**	**	18%
8	**	**	**	**	8
9%	**	**	**	**	9%
75	**	**	**	**	75
35.87	**	**	**	**	35.87

Columns Tested: a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
179	79	49	35	16	100	33	24	11	8	20
152	144	4	3	1	8	54	34	7	2	4
2	2	**	**	**	-	**	**	**	**	**
1%	1%	**	**	**	-%	**	**	**	**	**
5	4	**	**	**	1	**	**	**	**	**
3%	3%	**	**	**	9%	**	**	**	**	**
48	45	**	**	**	3	**	**	**	**	**
32%	31%	**	**	**	39%	**	**	**	**	**
43	42	**	**	**	1	**	**	**	**	**
28%	29% ce	**	**	**	15%	**	**	**	**	**
53	51	**	**	**	3	**	**	**	**	**
35%	35%	**	**	**	36%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	2	**	**	**	**	**	**	**	**	**	2	**	**
	1%	**	**	**	**	**	**	**	**	**	2%	**	**
This is not important to me - don't mind if not offered	5	**	**	**	**	**	**	**	**	**	3	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is mandatory to me - a must have	48	**	**	**	**	**	**	**	**	**	41	**	**
	32%	**	**	**	**	**	**	**	**	**	32%	**	**
This is a 'nice to have' , but I can live without it being offered	43	**	**	**	**	**	**	**	**	**	36	**	**
	28%	**	**	**	**	**	**	**	**	**	28%	**	**
This is a 'great to have' - makes a difference and can sway my decision	53	**	**	**	**	**	**	**	**	**	46	**	**
	35%	**	**	**	**	**	**	**	**	**	36%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
179	10	7	23	5	7	19	16	13	16	116	29	17	17
152	14	13	13	7	14	15	14	17	21	129	12	6	5
2	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
5	**	**	**	**	**	**	**	**	**	3	**	**	**
3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
48	**	**	**	**	**	**	**	**	**	41	**	**	**
32%	**	**	**	**	**	**	**	**	**	32%	**	**	**
43	**	**	**	**	**	**	**	**	**	37	**	**	**
28%	**	**	**	**	**	**	**	**	**	29%	**	**	**
53	**	**	**	**	**	**	**	**	**	46	**	**	**
35%	**	**	**	**	**	**	**	**	**	36%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 54 (continuation)

Page 819

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
179	*a 2	*b 28	*c 3	*d 18	e 56	*f 9	*g 5	h 58	a 121	b 58	a 148	b 31	a 173	*b 6
152	*	23	1	21	57	1	*	48	113	39	127	25	141	11
2	**	**	**	**	-	**	**	2	2	-	-	**	2	**
1%	**	**	**	**	-%	**	**	4%	2%	-%	-%	a	1%	**
5	**	**	**	**	1	**	**	4	1	4	5	**	5	**
3%	**	**	**	**	2%	**	**	8%	1%	10% a	4%	**	4%	**
48	**	**	**	**	17	**	**	19	37	12	40	**	43	**
32%	**	**	**	**	31%	**	**	40%	33%	30%	32%	**	31%	**
43	**	**	**	**	15	**	**	14	30	13	39	**	40	**
28%	**	**	**	**	26%	**	**	29%	27%	33%	30%	**	29%	**
53	**	**	**	**	24	**	**	9	43	11	43	**	50	**
35%	**	**	**	**	42% h	**	**	19%	38%	28%	34%	**	36%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	179	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Weighted total	152	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
		63	22	67	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	2	2	**	-	2	-	**	**	**	**	**	**	2	**	**	-	-
	1%	3%	**	-%	2%	-%	**	**	**	**	**	**	1%	**	**	-%	-%
This is not important to me - don't mind if not offered	5	*	**	4	4	1	**	**	**	**	**	**	5	**	**	3	1
	3%	1%	**	6%	4%	3%	**	**	**	**	**	**	3%	**	**	3%	3%
This is mandatory to me - a must have	48	13	**	30	34	10	**	**	**	**	**	**	43	**	**	22	15
	32%	21%	**	44% a	32%	27%	**	**	**	**	**	**	31%	**	**	27%	31%
This is a 'nice to have' , but I can live without it being offered	43	15	**	19	28	10	**	**	**	**	**	**	38	**	**	26	15
	28%	24%	**	28%	27%	27%	**	**	**	**	**	**	27%	**	**	32%	32%
This is a 'great to have' - makes a difference and can sway my decision	53	32	**	15	37	16	**	**	**	**	**	**	53	**	**	30	16
	35%	51% bc	**	23%	36%	43%	**	**	**	**	**	**	38%	**	**	37%	34%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 54 (continuation)

Page 821

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
179 152	a 141 103	b 129 85	c 155 119	d 179 152	e 68 31	f 140 108	a 121 107	*b 21 7	*c 7 2	*d 3 *	*e 3 3	*f - -	*g - -	a 171 147	*b 4 2	*c 2 2	*d 1 *	*e - -	*f 1 *	*g - -	*h 1 *	
	2 1%	- -%	2 2%	2 2%	2 1%	- -%	2 2%	** **	** **	** **	** **	** **	** **	2 1%	** **	** **	** **	** **	** **	** **	** **	
5 3%	4 4%	5 6%	5 4%	5 3%	3 8%	4 4%	5 4%	** **	** **	** **	** **	** **	** **	5 3%	** **	** **	** **	** **	** **	** **	** **	
	48 32%	30 30%	26 30%	35 29%	48 32%	13 42% f	31 28%	27 25%	** **	** **	** **	** **	** **	46 31%	** **	** **	** **	** **	** **	** **	** **	
43 28%	31 30%	27 32%	35 30%	43 28%	9 29%	40 37%	33 31%	** **	** **	** **	** **	** **	** **	41 28%	** **	** **	** **	** **	** **	** **	** **	
	53 35%	38 37% e	26 30%	42 35% e	53 35% e	7 21%	32 29%	40 38%	** **	** **	** **	** **	** **	53 36%	** **	** **	** **	** **	** **	** **	** **	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
179	a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
152	27	39	38	48	3	57	37	46	36	3	96	11	71	152	27
2	39	34	23	20	3	56	29	41	24	2	104	9	40	130	22
1%	**	**	**	**	**	2	**	**	**	**	-	**	2	2	**
	**	**	**	**	**	4%	**	**	**	**	-%	**	5%	2%	**
												a			
5	**	**	**	**	**	1	**	**	**	**	4	**	1	4	**
3%	**	**		**	**	2%	**	**	**	**	4%	**	3%	3%	**
			d												
48	**	**	**	**	**	19	**	**	**	**	34	**	9	43	**
32%	**	**	**	**	**	33%	**	**	**	**	33%	**	23%	33%	**
									c						
43	**	**	**	**	**	18	**	**	**	**	34	**	8	40	**
28%	**	**	**	**	**	32%	**	**	**	**	33%	**	21%	31%	**
									b						
53	**	**	**	**	**	16	**	**	**	**	31	**	19	42	**
35%	**	**	**	**	**	29%	**	**	**	**	30%	**	48%	32%	**
							d	ad					a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	2	**	2	**	2	**	2	**	-	-	**	**
	1%	2%	2%	**	2%	**	2%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	5	**	4	**	4	**	1	**	4	*	**	**
	3%	**	3%	**	4%	**	1%	**	8%	*%	**	**
							a		b			
This is mandatory to me - a must have	48	**	43	**	31	**	40	**	16	25	**	**
	32%	**	34%	**	29%	**	35%	**	33%	28%	**	**
This is a 'nice to have' , but I can live without it being offered	43	**	40	**	35	**	38	**	15	27	**	**
	28%	**	32%	**	33%	**	33%	**	31%	31%	**	**
			b				b					
This is a 'great to have' - makes a difference and can sway my decision	53	**	36	**	35	**	34	**	14	35	**	**
	35%	**	29%	**	32%	**	29%	**	29%	40%	**	**
				a			a					

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
179	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
152	62	110	29	-	120	131	46	-	131	118	154	131	98	6
2	43	67	13	-	104	114	30	-	95	77	134	96	71	3
1%	2	2	**	**	2	2	**	**	-	2	2	2	-	**
	5%	3%	**	**	2%	2%	**	**	-%	3%	2%	2%	-%	**
5	5	*	**	**	5	1	**	**	3	1	4	1	*	**
3%	11%	1%	**	**	5%	1%	**	**	3%	2%	3%	1%	*%	**
	b				b									
48	10	17	**	**	31	36	**	**	29	25	42	31	20	**
32%	24%	25%	**	**	30%	32%	**	**	31%	33%	31%	33%	28%	**
43	15	25	**	**	28	36	**	**	31	27	38	30	30	**
28%	36%	37%	**	**	27%	31%	**	**	32%	35%	28%	31%	42%	**
53	10	23	**	**	37	40	**	**	32	22	48	32	21	**
35%	24%	34%	**	**	36%	35%	**	**	34%	28%	36%	33%	29%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location					
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	
Significance Level: 95%																	
Unweighted total	179	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	152	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
		107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	2	2	-	-	**	**	2	-	**	**	**	**	2	2	2	2	2
	1%	2%	-%	-%	**	**	2%	-%	**	**	**	**	1%	2%	1%	1%	1%
This is not important to me - don't mind if not offered	5	*	*	5	**	**	*	1	**	**	**	**	4	4	4	5	5
	3%	*%	1%	6% a	**	**	*%	1%	**	**	**	**	3%	3%	3%	3%	3%
This is mandatory to me - a must have	48	26	21	24	**	**	28	29	**	**	**	**	47	42	48	45	48
	32%	25%	35%	30%	**	** ad	26%	41% a	**	**	**	**	33%	33%	33%	33%	32%
This is a 'nice to have' , but I can live without it being offered	43	37	17	27	**	**	34	24	**	**	**	**	43	39	43	39	43
	28%	34%	29%	33%	**	**	32%	35%	**	**	**	**	30%	31%	30%	28%	28%
This is a 'great to have' - makes a difference and can sway my decision	53	42	21	26	**	**	41	17	**	**	**	**	48	40	48	48	53
	35%	39% e	35%	31%	**	**	39% b	24%	**	**	**	**	33%	31%	33%	35%	35%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	116	171	65	-	147	6	31	136	50	2	13	45	31	118	30
Weighted total	152	96	146	44	118	8	36	105	50	*	15	41	28	103	21
This is a negative to me	2	2	-	**	-	**	**	-	**	**	**	**	**	2	**
	1%	2%	-%	**	-%	**	b	-%	**	**	**	**	**	2%	**
This is not important to me - don't mind if not offered	5	4	*	**	4	**	**	4	**	**	**	**	**	4	**
	3%	4%	*%	**	4%	**	**	4%	**	**	**	**	**	4%	**
This is mandatory to me - a must have	48	25	45	7	37	**	**	28	**	**	**	**	**	31	**
	32%	26%	31%	**	31%	**	b	27%	**	**	**	**	**	31%	**
This is a 'nice to have' , but I can live without it being offered	43	32	43	13	35	**	**	31	**	**	**	**	**	28	**
	28%	34%	29%	**	30%	**	**	29%	**	**	**	**	**	28%	**
This is a 'great to have' - makes a difference and can sway my decision	53	33	51	24	42	**	**	42	**	**	**	**	**	37	**
	35%	35%	54%	**	36%	**	**	40%	**	**	**	**	**	36%	**
			ab					a							

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	179	31	14	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	17	85	67	119	6	141	63	103	45	90	50
This is a negative to me	2	**	**	2	-	2	**	2	-	2	-	2	-
	1%	**	**	2%	-%	2%	**	1%	-%	2%	-%	2%	-%
This is not important to me - don't mind if not offered	5	**	**	4	3	5	**	4	4	4	*	4	*
	3%	**	**	4%	5%	4%	**	3%	6%	4%	1%	4%	*%
This is mandatory to me - a must have	48	**	**	29	20	35	**	48	17	34	16	26	19
	32%	**	**	34%	29%	29%	**	34%	26%	33%	35%	29%	37%
This is a 'nice to have' , but I can live without it being offered	43	**	**	35	19	35	**	40	20	28	14	26	17
	28%	**	**	36% a	28%	30%	**	28%	31%	28%	30%	29%	34%
This is a 'great to have' - makes a difference and can sway my decision	53	**	**	28	25	42	**	46	23	35	16	32	15
	35%	**	**	28%	38%	35%	**	33%	36%	34%	34%	36%	29%
	c												

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
2	**	2	**	**	2
1%	**	3%	**	**	1%
5	**	*	**	**	5
3%	**	*%	**	**	3%
48	**	20	**	**	48
32%	**	32%	**	**	32%
	d				
43	**	18	**	**	43
28%	**	28%	**	**	28%
53	**	22	**	**	53
35%	**	36%	**	**	35%
			ab		

Columns Tested: a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2
This is a negative to me	-	-	**	**	**	-	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**
This is not important to me - don't mind if not offered	9	8	**	**	**	*	**	**	**	**
	6%	6%	**	**	**	3%	**	**	**	**
			b							
This is mandatory to me - a must have	67	63	**	**	**	4	**	**	**	**
	44%	44%	**	**	**	54%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	28	27	**	**	**	1	**	**	**	**
	18%	19%	**	**	**	9%	**	**	**	**
		ce								
This is a 'great to have' - makes a difference and can sway my decision	48	46	**	**	**	3	**	**	**	**
	32%	32%	**	**	**	34%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	9	**	**	**	**	**	**	**	**	**	9	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**
This is mandatory to me - a must have	67	**	**	**	**	**	**	**	**	**	55	**	**
	44%	**	**	**	**	**	**	**	**	**	43%	**	**
This is a 'nice to have' , but I can live without it being offered	28	**	**	**	**	**	**	**	**	**	25	**	**
	18%	**	**	**	**	**	**	**	**	**	20%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	**	**	**	**	**	**	**	**	39	**	**
	32%	**	**	**	**	**	**	**	**	**	30%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	9	**	**	**	**	**	**	**	**	**	9	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**
This is mandatory to me - a must have	67	**	**	**	**	**	**	**	**	**	55	**	**
	44%	**	**	**	**	**	**	**	**	**	43%	**	**
This is a 'nice to have' , but I can live without it being offered	28	**	**	**	**	**	**	**	**	**	25	**	**
	18%	**	**	**	**	**	**	**	**	**	19%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	**	**	**	**	**	**	**	**	40	**	**
	32%	**	**	**	**	**	**	**	**	**	31%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 832

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
179	2	28	3	18	56	9	5	58	121	58	148	31	173	6
152	*	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	-	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	9	**	**	**	4	**	**	2	7	2	7	**	9	**
	6%	**	**	**	7%	**	**	4%	6%	5%	5%	**	6%	**
This is mandatory to me - a must have	67	**	**	**	26	**	**	19	52	15	58	**	62	**
	44%	**	**	**	45%	**	**	40%	46%	39%	46%	**	44%	**
This is a 'nice to have' , but I can live without it being offered	28	**	**	**	12	**	**	8	23	5	23	**	25	**
	18%	**	**	**	21%	**	**	17%	21%	12%	18%	**	18%	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	**	**	15	**	**	19	31	17	40	**	45	**
	32%	**	**	**	27%	**	**	38%	28%	44% a	31%	**	32%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	-	**	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	9	5	**	6	2	**	**	**	**	**	**	9	**	**	4	2
	6%	7%	**	6%	6%	**	**	**	**	**	**	6%	**	**	5%	5%
This is mandatory to me - a must have	67	24	**	49	15	**	**	**	**	**	**	64	**	**	35	18
	44%	37%	**	47%	43%	**	**	**	**	**	**	45%	**	**	42%	39%
This is a 'nice to have' , but I can live without it being offered	28	10	**	19	7	**	**	**	**	**	**	26	**	**	18	9
	18%	16%	**	18%	20%	**	**	**	**	**	**	18%	**	**	22%	19%
This is a 'great to have' - makes a difference and can sway my decision	48	25	**	31	11	**	**	**	**	**	**	42	**	**	25	17
	32%	40%	**	30%	32%	**	**	**	**	**	**	30%	**	**	31%	37%
		b														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 834

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
179	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
152	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
9	9	5	9	9	2	9	9	**	**	**	**	**	**	9	**	**	**	**	**	**	**
6%	8%	5%	7%	6%	7%	8%	8%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
67	43	41	52	67	10	44	47	**	**	**	**	**	**	65	**	**	**	**	**	**	**
44%	42%	48%	44%	44%	32%	40%	44%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**
28	16	16	21	28	7	24	18	**	**	**	**	**	**	28	**	**	**	**	**	**	**
18%	15%	19%	17%	18%	21%	22%	17%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**
48	35	23	38	48	12	33	33	**	**	**	**	**	**	46	**	**	**	**	**	**	**
32%	34%	27%	32%	32%	40%	30%	31%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
	-%														
This is not important to me - don't mind if not offered	9														
	6%														
This is mandatory to me - a must have	67														
	44%														
This is a 'nice to have' , but I can live without it being offered	28														
	18%														
This is a 'great to have' - makes a difference and can sway my decision	48														
	32%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 836

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	9	**	7	**	9	**	7	**	2	6	**	**
	6%	**	5%	**	8%	**	6%	**	5%	7%	**	**
This is mandatory to me - a must have	67	**	55	**	49	**	56	**	23	34	**	**
	44%	**	44%	**	46%	**	49%	**	48%	40%	**	**
This is a 'nice to have' , but I can live without it being offered	28	**	26	**	21	**	23	**	8	16	**	**
	18%	**	21%	**	19%	**	20%	**	16%	18%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	37	**	28	**	29	**	15	30	**	**
	32%	**	30%	**	27%	**	26%	**	31%	35%	**	**
						a						

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 837

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
This is not important to me - don't mind if not offered	9	5	**	**	6	7	**	**	7	5	7	4	7	**
	6%	7% a	**	**	6%	6%	**	**	7%	6%	5%	5%	9%	**
This is mandatory to me - a must have	67	24	29	**	43	47	**	**	42	39	58	42	27	**
	44%	57%	43%	**	42%	41%	**	**	44%	50%	43%	43%	38%	**
This is a 'nice to have' , but I can live without it being offered	28	8	16	**	23	25	**	**	16	16	26	21	11	**
	18%	19%	24%	**	22%	22%	**	**	17%	21%	19%	21%	16%	**
This is a 'great to have' - makes a difference and can sway my decision	48	11	18	**	31	36	**	**	31	18	44	30	26	**
	32%	25%	26%	**	30%	32%	**	**	33%	23%	33%	31%	37%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 838

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	9	6	4	4	**	6	7	**	**	**	**	9	7	9	7	9
6%	6%	7%	5%	**	**	6%	9%	**	**	**	**	6%	5%	6%	5%	6%
This is mandatory to me - a must have	67	43	22	39	**	38	33	**	**	**	**	66	56	66	62	67
44%	40%	37%	47%	**	**	36%	46%	**	**	**	**	46%	44%	46%	44%	44%
This is a 'nice to have' , but I can live without it being offered	28	23	8	14	**	25	11	**	**	**	**	27	25	27	26	28
18%	21%	14%	18%	**	**	23%	16%	**	**	**	**	19%	20%	19%	18%	18%
					abcd											
This is a 'great to have' - makes a difference and can sway my decision	48	35	25	24	**	36	20	**	**	**	**	43	39	43	45	47
32%	32%	41%	30%	**	**	34%	28%	**	**	**	**	30%	31%	30%	33%	31%
	e	e	e	e												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
This is a negative to me	-	96	146	44	-	118	8	36	105	50	*	15	41	28	21
-%	-	-	-	-	**	-	**	**	-	**	**	**	**	**	**
-%	-%	-%	-%	**	-%	**	**	**	-%	**	**	**	**	-%	**
This is not important to me - don't mind if not offered	9	4	8	-	**	9	**	**	9	**	**	**	**	9	**
6%	4%	6%	-%	**	7%	**	**	**	8%	**	**	**	**	8%	**
		c													
This is mandatory to me - a must have	67	47	66	20	**	50	**	**	46	**	**	**	**	50	**
44%	49%	45%	46%	**	42%	**	**	**	44%	**	**	**	**	48%	**
This is a 'nice to have' , but I can live without it being offered	28	16	26	7	**	24	**	**	18	**	**	**	**	20	**
18%	17%	18%	15%	**	20%	**	**	**	18%	**	**	**	**	19%	**
This is a 'great to have' - makes a difference and can sway my decision	48	28	45	17	**	36	**	**	32	**	**	**	**	24	**
32%	30%	31%	39%	**	31%	**	**	**	30%	**	**	**	**	24%	**
													b		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 55 (continuation)

Page 840

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	-	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	9	**	9	6	2	9	**	9	2	6	4	6	4
	6%	**	9%	8%	3%	7%	**	6%	4%	6%	10%	7%	9%
This is mandatory to me - a must have	67	**	48	37	30	52	**	64	23	47	18	38	18
	44%	**	49%	43%	45%	44%	**	45%	36%	46%	39%	42%	35%
This is a 'nice to have' , but I can live without it being offered	28	**	18	11	16	21	**	26	13	20	6	20	8
	18%	**	18%	13%	25%	17%	**	18%	21%	20%	12%	22%	15%
This is a 'great to have' - makes a difference and can sway my decision	48	**	24	30	18	38	**	43	25	29	18	26	20
	32%	**	24%	36%	27%	32%	**	30%	39%	29%	39%	29%	41%
	c												

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	179	45	77	15	34
Weighted total	152	33	62	10	35
This is a negative to me	-	**	-	**	**
	-%	**	-%	**	**
This is not important to me - don't mind if not offered	9	**	4	**	**
	6%	**	7%	**	**
This is mandatory to me - a must have	67	**	29	**	**
	44%	**	47%	**	**
This is a 'nice to have' , but I can live without it being offered	28	**	9	**	**
	18%	**	14%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	20	**	**
	32%	**	33%	**	**

Columns Tested: a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover					
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 -£999,999	£1,000,000 - 1,499,999	£1,500,000 +	
Significance Level: 95%											
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**	**
This is not important to me - don't mind if not offered	7	6	**	**	**	1	**	**	**	**	**
	4%	4%	**	**	**	10%	**	**	**	**	**
			a								
This is mandatory to me - a must have	63	60	**	**	**	3	**	**	**	**	**
	42%	42%	**	**	**	39%	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	38	37	**	**	**	1	**	**	**	**	**
	25%	26%	**	**	**	14%	**	**	**	**	**
		b		b							
This is a 'great to have' - makes a difference and can sway my decision	44	41	**	**	**	3	**	**	**	**	**
	29%	29%	**	**	**	37%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	7	**	**	**	**	**	**	**	**	**	5	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**
This is mandatory to me - a must have	63	**	**	**	**	**	**	**	**	**	53	**	**
	42%	**	**	**	**	**	**	**	**	**	41%	**	**
This is a 'nice to have' , but I can live without it being offered	38	**	**	**	**	**	**	**	**	**	34	**	**
	25%	**	**	**	**	**	**	**	**	**	27%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	**	**	**	**	**	**	37	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	7	**	**	**	**	**	**	**	**	**	5	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**
This is mandatory to me - a must have	63	**	**	**	**	**	**	**	**	**	52	**	**
	42%	**	**	**	**	**	**	**	**	**	41%	**	**
This is a 'nice to have' , but I can live without it being offered	38	**	**	**	**	**	**	**	**	**	34	**	**
	25%	**	**	**	**	**	**	**	**	**	26%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	**	**	**	**	**	**	38	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total														
This is a negative to me	-	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	7	**	**	**	3	**	**	*	4	3	7	**	7	**
	4%	**	**	**	5%	**	**	1%	3%	7%	5%	**	5%	**
This is mandatory to me - a must have	63	**	**	**	21	**	**	22	47	16	52	**	58	**
	42%	**	**	**	37%	**	**	45%	41%	42%	41%	**	41%	**
This is a 'nice to have' , but I can live without it being offered	38	**	**	**	17	**	**	13	28	10	33	**	35	**
	25%	**	**	**	29%	**	**	26%	25%	26%	26%	**	25%	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	16	**	**	14	35	10	35	**	41	**
	29%	**	**	**	28%	**	**	28%	31%	24%	28%	**	29%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	179	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	67	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	7	1	**	3	6	*	**	**	**	**	**	**	6	**	**	2	*
	4%	2%	**	5%	6%	1%	**	**	**	**	**	**	5%	**	**	2%	1%
This is mandatory to me - a must have	63	28	**	31	40	19	**	**	**	**	**	**	58	**	**	29	23
	42%	44% b	**	46% b	38%	52%	**	**	**	**	**	**	41%	**	**	36%	50%
This is a 'nice to have' , but I can live without it being offered	38	13	**	18	31	5	**	**	**	**	**	**	36	**	**	30	7
	25%	20%	**	26%	29% b	13%	**	**	**	**	**	**	25% b	**	**	37% c	15%
This is a 'great to have' - makes a difference and can sway my decision	44	21	**	16	28	12	**	**	**	**	**	**	41	**	**	20	16
	29%	34%	**	23%	27%	34%	**	**	**	**	**	**	29%	**	**	25%	34%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
7	6	6	6	7	3	6	6	**	**	**	**	**	**	7	**	**	**	**	**	**	**
4%	6%	7%	5%	4%	11%	6%	6%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
63	39	38	46	63	12	40	39	**	**	**	**	**	**	61	**	**	**	**	**	**	**
42%	38%	45%	39%	42%	38%	37%	36%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**
38	27	23	32	38	6	34	31	**	**	**	**	**	**	36	**	**	**	**	**	**	**
25%	26%	27%	27%	25%	19%	31%	29%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
44	31	18	35	44	10	28	31	**	**	**	**	**	**	44	**	**	**	**	**	**	**
29%	30%	21%	29%	29%	32%	26%	29%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
	-%														
This is not important to me - don't mind if not offered	7														
	4%														
This is mandatory to me - a must have	63														
	42%														
This is a 'nice to have' , but I can live without it being offered	38														
	25%														
This is a 'great to have' - makes a difference and can sway my decision	44														
	29%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	7	6	7	**	6	**	7	**	*	6	**	**
	4%	6%	5%	**	6%	**	6%	**	*%	8%	**	**
										a		
This is mandatory to me - a must have	63	44	48	**	42	**	49	**	23	31	**	**
	42%	39%	39%	**	39%	**	43%	**	47%	36%	**	**
This is a 'nice to have' , but I can live without it being offered	38	32	36	**	32	**	30	**	16	20	**	**
	25%	28%	29%	**	30%	**	26%	**	34%	23%	**	**
			b									
This is a 'great to have' - makes a difference and can sway my decision	44	30	34	**	27	**	29	**	9	29	**	**
	29%	27%	27%	**	25%	**	25%	**	18%	33%	**	**
						a				a		

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 56 (continuation)

Page 850

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
This is not important to me - don't mind if not offered	7	*	5	**	**	*	4	**	**	6	6	5	4	6	**
	4%	*%	8%	**	**	*%	4%	**	**	7%	7%	3%	4%	9%	**
			a												
This is mandatory to me - a must have	63	22	28	**	**	47	40	**	**	36	37	54	37	17	**
	42%	51%	41%	**	**	46%	35%	**	**	38%	48%	40%	38%	24%	**
							b						b		
This is a 'nice to have' , but I can live without it being offered	38	15	18	**	**	29	33	**	**	27	20	37	29	22	**
	25%	36%	27%	**	**	28%	29%	**	**	28%	26%	27%	30%	31%	**
This is a 'great to have' - makes a difference and can sway my decision	44	5	16	**	**	27	37	**	**	25	14	39	27	25	**
	29%	13%	24%	**	**	26%	32%	**	**	27%	18%	29% b	28%	36%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 56 (continuation)

Page 851

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	179	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	7	4	5	-	**	**	4	6	**	**	**	**	7	5	7	3	7
	4%	4%	8%	-%	**	**	4%	9%	**	**	**	**	5%	4%	5%	2%	4%
		c	c														
This is mandatory to me - a must have	63	38	18	40	**	**	36	22	**	**	**	**	61	53	61	62	63
	42%	36%	30%	50%	**	**	34%	31%	**	**	**	**	42%	42%	42%	44%	42%
				ab	b												
This is a 'nice to have' , but I can live without it being offered	38	31	15	23	**	**	33	22	**	**	**	**	36	34	36	34	38
	25%	29%	25%	29%	**	**	31%	31%	**	**	**	**	25%	27%	25%	24%	25%
		d	d	d		d											
This is a 'great to have' - makes a difference and can sway my decision	44	33	23	18	**	**	33	20	**	**	**	**	41	35	41	41	43
	29%	31%	38%	22%	**	**	31%	29%	**	**	**	**	28%	28%	28%	30%	29%
			c														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
This is a negative to me	-	-	-	-	**	-	**	**	-	**	**	**	**	**	**
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	-%	**
This is not important to me - don't mind if not offered	7	*	6	*	**	6	**	**	6	**	**	**	**	5	**
	4%	*%	4%	*%	**	5%	**	**	6%	**	**	**	**	5%	**
		a													
This is mandatory to me - a must have	63	49	59	18	**	44	**	**	32	**	**	**	**	42	**
	42%	51%	41%	41%	**	37%	**	**	31%	**	**	**	**	41%	**
							b								
This is a 'nice to have' , but I can live without it being offered	38	23	36	8	**	36	**	**	33	**	**	**	**	31	**
	25%	24%	25%	19%	**	30%	**	**	32%	**	**	**	**	31%	**
							a							a	
This is a 'great to have' - makes a difference and can sway my decision	44	24	44	18	**	33	**	**	33	**	**	**	**	24	**
	29%	25%	30%	40%	**	28%	**	**	32%	**	**	**	**	23%	**
				a									b		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	**	**	-	-	-	-	**	-	-	-	-	-	-
-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	7	**	7	4	2	6	**	7	1	4	2	3	3
4%	**	**	7%	5%	3%	5%	**	5%	2%	4%	5%	4%	7%
This is mandatory to me - a must have	63	**	36	35	28	46	**	59	30	38	17	36	15
42%	**	**	37%	42%	41%	39%	**	42%	48%	37%	38%	40%	29%
This is a 'nice to have' , but I can live without it being offered	38	**	31	19	19	32	**	36	13	28	10	26	13
25%	**	**	31%	22%	28%	27%	**	25%	20%	27%	22%	29%	26%
This is a 'great to have' - makes a difference and can sway my decision	44	**	25	26	18	35	**	40	19	33	15	25	19
29%	**	**	25%	31%	27%	29%	**	28%	30%	32%	34%	28%	38%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	179	45	77	15	34
Weighted total	152	33	62	10	35
This is a negative to me	-	**	-	**	**
	-%	**	-%	**	**
This is not important to me - don't mind if not offered	7	**	4	**	**
	4%	**	6%	**	**
This is mandatory to me - a must have	63	**	32	**	**
	42%	**	51%	**	**
		a			
This is a 'nice to have' , but I can live without it being offered	38	**	8	**	**
	25%	**	14%	**	**
		bd			
This is a 'great to have' - makes a difference and can sway my decision	44	**	18	**	**
	29%	**	29%	**	**

Columns Tested: a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	34	7	2	4
This is a negative to me	-	-	**	**	**	-	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**
This is not important to me - don't mind if not offered	14	13	**	**	**	*	**	**	**	**
	9%	9%	**	**	**	5%	**	**	**	**
		b		b						
This is mandatory to me - a must have	44	41	**	**	**	3	**	**	**	**
	29%	29%	**	**	**	37%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	46	44	**	**	**	3	**	**	**	**
	30%	30%	**	**	**	33%	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	46	**	**	**	2	**	**	**	**
	31%	32%	**	**	**	25%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	14	**	**	**	**	**	**	**	**	**	11	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**
This is mandatory to me - a must have	44	**	**	**	**	**	**	**	**	**	39	**	**
	29%	**	**	**	**	**	**	**	**	**	31%	**	**
This is a 'nice to have' , but I can live without it being offered	46	**	**	**	**	**	**	**	**	**	40	**	**
	30%	**	**	**	**	**	**	**	**	**	32%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	**	**	**	**	**	**	**	**	38	**	**
	31%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	14	**	**	**	**	**	**	**	**	**	11	**	**
	9%	**	**	**	**	**	**	**	**	**	8%	**	**
This is mandatory to me - a must have	44	**	**	**	**	**	**	**	**	**	39	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**
This is a 'nice to have' , but I can live without it being offered	46	**	**	**	**	**	**	**	**	**	40	**	**
	30%	**	**	**	**	**	**	**	**	**	31%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	**	**	**	**	**	**	**	**	**	38	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Table 57 (continuation)

Page 858

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total
Weighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me
- a must have

This is a 'nice to have'
, but I can live without
it being offered

This is a 'great to have' - makes a difference and can sway my decision

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	-	**	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	14	4	**	7	5	**	**	**	**	**	**	11	**	**	3	7
	9%	6%	**	6%	13%	**	**	**	**	**	**	8%	**	**	4%	15% b
This is mandatory to me - a must have	44	20	**	30	12	**	**	**	**	**	**	42	**	**	21	15
	29%	32%	**	28%	33%	**	**	**	**	**	**	30%	**	**	26%	31%
This is a 'nice to have' , but I can live without it being offered	46	17	**	35	11	**	**	**	**	**	**	46	**	**	32	12
	30%	27%	**	33%	32%	**	**	**	**	**	**	33%	**	**	39%	25%
This is a 'great to have' - makes a difference and can sway my decision	48	22	**	34	8	**	**	**	**	**	**	42	**	**	25	14
	31%	34%	**	32%	22%	**	**	**	**	**	**	30%	**	**	31%	30%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
Weighted total	152	103	85	119	152	31	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
This is a negative to me	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	14	10	6	11	14	5	10	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	9%	9%	8%	9%	9%	17% b	10%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
This is mandatory to me - a must have	44	25	24	30	44	7	26	**	**	**	**	**	**	44	**	**	**	**	**	**	**
	29%	25%	29%	25%	29%	23%	25%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	46	34	25	36	46	9	32	**	**	**	**	**	**	46	**	**	**	**	**	**	**
	30%	33%	30%	30%	30%	30%	30%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	33	29	42	48	10	38	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	31%	32%	34%	35%	31%	29%	35%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
-%															
This is not important to me - don't mind if not offered	14														
9%															
This is mandatory to me - a must have	44														
29%															
This is a 'nice to have' , but I can live without it being offered	46														
30%															
This is a 'great to have' - makes a difference and can sway my decision	48														
31%															

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	14	11	12	**	11	**	12	**	*	10	**	**
	9%	9%	9%	**	10%	**	10%	**	*%	11% a	** a	**
This is mandatory to me - a must have	44	30	31	**	28	**	30	**	15	19	**	**
	29%	27%	25%	** a	26%	**	26%	**	32% c	22% c	**	**
This is a 'nice to have' , but I can live without it being offered	46	36	41	**	36	**	39	**	23	27	**	**
	30%	32%	33%	**	34%	**	34%	**	48% b	31%	**	**
This is a 'great to have' - makes a difference and can sway my decision	48	35	40	**	32	**	35	**	9	30	**	**
	31%	31%	32%	**	30%	**	31%	**	20%	35% a	** a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
Significance Level: 95%	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Unweighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Weighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is a negative to me	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is not important to me - don't mind if not offered	14	6	**	**	5	11	**	**	8	6	12	4	8	**
	9%	2%	**	**	5%	9%	**	**	8%	8%	9%	4%	11%	**
This is mandatory to me - a must have	44	15	**	**	38	25	**	**	25	24	36	28	15	**
	29%	36%	**	**	37%	22%	**	**	26%	31%	27%	29%	21%	**
This is a 'nice to have' , but I can live without it being offered	46	14	**	**	37	40	**	**	34	23	46	33	19	**
	30%	32%	**	**	36%	35%	**	**	36%	29%	34%	35%	26%	**
This is a 'great to have' - makes a difference and can sway my decision	48	13	**	**	23	39	**	**	28	24	41	31	30	**
	31%	30%	**	**	22%	34%	**	**	30%	31%	30%	33%	42%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	179	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	14	7	5	3	**	**	7	8	**	**	**	**	14	12	14	12	14
	9%	7%	9%	4%	**	cd	7%	12%	**	**	**	**	9%	9%	9%	8%	9%
This is mandatory to me - a must have	44	25	14	32	**	**	25	21	**	**	**	**	43	35	43	43	44
	29%	23%	23%	40%	**	**	24%	30%	**	**	**	**	30%	28%	30%	31%	29%
This is a 'nice to have' , but I can live without it being offered	46	36	13	28	**	**	41	19	**	**	**	**	41	37	42	42	46
	30%	34%	22%	34%	**	**	39%	27%	**	**	**	**	29%	29%	29%	30%	31%
This is a 'great to have' - makes a difference and can sway my decision	48	39	27	19	**	**	32	22	**	**	**	**	46	43	46	43	47
	31%	36%	46%	23%	**	**	31%	31%	**	**	**	**	32%	34%	32%	31%	31%
		c	cd														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	118
		96	146	44	-	118	8	36	105	50	*	15	41	28	103
This is a negative to me	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%
This is not important to me - don't mind if not offered	14	7	13	-	**	9	**	**	9	**	**	**	**	**	9
	9%	8%	9%	-%	**	8%	**	**	9%	**	**	**	**	**	9%
		c	c											c	
This is mandatory to me - a must have	44	35	43	17	**	33	**	**	28	**	**	**	**	**	36
	29%	36%	30%	38%	**	28%	**	**	26%	**	**	**	**	**	35%
														a	
This is a 'nice to have' , but I can live without it being offered	46	26	42	11	**	40	**	**	35	**	**	**	**	**	31
	30%	27%	29%	26%	**	34%	**	**	33%	**	**	**	**	**	30%
															a
This is a 'great to have' - makes a difference and can sway my decision	48	28	47	16	**	36	**	**	33	**	**	**	**	**	27
	31%	29%	32%	36%	**	30%	**	**	32%	**	**	**	**	**	26%
													b		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	-	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	14	**	11	9	4	11	**	14	3	6	8	6	7
	9%	**	12%	11%	7%	9%	**	10%	5%	6%	17% ac	7%	13%
This is mandatory to me - a must have	44	**	27	24	20	30	**	41	18	29	10	24	9
	29%	**	27%	29%	30%	25%	**	29%	29%	28%	21%	27%	18%
This is a 'nice to have' , but I can live without it being offered	46	**	31	25	21	36	**	41	20	35	7	31	10
	30%	**	32% a	29%	32%	30%	**	29%	31%	34% b	16%	34% b	21%
This is a 'great to have' - makes a difference and can sway my decision	48	**	29	26	21	42	**	45	22	33	21	29	24
	31%	**	29%	31%	32%	35%	**	32%	35%	32%	46%	33%	48% ac

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	179	45	77	15	34
Weighted total	152	33	62	10	35
This is a negative to me	-	**	-	**	**
	-%	**	-%	**	**
This is not important to me - don't mind if not offered	14	**	8	**	**
	9%	**	13%	**	**
This is mandatory to me - a must have	44	**	23	**	**
	29%	**	36%	**	**
			a		
This is a 'nice to have' , but I can live without it being offered	46	**	12	**	**
	30%	**	19%	**	**
		bd			
This is a 'great to have' - makes a difference and can sway my decision	48	**	19	**	**
	31%	**	31%	**	**

Columns Tested: a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	4 3%	4 3%	**	**	**	*	**	**	**	**	**
This is not important to me - don't mind if not offered	29 19%	28 19%	**	**	**	1 12%	**	**	**	**	**
		b									
This is mandatory to me - a must have	29 19%	28 19%	**	**	**	1 14%	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	47 31%	44 30%	**	**	**	3 41%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	43 28%	40 28%	**	**	**	3 33%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	4	**	**	**	**	**	**	**	**	**	4	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is not important to me - don't mind if not offered	29	**	**	**	**	**	**	**	**	**	25	**	**
	19%	**	**	**	**	**	**	**	**	**	20%	**	**
This is mandatory to me - a must have	29	**	**	**	**	**	**	**	**	**	24	**	**
	19%	**	**	**	**	**	**	**	**	**	18%	**	**
This is a 'nice to have' , but I can live without it being offered	47	**	**	**	**	**	**	**	**	**	39	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**
This is a 'great to have' - makes a difference and can sway my decision	43	**	**	**	**	**	**	**	**	**	37	**	**
	28%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	4	**	**	**	**	**	**	**	**	**	4	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is not important to me - don't mind if not offered	29	**	**	**	**	**	**	**	**	**	25	**	**
	19%	**	**	**	**	**	**	**	**	**	20%	**	**
This is mandatory to me - a must have	29	**	**	**	**	**	**	**	**	**	23	**	**
	19%	**	**	**	**	**	**	**	**	**	18%	**	**
This is a 'nice to have' , but I can live without it being offered	47	**	**	**	**	**	**	**	**	**	39	**	**
	31%	**	**	**	**	**	**	**	**	**	31%	**	**
This is a 'great to have' - makes a difference and can sway my decision	43	**	**	**	**	**	**	**	**	**	37	**	**
	28%	**	**	**	**	**	**	**	**	**	28%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total														
This is a negative to me	**	**	**	**	2	**	**	2	4	-	4	**	4	**
	3%	**	**	**	4%	**	**	4%	4%	-%	3%	**	3%	**
This is not important to me - don't mind if not offered	**	**	**	**	13	**	**	11	24	5	23	**	28	**
	19%	**	**	**	23%	**	**	22%	21%	13%	18%	**	20%	**
This is mandatory to me - a must have	**	**	**	**	10	**	**	13	21	8	24	**	25	**
	19%	**	**	**	18%	**	**	28%	19%	20%	19%	**	18%	**
This is a 'nice to have' , but I can live without it being offered	**	**	**	**	20	**	**	14	31	16	38	**	46	**
	31%	**	**	**	36%	**	**	29%	27%	41%	30%	**	33%	**
This is a 'great to have' - makes a difference and can sway my decision	**	**	**	**	11	**	**	8	32	10	38	**	38	**
	28%	**	**	**	20%	**	**	17%	29%	26%	30%	**	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 58 (continuation)

Page 872

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	4	-	**	2	2	**	**	**	**	**	**	4	**	**	2	2
	3%	-%	**	2%	6%	**	**	**	**	**	**	3%	**	**	3%	5%
		a														
This is not important to me - don't mind if not offered	29	8	**	12	12	**	**	**	**	**	**	24	**	**	11	17
	19%	13%	**	12%	34%	**	**	**	**	**	**	17%	**	**	14%	36%
			ab		ai										b	
This is mandatory to me - a must have	29	12	**	24	5	**	**	**	**	**	**	29	**	**	13	5
	19%	19%	**	23%	13%	**	**	**	**	**	**	20%	**	**	16%	10%
			ac													
This is a 'nice to have' , but I can live without it being offered	47	20	**	35	9	**	**	**	**	**	**	44	**	**	24	12
	31%	32%	**	33%	24%	**	**	**	**	**	**	31%	**	**	29%	25%
This is a 'great to have' - makes a difference and can sway my decision	43	23	**	31	9	**	**	**	**	**	**	40	**	**	31	12
	28%	36%	**	30%	24%	**	**	**	**	**	**	28%	**	**	38%	25%
		c														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
Weighted total	152	103	85	119	152	31	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
This is a negative to me	4	2	2	2	4	-	2	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	3%	2%	3%	2%	3%	-%	2%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	29	23	16	25	29	10	20	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	19%	22%	19%	21%	19%	31%	19%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
This is mandatory to me - a must have	29	15	16	20	29	7	18	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	19%	15%	19%	17%	19%	21%	17%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	47	32	22	34	47	7	32	**	**	**	**	**	**	47	**	**	**	**	**	**	**
	31%	31%	26%	28%	31%	23%	30%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	43	30	28	37	43	8	34	**	**	**	**	**	**	42	**	**	**	**	**	**	**
	28%	30%	33%	31%	28%	26%	32%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	4														
	3%														
This is not important to me - don't mind if not offered	29														
	19%														
This is mandatory to me - a must have	29														
	19%														
This is a 'nice to have' , but I can live without it being offered	47														
	31%														
This is a 'great to have' - makes a difference and can sway my decision	43														
	28%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 58 (continuation)

Page 875

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	4	2	4	**	2	**	4	**	2	2	**	**
	3%	2%	3%	**	2%	**	4%	**	5%	3%	**	**
This is not important to me - don't mind if not offered	29	24	24	**	24	**	24	**	9	21	**	**
	19%	22%	19%	**	23%	**	21%	**	18%	24%	**	**
This is mandatory to me - a must have	29	20	26	**	20	**	23	**	11	9	**	**
	19%	17%	21%	**	18%	**	20%	**	23% b	11%	**	**
This is a 'nice to have' , but I can live without it being offered	47	31	34	**	29	**	35	**	16	28	**	**
	31%	28%	27%	** a	27%	**	30%	**	33%	33%	**	**
This is a 'great to have' - makes a difference and can sway my decision	43	34	36	**	32	**	29	**	11	26	**	**
	28%	31%	29%	**	30%	**	25%	**	22%	30%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 58 (continuation)

Page 876

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	4	2	2	**	2	4	**	**	2	2	4	2	2	**
	3%	5%	3%	**	2%	4%	**	**	2%	3%	3%	2%	3%	**
This is not important to me - don't mind if not offered	29	7	14	**	19	26	**	**	20	15	28	17	15	**
	19%	16%	21%	**	18%	23%	**	**	21%	20%	21%	18%	22%	**
This is mandatory to me - a must have	29	13	7	**	22	15	**	**	14	14	23	17	10	**
	19%	30%	10%	**	21%	13%	**	**	15%	18%	17%	18%	14%	**
		b				c								
This is a 'nice to have' , but I can live without it being offered	47	6	21	**	36	37	**	**	29	22	40	28	20	**
	31%	14%	31%	**	35%	33%	**	**	30%	29%	30%	29%	28%	**
		a												
This is a 'great to have' - makes a difference and can sway my decision	43	15	23	**	25	32	**	**	30	24	39	32	23	**
	28%	35%	34%	**	24%	28%	**	**	31%	31%	29%	33%	33%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 58 (continuation)

Page 877

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	4	4	-	2	**	4	4	**	**	**	**	4	4	4	4	4
	3%	4%	-%	3%	**	4%	6%	**	**	**	**	3%	3%	3%	3%	3%
This is not important to me - don't mind if not offered	29	20	13	14	**	19	14	**	**	**	**	27	25	27	25	29
	19%	19%	22%	18%	**	18%	20%	**	**	**	**	19%	20%	19%	18%	19%
					acd											
This is mandatory to me - a must have	29	13	7	17	**	13	11	**	**	**	**	28	23	28	28	29
	19%	12%	11%	21%	**	12%	16%	**	**	**	**	19%	18%	19%	20%	19%
This is a 'nice to have' , but I can live without it being offered	47	34	23	24	**	36	24	**	**	**	**	43	39	43	42	47
	31%	32%	39%	30%	**	34%	34%	**	**	**	**	30%	30%	30%	30%	31%
					ac											
This is a 'great to have' - makes a difference and can sway my decision	43	36	17	23	**	34	16	**	**	**	**	42	36	42	40	42
	28%	33%	28%	29%	**	32%	23%	**	**	**	**	29%	28%	29%	28%	28%
	e	e	e	e												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 58 (continuation)

Page 878

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
This is a negative to me	4	96	146	44	-	118	8	36	105	50	*	15	41	28	21
	3%	2	4	*	**	2	**	**	4	**	**	**	**	**	**
		2%	3%	%	**	2%	**	**	4%	**	**	**	**	2%	**
This is not important to me - don't mind if not offered	29	14	27	1	**	24	**	**	19	**	**	**	**	18	**
	19%	14%	18%	3%	**	20%	**	**	18%	**	**	**	**	17%	**
		c	c												
This is mandatory to me - a must have	29	24	28	6	**	24	**	**	19	**	**	**	**	23	**
	19%	25%	19%	13%	**	20%	**	**	18%	**	**	**	**	22%	**
This is a 'nice to have' , but I can live without it being offered	47	24	45	18	**	40	**	**	36	**	**	**	**	38	**
	31%	25%	31%	42%	**	33%	**	**	34%	**	**	**	**	37%	**
				a										a	a
This is a 'great to have' - makes a difference and can sway my decision	43	32	42	19	**	29	**	**	27	**	**	**	**	22	**
	28%	33%	29%	43%	**	24%	**	**	26%	**	**	**	**	21%	**
				b									bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	4	**	4	4	-	2	**	2	2	2	-	2	2
	3%	**	4%	5%	-%	2%	**	2%	4%	2%	-%	2%	4%
				b									
This is not important to me - don't mind if not offered	29	**	12	13	16	25	**	29	13	16	14	14	14
	19%	**	12%	15%	24%	21%	**	21%	21%	15%	31% ac	16%	28% a
This is mandatory to me - a must have	29	**	25	15	14	20	**	29	8	24	5	17	9
	19%	**	25% a	17%	22%	17%	**	21%	13%	23%	12%	19%	18%
This is a 'nice to have' , but I can live without it being offered	47	**	26	26	21	34	**	41	14	30	15	24	14
	31%	**	26%	31%	31%	28%	**	29%	21%	29%	33%	27%	28%
This is a 'great to have' - makes a difference and can sway my decision	43	**	31	27	16	37	**	39	26	31	11	33	11
	28%	**	32%	32%	23%	31%	**	28%	41% c	30%	25%	36%	22%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
4	**	*	**	**	4
3%	**	*%	**	**	3%
	b				
29	**	13	**	**	29
19%	**	20%	**	**	19%
	d				
29	**	14	**	**	29
19%	**	22%	**	**	19%
47	**	17	**	**	47
31%	**	27%	**	**	31%
	b				
43	**	19	**	**	43
28%	**	30%	**	**	28%
			ab		

Columns Tested: a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	34	7	2	4
This is a negative to me	-	-	**	**	**	-	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**
This is not important to me - don't mind if not offered	15	15	**	**	**	*	**	**	**	**
	10%	10%	**	**	**	5%	**	**	**	**
	b	b	b	b	b					
This is mandatory to me - a must have	53	49	**	**	**	3	**	**	**	**
	35%	34%	**	**	**	41%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	39	37	**	**	**	2	**	**	**	**
	26%	26%	**	**	**	21%	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	43	**	**	**	3	**	**	**	**
	30%	30%	**	**	**	32%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	15	**	**	**	**	**	**	**	**	**	13	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**
This is mandatory to me - a must have	53	**	**	**	**	**	**	**	**	**	45	**	**
	35%	**	**	**	**	**	**	**	**	**	35%	**	**
This is a 'nice to have' , but I can live without it being offered	39	**	**	**	**	**	**	**	**	**	33	**	**
	26%	**	**	**	**	**	**	**	**	**	25%	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	**	**	**	**	**	**	**	**	**	37	**	**
	30%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	15	**	**	**	**	**	**	**	**	**	13	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**
This is mandatory to me - a must have	53	**	**	**	**	**	**	**	**	**	45	**	**
	35%	**	**	**	**	**	**	**	**	**	35%	**	**
This is a 'nice to have' , but I can live without it being offered	39	**	**	**	**	**	**	**	**	**	32	**	**
	26%	**	**	**	**	**	**	**	**	**	25%	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	**	**	**	**	**	**	**	**	**	38	**	**
	30%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total	-	**	**	**	-	**	**	-	-	-	-	**	-	**
This is a negative to me	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	15	**	**	**	7	**	**	1	12	3	12	**	15	**
	10%	**	**	**	13% h	**	**	2%	11%	8%	9%	**	11%	**
This is mandatory to me - a must have	53	**	**	**	16	**	**	18	38	14	42	**	48	**
	35%	**	**	**	28%	**	**	37%	34%	37%	33%	**	34%	**
This is a 'nice to have' , but I can live without it being offered	39	**	**	**	17	**	**	13	35	5	36	**	36	**
	26%	**	**	**	31%	**	**	28%	31% b	12%	28%	**	26%	**
This is a 'great to have' - makes a difference and can sway my decision	45	**	**	**	16	**	**	16	28	17	37	**	41	**
	30%	**	**	**	28%	**	**	33%	25%	44% a	29%	**	29%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	179	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	67	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	15	3	**	7	7	8	**	**	**	**	**	**	15	**	**	5	8
	10%	4%	**	11%	7%	21%	**	**	**	**	**	**	11%	**	**	6%	16%
		a		ai												b	b
This is mandatory to me - a must have	53	24	**	25	35	13	**	**	**	**	**	**	48	**	**	24	18
	35%	38%	**	38% b	33%	36%	**	**	**	**	**	**	34%	**	**	30%	37%
		b															
This is a 'nice to have' , but I can live without it being offered	39	17	**	16	30	7	**	**	**	**	**	**	37	**	**	26	9
	26%	26%	**	23%	29%	18%	**	**	**	**	**	**	26%	**	**	31%	19%
This is a 'great to have' - makes a difference and can sway my decision	45	20	**	19	33	9	**	**	**	**	**	**	41	**	**	27	13
	30%	32%	**	29%	31%	25%	**	**	**	**	**	**	29%	**	**	33%	27%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
15	12	9	13	15	5	14	13	**	**	**	**	**	**	15	**	**	**	**	**	**	**
10%	12%	10%	11%	10%	16%	13%	12%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
53	35	34	42	53	12	35	37	**	**	**	**	**	**	50	**	**	**	**	**	**	**
35%	34%	40%	35%	35%	40%	33%	35%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**
39	19	17	24	39	4	28	24	**	**	**	**	**	**	37	**	**	**	**	**	**	**
26%	19%	20%	20%	26% e	14%	26% e	22%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**
45	36	25	40	45	9	31	33	**	**	**	**	**	**	45	**	**	**	**	**	**	**
30%	35%	29%	34%	30%	30%	28%	31%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
-%															
This is not important to me - don't mind if not offered	15														
10%															
This is mandatory to me - a must have	53														
35%															
This is a 'nice to have' , but I can live without it being offered	39														
26%															
This is a 'great to have' - makes a difference and can sway my decision	45														
30%															

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 59 (continuation)

Page 888

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	15	13	13	**	13	**	13	**	5	10	**	**
	10%	11%	10%	**	12%	**	11%	**	10%	11%	**	**
This is mandatory to me - a must have	53	41	44	**	41	**	42	**	25	26	**	**
	35%	37%	36%	**	38%	**	36%	**	51% b	31%	**	**
This is a 'nice to have' , but I can live without it being offered	39	24	28	**	22	**	27	**	8	17	**	**
	26%	22%	23%	** a	20%	**	23%	**	17%	20%	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	34	39	**	31	**	34	**	11	33	**	**
	30%	30%	31%	**	29%	**	30%	**	22%	38% a	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
Significance Level: 95%	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Unweighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Weighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is a negative to me	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is not important to me - don't mind if not offered	15	3	8	**	7	12	**	**	10	9	13	9	9	**
	10%	8%	12%	**	7%	11%	**	**	10%	11%	10%	9%	13%	**
This is mandatory to me - a must have	53	21	22	**	39	32	**	**	34	31	44	33	20	**
	35%	49%	33%	**	38%	28%	**	**	36%	40%	32%	35%	28%	**
		b												
This is a 'nice to have' , but I can live without it being offered	39	8	15	**	30	33	**	**	19	17	39	24	17	**
	26%	19%	23%	**	29%	29%	**	**	20%	22%	29%	25%	25%	**
This is a 'great to have' - makes a difference and can sway my decision	45	10	22	**	27	38	**	**	32	20	39	30	24	**
	30%	25%	33%	**	26%	33%	**	**	34%	26%	29%	32%	34%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	15	12	5	7	**	12	7	**	**	**	**	15	10	15	10	14
10%	11%	8%	9%	**	**	11%	10%	**	**	**	**	10%	8%	10%	7%	9%
	d				d											
This is mandatory to me - a must have	53	28	16	37	**	30	21	**	**	**	**	52	44	52	49	53
35%	26%	28%	45%	**	**	28%	30%	**	**	**	**	36%	34%	36%	35%	35%
			ab													
This is a 'nice to have' , but I can live without it being offered	39	30	18	24	**	33	24	**	**	**	**	33	31	34	37	39
26%	28%	29%	30%	**	**	31%	34%	**	**	**	**	23%	24%	23%	26%	26%
This is a 'great to have' - makes a difference and can sway my decision	45	37	21	13	**	32	19	**	**	**	**	44	42	44	43	45
30%	34%	35%	16%	**	**	30%	26%	**	**	**	**	31%	33%	31%	31%	30%
	c	c		c												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
This is a negative to me	-	-	-	-	**	118	8	36	105	50	*	15	41	28	21
-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	15	7	15	*	**	10	**	**	13	**	**	**	**	**	**
10%	7%	10%	*%	**	9%	**	**	12%	**	**	**	**	c	10	**
	c	c												9%	**
This is mandatory to me - a must have	53	36	50	12	**	37	**	**	29	**	**	**	**	**	**
35%	38%	34%	28%	**	32%	**	b	28%	**	**	**	**	**	36	**
														35%	**
This is a 'nice to have' , but I can live without it being offered	39	25	37	14	**	35	**	**	33	**	**	**	**	**	**
26%	26%	25%	31%	**	29%	**	**	31%	**	**	**	**	**	29	**
														a	a
This is a 'great to have' - makes a difference and can sway my decision	45	28	44	18	**	36	**	**	30	**	**	**	**	**	**
30%	30%	30%	41%	**	30%	**	**	29%	**	**	**	**	**	28	**
													bc	27%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	17	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	-	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	15	**	14	12	3	13	**	13	9	8	2	11	5
	10%	**	14% a	14% b	5%	11%	**	9%	14%	8%	5%	12%	9%
This is mandatory to me - a must have	53	**	35	23	29	42	**	52	23	37	15	34	15
	35%	**	35%	27%	44% a	35%	**	37%	37%	36%	34%	38%	30%
This is a 'nice to have' , but I can live without it being offered	39	**	18	23	16	24	**	33	8	25	9	17	10
	26%	** c	18%	27%	23%	20%	**	24% d	13%	24%	20%	18%	21%
This is a 'great to have' - makes a difference and can sway my decision	45	**	31	27	19	40	**	42	23	33	19	29	20
	30%	**	32%	31%	28%	34%	**	30%	37%	32%	41%	32%	40%

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
-	**	-	**	**	-
-%	**	-%	**	**	-%
This is not important to me - don't mind if not offered	15	9	**	**	15
10%	**	14%	**	**	10%
		a		a	
This is mandatory to me - a must have	53	19	**	**	53
35%	**	31%	**	**	35%
This is a 'nice to have' , but I can live without it being offered	39	14	**	**	39
26%	**	22%	**	**	26%
	bd				
This is a 'great to have' - makes a difference and can sway my decision	45	21	**	**	45
30%	**	33%	**	**	30%

Columns Tested: a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	8	7	**	**	**	*	**	**	**	**	**
	5%	5%	**	**	**	5%	**	**	**	**	**
This is not important to me - don't mind if not offered	14	12	**	**	**	1	**	**	**	**	**
	9%	8%	**	**	**	19%	**	**	**	**	**
This is mandatory to me - a must have	44	43	**	**	**	1	**	**	**	**	**
	29%	30%	**	**	**	14%	**	**	**	**	**
		bce									
This is a 'nice to have' , but I can live without it being offered	35	32	**	**	**	3	**	**	**	**	**
	23%	22%	**	**	**	34%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	52	50	**	**	**	2	**	**	**	**	**
	34%	35%	**	**	**	28%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	8	**	**	**	**	**	**	**	**	**	8	**	**
	5%	**	**	**	**	**	**	**	**	**	6%	**	**
This is not important to me - don't mind if not offered	14	**	**	**	**	**	**	**	**	**	11	**	**
	9%	**	**	**	**	**	**	**	**	**	8%	**	**
This is mandatory to me - a must have	44	**	**	**	**	**	**	**	**	**	38	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**
This is a 'nice to have' , but I can live without it being offered	35	**	**	**	**	**	**	**	**	**	28	**	**
	23%	**	**	**	**	**	**	**	**	**	22%	**	**
This is a 'great to have' - makes a difference and can sway my decision	52	**	**	**	**	**	**	**	**	**	44	**	**
	34%	**	**	**	**	**	**	**	**	**	34%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	8 5%	**	**	**	**	**	**	**	**	**	8 6%	**	**
This is not important to me - don't mind if not offered	14 9%	**	**	**	**	**	**	**	**	**	11 8%	**	**
This is mandatory to me - a must have	44 29%	**	**	**	**	**	**	**	**	**	38 29%	**	**
This is a 'nice to have' , but I can live without it being offered	35 23%	**	**	**	**	**	**	**	**	**	28 22%	**	**
This is a 'great to have' - makes a difference and can sway my decision	52 34%	**	**	**	**	**	**	**	**	**	45 35%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	179	28	3	18	56	9	5	58	121	58	148	31	173	6
Weighted total	152	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	8	**	**	**	3	**	**	2	8	*	6	**	8	**
	5%	**	**	**	5%	**	**	4%	7%	%	4%	**	5%	**
This is not important to me - don't mind if not offered	14	**	**	**	6	**	**	5	7	6	11	**	14	**
	9%	**	**	**	10%	**	**	11%	7%	16%	9%	**	10%	**
This is mandatory to me - a must have	44	**	**	**	15	**	**	15	34	10	36	**	39	**
	29%	**	**	**	27%	**	**	30%	30%	25%	29%	**	28%	**
This is a 'nice to have' , but I can live without it being offered	35	**	**	**	19	**	**	9	27	8	30	**	34	**
	23%	**	**	**	33%	**	**	19%	24%	20%	24%	**	24%	**
This is a 'great to have' - makes a difference and can sway my decision	52	**	**	**	14	**	**	17	37	16	44	**	46	**
	34%	**	**	**	25%	**	**	36%	32%	39%	35%	**	33%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	8	2	**	5	3	**	**	**	**	**	**	8	**	**	3	3
	5%	4%	**	4%	8%	**	**	**	**	**	**	5%	**	**	3%	6%
This is not important to me - don't mind if not offered	14	4	**	7	4	**	**	**	**	**	**	11	**	**	6	7
	9%	7%	**	6%	12%	**	**	**	**	**	**	8%	**	**	7%	15%
This is mandatory to me - a must have	44	21	**	32	8	**	**	**	**	**	**	39	**	**	20	12
	29%	33%	**	30%	21%	**	**	**	**	**	**	28%	**	**	25%	26%
This is a 'nice to have' , but I can live without it being offered	35	7	**	24	10	**	**	**	**	**	**	35	**	**	21	11
	23%	11%	**	23%	29%	**	**	**	**	**	**	25%	**	**	26%	23%
		a	a													
This is a 'great to have' - makes a difference and can sway my decision	52	29	**	38	10	**	**	**	**	**	**	48	**	**	32	14
	34%	46%	**	36%	29%	**	**	**	**	**	**	34%	**	**	39%	30%
		c														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 60 (continuation)

Page 899

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
8	6	8	8	8	3	8	8	**	**	**	**	**	**	8	**	**	**	**	**	**	**
5%	5%	9%	6%	5%	9%	7%	7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
14	7	9	10	14	3	11	6	**	**	**	**	**	**	11	**	**	**	**	**	**	**
9%	7%	10%	8%	9%	10%	10%	6%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
44	25	24	32	44	8	28	29	**	**	**	**	**	**	42	**	**	**	**	**	**	**
29%	24%	28%	27%	29%	27%	25%	27%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
35	23	17	23	35	7	30	22	**	**	**	**	**	**	35	**	**	**	**	**	**	**
23%	22%	21%	19%	23%	22%	27%	21%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
52	42	27	47	52	10	32	42	**	**	**	**	**	**	52	**	**	**	**	**	**	**
34%	41%	32%	39%	34%	32%	30%	39%	**	**	**	**	**	**	35%	**	**	**	**	**	**	**
	f																				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	8														
	5%														
This is not important to me - don't mind if not offered	14														
	9%														
This is mandatory to me - a must have	44														
	29%														
This is a 'nice to have' , but I can live without it being offered	35														
	23%														
This is a 'great to have' - makes a difference and can sway my decision	52														
	34%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 60 (continuation)

Page 901

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	8	8	7	**	7	**	7	**	6	3	**	**
	5%	7%	6%	**	7%	**	6%	**	12%	3%	**	**
									bc			
This is not important to me - don't mind if not offered	14	9	12	**	9	**	12	**	2	7	**	**
	9%	8%	10%	**	8%	**	11%	**	3%	8%	**	**
This is mandatory to me - a must have	44	30	36	**	30	**	35	**	13	17	**	**
	29%	27%	29%	**	28%	**	30%	**	27%	19%	**	**
									c			
This is a 'nice to have' , but I can live without it being offered	35	23	32	**	23	**	30	**	11	19	**	**
	23%	20%	26%	**	21%	**	26%	**	23%	22%	**	**
			b									
This is a 'great to have' - makes a difference and can sway my decision	52	43	36	**	38	**	32	**	17	40	**	**
	34%	38%	29%	**	36%	**	27%	**	36%	47%	**	**
				a				a				

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 60 (continuation)

Page 902

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	8	8	2	**	**	8	2	**	**	5	8	5	5	3	**
	5%	18%	4%	**	**	7%	2%	**	**	6%	10%	4%	5%	4%	**
		b				b					c				
This is not important to me - don't mind if not offered	14	3	9	**	**	7	11	**	**	6	9	12	6	6	**
	9%	7%	13%	**	**	7%	10%	**	**	7%	11%	9%	6%	8%	**
This is mandatory to me - a must have	44	10	17	**	**	29	31	**	**	23	21	37	25	17	**
	29%	23%	25%	**	**	28%	27%	**	**	24%	27%	28%	26%	24%	**
This is a 'nice to have' , but I can live without it being offered	35	10	14	**	**	27	28	**	**	23	17	31	20	15	**
	23%	23%	21%	**	**	26%	24%	**	**	24%	22%	23%	21%	21%	**
							ab								
This is a 'great to have' - makes a difference and can sway my decision	52	13	26	**	**	33	42	**	**	38	23	48	40	31	**
	34%	30%	38%	**	**	32%	37%	**	**	40%	29%	36%	41%	43%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 60 (continuation)

Page 903

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	8	2	*	6	**	2	3	**	**	**	**	8	5	8	8	7
	5%	2%	*%	7%	**	2%	4%	**	**	**	**	5%	4%	5%	5%	5%
			b													
This is not important to me - don't mind if not offered	14	10	8	6	**	7	5	**	**	**	**	13	14	14	13	14
	9%	10%	14%	7%	**	6%	8%	**	**	**	**	9%	11%	9%	10%	9%
This is mandatory to me - a must have	44	22	19	25	**	25	20	**	**	**	**	43	38	43	41	44
	29%	20%	31%	31%	**	23%	29%	**	**	**	**	30%	30%	30%	29%	29%
This is a 'nice to have' , but I can live without it being offered	35	26	6	21	**	26	18	**	**	**	**	31	27	31	31	35
	23%	24%	11%	26%	**	25%	25%	**	**	**	**	22%	21%	22%	22%	23%
		b		b	ab											
This is a 'great to have' - makes a difference and can sway my decision	52	47	26	24	**	46	24	**	**	**	**	49	43	49	47	51
	34%	43%	44%	29%	**	44%	34%	**	**	**	**	34%	34%	34%	34%	34%
		ce	ce	e	e											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
		96	146	44	-	118	8	36	105	50	*	15	41	28	21
This is a negative to me	8	8	8	3	**	3	**	**	3	**	**	**	**	**	**
	5%	8%	5%	6%	**	2%	**	b	3%	**	**	**	**	5%	**
This is not important to me - don't mind if not offered	14	13	13	3	**	12	**	**	7	**	**	**	**	7	**
	9%	14%	9%	8%	**	10%	**	**	6%	**	**	**	**	7%	**
This is mandatory to me - a must have	44	27	41	10	**	32	**	**	25	**	**	**	**	33	**
	29%	28%	28%	22%	**	27%	**	**	24%	**	**	**	**	33%	**
														a	a
This is a 'nice to have' , but I can live without it being offered	35	16	35	8	**	31	**	**	31	**	**	**	**	27	**
	23%	16%	24%	19%	**	26%	**	**	30%	**	**	**	**	27%	**
									a						
This is a 'great to have' - makes a difference and can sway my decision	52	32	49	20	**	41	**	**	39	**	**	**	**	30	**
	34%	34%	34%	45%	**	35%	**	**	37%	**	**	**	**	30%	**
													bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 60 (continuation)

Page 905

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	8	**	5	5	3	8	**	8	3	5	3	8	3
	5%	**	5%	5%	4%	6%	**	5%	4%	5%	6%	8%	5%
This is not important to me - don't mind if not offered	14	**	7	3	10	10	**	13	6	5	7	4	6
	9%	**	7%	4%	15% a	8%	**	10%	9%	5%	16% ac	5%	12%
This is mandatory to me - a must have	44	**	32	20	24	32	**	43	19	31	13	24	15
	29%	**	33%	23%	36%	27%	**	30%	30%	30%	29%	26%	30%
This is a 'nice to have' , but I can live without it being offered	35	**	25	22	13	23	**	33	9	27	7	20	9
	23%	**	25%	26%	19%	19%	**	23%	14%	26%	16%	22%	17%
This is a 'great to have' - makes a difference and can sway my decision	52	**	30	35	17	47	**	44	27	35	15	35	18
	34%	**	30%	41%	26%	39%	**	31%	43%	34%	33%	39%	36%
	c			b									

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
8	**	5	**	**	8
5%	**	8%	**	**	5%
14	**	10	**	**	14
9%	**	15% d	**	**	9%
44	**	14	**	**	44
29%	**	23%	**	**	29%
35	**	11	**	**	35
23%	** bd	18%	**	**	23%
52	**	23	**	**	52
34%	**	36%	**	** a	34%

Columns Tested: a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	10 7%	10 7%	**	**	**	*	**	**	**	**	**
This is not important to me - don't mind if not offered	45 30%	44 30% e	**	**	**	1 17%	**	**	**	**	**
This is mandatory to me - a must have	23 15%	22 15%	**	**	**	1 16%	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	32 21%	30 21%	**	**	**	2 30%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	41 27%	39 27%	**	**	**	3 34%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	10	**	**	**	**	**	**	**	**	**	9	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**
This is not important to me - don't mind if not offered	45	**	**	**	**	**	**	**	**	**	39	**	**
	30%	**	**	**	**	**	**	**	**	**	31%	**	**
This is mandatory to me - a must have	23	**	**	**	**	**	**	**	**	**	21	**	**
	15%	**	**	**	**	**	**	**	**	**	16%	**	**
This is a 'nice to have' , but I can live without it being offered	32	**	**	**	**	**	**	**	**	**	26	**	**
	21%	**	**	**	**	**	**	**	**	**	20%	**	**
This is a 'great to have' - makes a difference and can sway my decision	41	**	**	**	**	**	**	**	**	**	33	**	**
	27%	**	**	**	**	**	**	**	**	**	26%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	10	**	**	**	**	**	**	**	**	**	9	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**
This is not important to me - don't mind if not offered	45	**	**	**	**	**	**	**	**	**	39	**	**
	30%	**	**	**	**	**	**	**	**	**	31%	**	**
This is mandatory to me - a must have	23	**	**	**	**	**	**	**	**	**	21	**	**
	15%	**	**	**	**	**	**	**	**	**	16%	**	**
This is a 'nice to have' , but I can live without it being offered	32	**	**	**	**	**	**	**	**	**	26	**	**
	21%	**	**	**	**	**	**	**	**	**	20%	**	**
This is a 'great to have' - makes a difference and can sway my decision	41	**	**	**	**	**	**	**	**	**	34	**	**
	27%	**	**	**	**	**	**	**	**	**	26%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Weighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	**	**	**	**	2	**	**	7	5	5	5	**	8	**
7%	**	**	**	**	4%	**	**	14%	5%	12%	4%	a	6%	**
This is not important to me - don't mind if not offered	**	**	**	**	20	**	**	12	33	12	36	**	42	**
30%	**	**	**	**	36%	**	**	25%	29%	32%	28%	**	30%	**
This is mandatory to me - a must have	**	**	**	**	7	**	**	8	23	*	18	**	21	**
15%	**	**	**	**	13%	**	**	17%	20% b	1%	14%	**	15%	**
This is a 'nice to have' , but I can live without it being offered	**	**	**	**	14	**	**	9	24	8	31	**	32	**
21%	**	**	**	**	25%	**	**	19%	21%	21%	25% b	**	23%	**
This is a 'great to have' - makes a difference and can sway my decision	**	**	**	**	12	**	**	12	28	13	37	**	37	**
27%	**	**	**	**	22%	**	**	25%	25%	34%	29%	**	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	10	1	**	6	4	**	**	**	**	**	**	10	**	**	3	4
	7%	1%	**	5%	12%	**	**	**	**	**	**	7%	**	**	3%	9%
		a	a													
This is not important to me - don't mind if not offered	45	21	**	30	13	**	**	**	**	**	**	43	**	**	29	15
	30%	33%	**	28%	36%	**	**	**	**	**	**	30%	**	**	35%	33%
This is mandatory to me - a must have	23	11	**	20	1	**	**	**	**	**	**	21	**	**	9	3
	15%	18%	**	19%	2%	**	**	**	**	**	**	15%	**	**	12%	6%
				b								b				
This is a 'nice to have' , but I can live without it being offered	32	8	**	23	7	**	**	**	**	**	**	30	**	**	18	9
	21%	13%	**	22%	19%	**	**	**	**	**	**	21%	**	**	22%	19%
			ac													
This is a 'great to have' - makes a difference and can sway my decision	41	22	**	26	11	**	**	**	**	**	**	37	**	**	23	15
	27%	35%	**	25%	31%	**	**	**	**	**	**	27%	**	**	28%	32%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 912

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
179	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
152	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
10	3	5	5	10	*	8	5	**	**	**	**	**	**	10	**	**	**	**	**	**	**
7%	3%	6%	4%	7%	%	7%	5%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
				e		e															
45	31	28	39	45	12	34	34	**	**	**	**	**	**	43	**	**	**	**	**	**	**
30%	30%	33%	33%	30%	39%	31%	32%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
23	10	11	12	23	3	15	12	**	**	**	**	**	**	23	**	**	**	**	**	**	**
15%	10%	13%	10%	15%	11%	14%	11%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**
32	23	20	25	32	9	27	23	**	**	**	**	**	**	30	**	**	**	**	**	**	**
21%	22%	24%	21%	21%	29%	25%	21%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
41	36	20	38	41	7	25	34	**	**	**	**	**	**	41	**	**	**	**	**	**	**
27%	35%	23%	32%	27%	21%	23%	31%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
	bel																				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	10														
	7%														
This is not important to me - don't mind if not offered	45														
	30%														
This is mandatory to me - a must have	23														
	15%														
This is a 'nice to have' , but I can live without it being offered	32														
	21%														
This is a 'great to have' - makes a difference and can sway my decision	41														
	27%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 914

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	10	5	10	**	5	**	10	**	*	3	**	**
	7%	4%	8%	**	4%	**	9%	**	3%	3%	**	**
This is not important to me - don't mind if not offered	45	38	38	**	38	**	34	**	16	23	**	**
	30%	34%	31%	**	36%	**	30%	**	33%	26%	**	**
This is mandatory to me - a must have	23	12	16	**	12	**	16	**	7	7	**	**
	15%	11%	13%	**	11%	**	14%	**	14%	8%	**	**
This is a 'nice to have' , but I can live without it being offered	32	25	29	**	25	**	32	**	12	20	**	**
	21%	22%	24%	**	23%	**	28%	**	24%	24%	**	**
This is a 'great to have' - makes a difference and can sway my decision	41	32	30	**	27	**	23	**	14	34	**	**
	27%	28%	24%	**	25%	**	20%	**	29%	39%	**	**
				a				a				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 915

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	10	*	5	**	**	3	10	**	**	3	5	10	5	2	**
	7%	*%	7%	**	**	3%	9%	**	**	3%	6%	7%	5%	3%	**
		a				ac									
This is not important to me - don't mind if not offered	45	17	21	**	**	35	36	**	**	28	26	44	26	21	**
	30%	39%	32%	**	**	34%	31%	**	**	30%	33%	33%	27%	29%	**
This is mandatory to me - a must have	23	9	5	**	**	18	11	**	**	10	11	16	12	7	**
	15%	21%	8%	**	**	17%	10%	**	**	11%	15%	12%	13%	10%	**
		b													
This is a 'nice to have' , but I can live without it being offered	32	10	18	**	**	21	26	**	**	23	20	29	23	20	**
	21%	23%	27%	**	**	20%	23%	**	**	24%	26%	22%	24%	28%	**
This is a 'great to have' - makes a difference and can sway my decision	41	7	18	**	**	27	32	**	**	32	15	35	31	21	**
	27%	17%	27%	**	**	27%	28%	**	**	33%	19%	26%	32%	29%	**
									b						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 916

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	10	9	1	*	**	9	5	**	**	**	**	10	8	10	10	10
	7%	8%	1%	*%	**	9%	7%	**	**	**	**	7%	6%	7%	7%	7%
	bc															
This is not important to me - don't mind if not offered	45	31	19	27	**	30	19	**	**	**	**	43	38	43	41	45
	30%	29%	31%	33%	**	28%	27%	**	**	**	**	30%	30%	30%	29%	30%
	abcd															
This is mandatory to me - a must have	23	8	7	16	**	7	11	**	**	**	**	22	19	22	20	23
	15%	8%	12%	20%	**	6%	15%	**	**	**	**	15%	15%	15%	14%	15%
	ae						a									
This is a 'nice to have' , but I can live without it being offered	32	22	13	20	**	27	20	**	**	**	**	31	27	31	30	32
	21%	21%	21%	24%	**	25%	28%	**	**	**	**	22%	21%	22%	22%	21%
	d															
This is a 'great to have' - makes a difference and can sway my decision	41	36	21	18	**	33	16	**	**	**	**	38	35	38	38	41
	27%	34%	35%	23%	**	31%	23%	**	**	**	**	26%	28%	26%	28%	27%
	e															
	e															
	e															
	ace															

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 917

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
		96	146	44	-	118	8	36	105	50	*	15	41	28	21
This is a negative to me	10	5	10	*	**	10	**	**	5	**	**	**	**	**	**
	7%	6%	7%	*%	**	8%	**	**	5%	**	**	**	**	10%	**
		c													
This is not important to me - don't mind if not offered	45	30	41	14	**	35	**	**	29	**	**	**	**	30	**
	30%	31%	28%	31%	**	30%	**	**	27%	**	**	**	**	29%	**
This is mandatory to me - a must have	23	18	22	5	**	17	**	**	14	**	**	**	**	17	**
	15%	18%	15%	11%	**	14%	**	**	13%	**	**	**	**	17%	**
This is a 'nice to have' , but I can live without it being offered	32	20	32	5	**	25	**	**	25	**	**	**	**	22	**
	21%	21%	22%	11%	**	21%	**	**	24%	**	**	**	**	21%	**
		c													
This is a 'great to have' - makes a difference and can sway my decision	41	23	41	21	**	32	**	**	32	**	**	**	**	24	**
	27%	24%	28%	47%	**	27%	**	**	30%	**	**	**	**	23%	**
			ab						a						

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 61 (continuation)

Page 918

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	10	**	10	3	7	5	**	10	*	9	1	5	2
	7%	**	10%	4%	11%	4%	**	7%	*%	9%	2%	5%	4%
This is not important to me - don't mind if not offered	45	**	29	19	26	39	**	44	17	32	15	31	13
	30%	**	29%	22%	39% a	33%	**	31%	27%	31%	34%	34%	27%
This is mandatory to me - a must have	23	**	16	13	10	12	**	23	7	15	3	12	3
	15%	**	17%	15%	15%	10%	**	16%	11%	15%	6%	13%	6%
This is a 'nice to have' , but I can live without it being offered	32	**	20	21	11	25	**	27	13	17	9	16	14
	21%	**	20%	25%	17%	21%	**	20%	21%	16%	19%	17%	29% a
This is a 'great to have' - makes a difference and can sway my decision	41	**	23	29	13	38	**	36	26	30	18	28	17
	27%	**	24%	34% b	19%	32%	**	26%	41% c	29%	39%	30%	34%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
10	**	1	**	**	10
7%	**	2%	**	**	7%
	b			b	
45	**	19	**	**	45
30%	**	31%	**	**	30%
			a		
23	**	13	**	**	23
15%	**	21%	**	**	15%
		d			
32	**	11	**	**	32
21%	**	17%	**	**	21%
	bd				
41	**	19	**	**	41
27%	**	30%	**	**	27%

Columns Tested: a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	34	7	2	4
This is a negative to me	5 3%	5 3%	**	**	**	-	**	**	**	**
This is not important to me - don't mind if not offered	14 9%	14 9%	**	**	**	1 8%	**	**	**	**
This is mandatory to me - a must have	36 24%	34 23%	**	**	**	2 27%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	43 28%	40 28%	**	**	**	2 29%	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	54 36%	51 36%	**	**	**	3 36%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	5	**	**	**	**	**	**	**	**	**	4	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is not important to me - don't mind if not offered	14	**	**	**	**	**	**	**	**	**	11	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**
This is mandatory to me - a must have	36	**	**	**	**	**	**	**	**	**	31	**	**
	24%	**	**	**	**	**	**	**	**	**	24%	**	**
This is a 'nice to have' , but I can live without it being offered	43	**	**	**	**	**	**	**	**	**	38	**	**
	28%	**	**	**	**	**	**	**	**	**	29%	**	**
This is a 'great to have' - makes a difference and can sway my decision	54	**	**	**	**	**	**	**	**	**	44	**	**
	36%	**	**	**	**	**	**	**	**	**	34%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	5 3%	**	**	**	**	**	**	**	**	**	4 3%	**	**
This is not important to me - don't mind if not offered	14 9%	**	**	**	**	**	**	**	**	**	11 9%	**	**
This is mandatory to me - a must have	36 24%	**	**	**	**	**	**	**	**	**	31 24%	**	**
This is a 'nice to have' , but I can live without it being offered	43 28%	**	**	**	**	**	**	**	**	**	38 29%	**	**
This is a 'great to have' - makes a difference and can sway my decision	54 36%	**	**	**	**	**	**	**	**	**	45 35%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Weighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	5	**	**	**	-	**	**	5	5	-	3	**	5	**
	3%	**	**	**	-%	**	**	10% e	4%	-%	2%	**	4%	**
This is not important to me - don't mind if not offered	14	**	**	**	3	**	**	7	9	5	12	**	13	**
	9%	**	**	**	5%	**	**	15%	8%	13%	10%	**	9%	**
This is mandatory to me - a must have	36	**	**	**	15	**	**	10	31	5	28	**	32	**
	24%	**	**	**	26%	**	**	20%	27% b	13%	22%	**	22%	**
This is a 'nice to have' , but I can live without it being offered	43	**	**	**	21	**	**	8	30	13	36	**	40	**
	28%	**	**	**	38% h	**	**	17%	27%	32%	28%	**	28%	**
This is a 'great to have' - makes a difference and can sway my decision	54	**	**	**	18	**	**	18	37	17	48	**	51	**
	36%	**	**	**	31%	**	**	38%	33%	43%	37%	**	36%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	67	105	36	11	*	-	-	-	141	11	24	81	47
This is a negative to me	5	2	**	2	3	2	**	**	**	**	**	5	**	**	-	2
	3%	3%	**	3%	3%	6%	**	**	**	**	**	4%	**	**	-%	4%
This is not important to me - don't mind if not offered	14	5	**	9	7	5	**	**	**	**	**	12	**	**	7	7
	9%	8%	**	13% b	6%	14%	**	**	**	**	**	9%	**	**	8%	16%
This is mandatory to me - a must have	36	10	**	23	22	9	**	**	**	**	**	31	**	**	13	14
	24%	16%	**	33% a	21%	25%	**	**	**	**	**	22%	**	**	16%	29%
This is a 'nice to have' , but I can live without it being offered	43	22	**	12	37	6	**	**	**	**	**	42	**	**	34	6
	28%	35% c	**	17% c	35% b	16%	**	**	**	**	**	30% b	**	**	41% c	13%
This is a 'great to have' - makes a difference and can sway my decision	54	24	**	23	36	14	**	**	**	**	**	50	**	**	28	18
	36%	38%	**	33%	35%	39%	**	**	**	**	**	36%	**	**	34%	38%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 62 (continuation)

Page 925

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	179	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
Weighted total	152	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
This is a negative to me	5	-	3	3	5	-	4	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	3%	-%	3%	2%	3%	-%	4%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
			a		a		a															
This is not important to me - don't mind if not offered	14	10	5	12	14	5	11	9	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	9%	10%	6%	10%	9%	16%	10%	9%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
					b																	
This is mandatory to me - a must have	36	22	21	22	36	13	24	18	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	24%	22%	25%	19%	24%	40%	22%	17%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
					abcdf																	
This is a 'nice to have' , but I can live without it being offered	43	32	25	37	43	4	36	36	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	28%	31%	30%	31%	28%	13%	33%	34%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
		e	e	e	e		e															
This is a 'great to have' - makes a difference and can sway my decision	54	38	30	45	54	10	34	40	**	**	**	**	**	**	54	**	**	**	**	**	**	**
	36%	37%	35%	37%	36%	31%	31%	38%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	5														
	3%														
This is not important to me - don't mind if not offered	14														
	9%														
This is mandatory to me - a must have	36														
	24%														
This is a 'nice to have' , but I can live without it being offered	43														
	28%														
This is a 'great to have' - makes a difference and can sway my decision	54														
	36%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	5	3	5	**	3	**	5	**	-	-	**	**
	3%	3%	4%	**	3%	**	4%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	14	11	13	**	11	**	13	**	2	10	**	**
	9%	10%	11%	**	11%	**	11%	**	4%	11%	a	**
This is mandatory to me - a must have	36	22	31	**	22	**	28	**	14	13	**	**
	24%	20%	25%	**	21%	**	25%	**	29%	16%	**	**
This is a 'nice to have' , but I can live without it being offered	43	35	37	**	35	**	35	**	20	28	**	**
	28%	31%	29%	**	32%	**	30%	**	43%	32%	**	**
This is a 'great to have' - makes a difference and can sway my decision	54	41	39	**	36	**	34	**	11	35	**	**
	36%	36%	31%	**	34%	**	29%	**	24%	41%	**	**
				a				a		ac		

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 62 (continuation)

Page 928

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	5	3	2	**	**	3	4	**	**	-	3	5	3	-	**
	3%	7%	3%	**	**	3%	4%	**	**	-%	4%	4%	3%	-%	**
										a	a				
This is not important to me - don't mind if not offered	14	*	5	**	**	9	12	**	**	9	5	13	11	8	**
	9%	1%	8%	**	**	8%	11%	**	**	10%	7%	10%	12%	11%	**
			a												
This is mandatory to me - a must have	36	13	10	**	**	24	19	**	**	22	19	29	15	11	**
	24%	30%	15%	**	**	23%	16%	**	**	23%	24%	21%	15%	16%	**
		b													
This is a 'nice to have' , but I can live without it being offered	43	14	23	**	**	37	39	**	**	30	25	39	35	23	**
	28%	32%	34%	**	**	35%	34%	**	**	31%	33%	29%	36%	33%	**
This is a 'great to have' - makes a difference and can sway my decision	54	13	27	**	**	31	40	**	**	34	25	48	33	29	**
	36%	30%	40%	**	**	30%	35%	**	**	36%	33%	36%	34%	40%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	5	4	-	1	**	4	2	**	**	**	**	5	5	5	5	5
	3%	4%	-%	1%	**	4%	3%	**	**	**	**	3%	4%	3%	4%	3%
This is not important to me - don't mind if not offered	14	12	3	10	**	11	3	**	**	**	**	14	12	14	12	14
	9%	11%	6%	13%	**	10%	5%	**	**	**	**	10%	10%	10%	9%	9%
This is mandatory to me - a must have	36	9	10	23	**	14	18	**	**	**	**	35	27	35	33	36
	24%	8%	16%	29% a	**	13%	25% a	**	**	**	**	24%	21%	24%	24%	24%
This is a 'nice to have' , but I can live without it being offered	43	38	22	28	**	35	23	**	**	**	**	42	42	43	42	43
	28%	35%	37%	35%	**	33%	33%	**	**	**	**	29%	33%	29%	30%	28%
This is a 'great to have' - makes a difference and can sway my decision	54	45	24	19	**	42	24	**	**	**	**	48	40	48	47	53
	36%	42% ce	40% ce	24% e	**	39%	34%	**	**	**	**	33%	32%	33%	34%	35%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Significance Level: 95%															
Unweighted total	179	116	171	65	147	6	31	136	50	2	13	45	31	118	30
Weighted total	152	96	146	44	118	8	36	105	50	*	15	41	28	103	21
This is a negative to me	5	2	5	-	3	**	**	3	**	**	**	**	**	5	**
	3%	2%	3%	-%	2%	**	**	3%	**	**	**	**	**	5%	**
This is not important to me - don't mind if not offered	14	11	14	4	11	**	**	7	**	**	**	**	**	8	**
	9%	12%	10%	9%	10%	**	**	7%	**	**	**	**	**	7%	**
This is mandatory to me - a must have	36	25	35	10	25	**	**	20	**	**	**	**	**	25	**
	24%	26%	24%	22%	21%	**	**	19%	**	**	**	**	**	25%	**
This is a 'nice to have' , but I can live without it being offered	43	24	40	17	35	**	**	30	**	**	**	**	**	32	**
	28%	25%	28%	39% a	29%	**	**	29%	**	**	**	**	**	31%	**
This is a 'great to have' - makes a difference and can sway my decision	54	34	51	13	45	**	**	44	**	**	**	**	**	32	**
	36%	35%	35%	30%	38%	**	**	42% a	**	**	**	**	**	32%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	5	**	5	5	-	3	**	5	-	5	-	3	-
	3%	**	5%	6%	-%	2%	**	4%	-%	5%	-%	3%	-%
This is not important to me - don't mind if not offered	14	**	8	4	10	12	**	14	8	10	7	9	7
	9%	**	9%	5%	15%	10%	**	10%	13%	9%	14%	10%	13%
This is mandatory to me - a must have	36	**	25	15	21	22	**	36	15	20	9	18	7
	24%	**	25%	18%	31%	19%	**	25%	24%	19%	20%	20%	14%
This is a 'nice to have' , but I can live without it being offered	43	**	28	29	13	37	**	39	17	36	12	32	18
	28%	**	29%	35%	20%	31%	**	28%	27%	35%	27%	35%	35%
This is a 'great to have' - makes a difference and can sway my decision	54	**	32	31	23	45	**	46	23	32	18	29	19
	36%	**	33%	37%	34%	37%	**	33%	36%	31%	39%	32%	38%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
5	**	2	**	**	5
3%	**	3%	**	**	3%
14	**	9	**	**	14
9%	**	14%	**	**	9%
		d			
36	**	11	**	**	36
24%	**	17%	**	**	24%
43	**	15	**	**	43
28%	**	25%	**	**	28%
54	**	25	**	**	54
36%	**	41%	**	**	36%

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

Columns Tested: a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover					
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 -£999,999	£1,000,000 - 1,499,999	£1,500,000 +	
Significance Level: 95%											
Unweighted total	179	a	b	c	*d	e	a	*b	*c	*d	*e
Weighted total	152	79	49	35	16	100	33	24	11	8	20
		144	4	3	1	8	54	34	7	2	4
This is a negative to me	5	5	**	**	**	*	**	**	**	**	**
	3%	3%	**	**	**	2%	**	**	**	**	**
This is not important to me - don't mind if not offered	23	22	**	**	**	1	**	**	**	**	**
	15%	15%	**	**	**	16%	**	**	**	**	**
This is mandatory to me - a must have	49	47	**	**	**	3	**	**	**	**	**
	32%	32%	**	**	**	32%	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	42	40	**	**	**	2	**	**	**	**	**
	28%	28%	**	**	**	20%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	32	30	**	**	**	2	**	**	**	**	**
	21%	21%	**	**	**	29%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	5	**	**	**	**	**	**	**	**	**	4	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is not important to me - don't mind if not offered	23	**	**	**	**	**	**	**	**	**	19	**	**
	15%	**	**	**	**	**	**	**	**	**	15%	**	**
This is mandatory to me - a must have	49	**	**	**	**	**	**	**	**	**	41	**	**
	32%	**	**	**	**	**	**	**	**	**	32%	**	**
This is a 'nice to have' , but I can live without it being offered	42	**	**	**	**	**	**	**	**	**	36	**	**
	28%	**	**	**	**	**	**	**	**	**	28%	**	**
This is a 'great to have' - makes a difference and can sway my decision	32	**	**	**	**	**	**	**	**	**	28	**	**
	21%	**	**	**	**	**	**	**	**	**	22%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	5 3%	**	**	**	**	**	**	**	**	**	4 3%	**	**
This is not important to me - don't mind if not offered	23 15%	**	**	**	**	**	**	**	**	**	18 14%	**	**
This is mandatory to me - a must have	49 32%	**	**	**	**	**	**	**	**	**	41 32%	**	**
This is a 'nice to have' , but I can live without it being offered	42 28%	**	**	**	**	**	**	**	**	**	37 29%	**	**
This is a 'great to have' - makes a difference and can sway my decision	32 21%	**	**	**	**	**	**	**	**	**	28 21%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total														
This is a negative to me	5	**	**	**	*	**	**	4	2	3	5	**	5	**
	3%	**	**	**	*%	**	**	9%	2%	7%	4%	**	4%	**
								e						
This is not important to me - don't mind if not offered	23	**	**	**	6	**	**	5	17	6	19	**	23	**
	15%	**	**	**	11%	**	**	11%	15%	15%	15%	**	16%	**
This is mandatory to me - a must have	49	**	**	**	18	**	**	16	36	13	41	**	41	**
	32%	**	**	**	32%	**	**	33%	32%	33%	32%	**	29%	**
This is a 'nice to have' , but I can live without it being offered	42	**	**	**	18	**	**	14	32	11	36	**	42	**
	28%	**	**	**	31%	**	**	28%	28%	27%	29%	**	30%	**
This is a 'great to have' - makes a difference and can sway my decision	32	**	**	**	14	**	**	9	25	7	25	**	29	**
	21%	**	**	**	25%	**	**	19%	22%	19%	20%	**	21%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	5	2	**	3	2	**	**	**	**	**	**	5	**	**	3	2
	3%	3%	**	3%	6%	**	**	**	**	**	**	4%	**	**	4%	5%
This is not important to me - don't mind if not offered	23	5	**	12	7	**	**	**	**	**	**	18	**	**	7	11
	15%	8%	**	11%	18%	**	**	**	**	**	**	13%	**	**	8%	24%
		a													b	b
This is mandatory to me - a must have	49	22	**	37	12	**	**	**	**	**	**	49	**	**	27	13
	32%	35%	**	35%	34%	**	**	**	**	**	**	35%	**	**	33%	27%
This is a 'nice to have' , but I can live without it being offered	42	18	**	34	5	**	**	**	**	**	**	39	**	**	27	8
	28%	29%	**	32%	14%	**	**	**	**	**	**	28%	**	**	33%	17%
		ac		b								b			c	
This is a 'great to have' - makes a difference and can sway my decision	32	15	**	20	10	**	**	**	**	**	**	30	**	**	17	13
	21%	24%	**	19%	28%	**	**	**	**	**	**	21%	**	**	21%	27%
		b														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
5	1	3	3	5	*	3	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
3%	1%	4%	3%	3%	4%	3%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
23	15	17	21	23	6	17	21	**	**	**	**	**	**	19	**	**	**	**	**	**	**
15%	14%	20%	18%	15%	21%	16%	20%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
49	32	33	37	49	10	34	33	**	**	**	**	**	**	49	**	**	**	**	**	**	**
32%	31%	39%	31%	32%	33%	31%	31%	**	**	**	**	**	**	33%	**	**	**	**	**	**	**
42	32	22	35	42	7	36	34	**	**	**	**	**	**	42	**	**	**	**	**	**	**
28%	32%	26%	29%	28%	22%	33%	32%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
32	23	10	23	32	8	18	16	**	**	**	**	**	**	32	**	**	**	**	**	**	**
21%	22% b	11%	19%	21% b	24% b	16%	15%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	5														
	3%														
This is not important to me - don't mind if not offered	23														
	15%														
This is mandatory to me - a must have	49														
	32%														
This is a 'nice to have' , but I can live without it being offered	42														
	28%														
This is a 'great to have' - makes a difference and can sway my decision	32														
	21%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	5 3%	3 3%	5 4%	**	3 3%	**	5 4%	**	1 2%	1 1%	**	**
This is not important to me - don't mind if not offered	23 15%	21 19%	21 17%	**	21 20%	**	21 18%	**	1 3%	14 16% a	** a	**
This is mandatory to me - a must have	49 32%	36 32%	40 32%	**	34 32%	**	36 31%	**	21 43% bc	20 23%	**	**
This is a 'nice to have' , but I can live without it being offered	42 28%	30 27%	31 25%	** a	30 28%	**	33 29%	**	16 34%	29 34%	**	**
This is a 'great to have' - makes a difference and can sway my decision	32 21%	21 19%	28 23%	**	18 17%	**	21 18%	**	9 18%	23 26%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 63 (continuation)

Page 941

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	5	1	3	**	**	1	5	**	**	1	3	4	3	1	**
	3%	2%	5%	**	**	1%	4%	**	**	1%	4%	3%	3%	1%	**
This is not important to me - don't mind if not offered	23	3	16	**	**	7	22	**	**	13	17	23	17	16	**
	15%	8%	24%	**	**	7%	19%	**	**	13%	22%	17%	17%	22%	**
			a				a	a							
This is mandatory to me - a must have	49	24	17	**	**	38	25	**	**	31	29	43	28	13	**
	32%	57%	26%	**	**	36%	22%	**	**	32%	38%	32%	30%	18%	**
		b				bc							b		
This is a 'nice to have' , but I can live without it being offered	42	11	21	**	**	33	35	**	**	30	20	33	27	24	**
	28%	27%	32%	**	**	32%	31%	**	**	32%	26%	25%	28%	34%	**
This is a 'great to have' - makes a difference and can sway my decision	32	3	9	**	**	25	27	**	**	21	8	31	21	17	**
	21%	6%	14%	**	**	24%	24%	**	**	22%	10%	23%	22%	24%	**
										b		b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	179	135	78	96	36	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	60	82	15	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	5	5	2	1	**	5	3	**	**	**	**	5	5	5	5	5
	3%	5%	4%	1%	**	5%	4%	**	**	**	**	4%	4%	4%	4%	3%
This is not important to me - don't mind if not offered	23	19	9	8	**	19	10	**	**	**	**	23	20	23	18	22
	15%	17%	15%	10%	**	18%	14%	**	**	**	**	16%	16%	16%	13%	15%
					abcd											
This is mandatory to me - a must have	49	25	10	34	**	25	16	**	**	**	**	47	39	47	48	49
	32%	23%	17%	42%	**	24%	22%	**	**	**	**	33%	31%	33%	35%	32%
				abe												
This is a 'nice to have' , but I can live without it being offered	42	31	23	25	**	29	24	**	**	**	**	41	34	41	38	42
	28%	29%	38%	31%	**	28%	35%	**	**	**	**	28%	27%	28%	27%	28%
			e													
This is a 'great to have' - makes a difference and can sway my decision	32	27	16	14	**	27	17	**	**	**	**	28	28	28	30	32
	21%	25%	27%	17%	**	26%	24%	**	**	**	**	19%	22%	19%	22%	22%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
179	116	171	65	-	147	6	31	136	50	2	13	45	31	118	30
152	96	146	44	-	118	8	36	105	50	*	15	41	28	103	21
5	1	3	1	**	5	**	**	3	**	**	**	**	**	3	**
3%	1%	2%	2%	**	4%	**	**	3%	**	**	**	**	**	3%	**
23	14	23	3	**	20	**	**	18	**	**	**	**	**	13	**
15%	15%	16%	6%	**	17%	**	**	17%	**	**	**	**	**	13%	**
49	40	47	15	**	36	**	**	30	**	**	**	**	**	38	**
32%	42%	33%	33%	**	30%	**	**	29%	**	**	**	**	**	37%	**
42	27	42	13	**	29	**	**	29	**	**	**	**	**	29	**
28%	28%	29%	29%	**	25%	**	**	27%	**	**	**	**	**	29%	**
32	14	30	13	**	28	**	**	25	**	**	**	**	**	19	**
21%	15%	21%	29% a	**	24%	**	**	24%	**	**	**	**	**	19%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 63 (continuation)

Page 944

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	5	**	3	5	*	3	**	5	2	5	2	3	2
	3%	**	3%	6%	*%	3%	**	4%	3%	5%	5%	3%	4%
This is not important to me - don't mind if not offered	23	**	17	5	18	21	**	23	6	17	6	16	7
	15%	**	17%	6%	27%	18%	**	16%	10%	17%	13%	18%	14%
This is mandatory to me - a must have	49	**	36	27	23	37	**	45	22	31	10	32	8
	32%	**	37%	31%	34%	31%	**	32%	35%	30%	21%	35%	15%
This is a 'nice to have' , but I can live without it being offered	42	**	29	28	14	35	**	35	16	28	12	22	17
	28%	**	29%	32%	22%	29%	**	25%	26%	27%	27%	24%	35%
This is a 'great to have' - makes a difference and can sway my decision	32	**	14	21	12	23	**	32	16	22	16	18	16
	21%	**	14%	24%	18%	19%	**	23%	26%	21%	34%	19%	32%
											c		

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
5	**	3	**	**	5
3%	**	5%	**	**	3%
23	**	7	**	**	23
15%	**	12%	**	**	15%
49	**	23	**	**	49
32%	**	38% a	**	**	32%
42	**	16	**	**	42
28%	**	26%	**	**	28%
32	**	12	**	**	32
21%	**	20%	**	**	21%

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	6	6	**	**	**	-	**	**	**	**	**
	4%	4%	**	**	**	-%	**	**	**	**	**
		e									
This is not important to me - don't mind if not offered	13	12	**	**	**	*	**	**	**	**	**
	8%	8%	**	**	**	6%	**	**	**	**	**
This is mandatory to me - a must have	46	42	**	**	**	3	**	**	**	**	**
	30%	29%	**	**	**	41%	**	**	**	**	**
		a									
This is a 'nice to have' , but I can live without it being offered	43	41	**	**	**	1	**	**	**	**	**
	28%	29%	**	**	**	18%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	42	**	**	**	3	**	**	**	**	**
	30%	29%	**	**	**	35%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	5
This is a negative to me	6	**	**	**	**	**	**	**	**	**	5	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**
This is not important to me - don't mind if not offered	13	**	**	**	**	**	**	**	**	**	12	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**
This is mandatory to me - a must have	46	**	**	**	**	**	**	**	**	**	40	**	**
	30%	**	**	**	**	**	**	**	**	**	32%	**	**
This is a 'nice to have' , but I can live without it being offered	43	**	**	**	**	**	**	**	**	**	36	**	**
	28%	**	**	**	**	**	**	**	**	**	28%	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	**	**	**	**	**	**	**	**	**	35	**	**
	30%	**	**	**	**	**	**	**	**	**	27%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6	5
This is a negative to me	6 4%	**	**	**	**	**	**	**	**	**	5 4%	**	**	**
This is not important to me - don't mind if not offered	13 8%	**	**	**	**	**	**	**	**	**	12 9%	**	**	**
This is mandatory to me - a must have	46 30%	**	**	**	**	**	**	**	**	**	40 31%	**	**	**
This is a 'nice to have' , but I can live without it being offered	43 28%	**	**	**	**	**	**	**	**	**	36 28%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	45 30%	**	**	**	**	**	**	**	**	**	36 28%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 64 (continuation)

Page 949

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Weighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	**	**	**	**	2	**	**	3	3	3	1	**	3	**
4%	**	**	**	**	4%	**	**	5%	3%	7%	1%	a	2%	**
This is not important to me - don't mind if not offered	**	**	**	**	4	**	**	8	6	7	13	**	13	**
13	**	**	**	**	7%	**	**	17%	5%	17% a	10%	**	9%	**
8%	**	**	**	**	13	**	**	10	40	6	38	**	43	**
This is mandatory to me - a must have	**	**	**	**	23%	**	**	22%	35% b	16%	30%	**	30%	**
46	**	**	**	**	20	**	**	12	35	7	39	**	40	**
30%	**	**	**	**	35%	**	**	24%	32%	19%	30%	**	29%	**
This is a 'nice to have' , but I can live without it being offered	**	**	**	**	17	**	**	15	29	16	37	**	42	**
43	**	**	**	**	31%	**	**	31%	25%	42% a	29%	**	30%	**
28%	**	**	**	**	17	**	**	15	29	16	37	**	42	**
This is a 'great to have' - makes a difference and can sway my decision	**	**	**	**	31%	**	**	31%	25%	42% a	29%	**	30%	**
45	**	**	**	**	31%	**	**	31%	25%	42% a	29%	**	30%	**
30%	**	**	**	**	31%	**	**	31%	25%	42% a	29%	**	30%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	6	1	**	3	2	**	**	**	**	**	**	6	**	**	3	2
	4%	1%	**	3%	6%	**	**	**	**	**	**	4%	**	**	3%	5%
This is not important to me - don't mind if not offered	13	5	**	12	*	**	**	**	**	**	**	13	**	**	7	*
	8%	8%	**	12% b	1%	**	**	**	**	**	**	9% b	**	**	8% c	1%
This is mandatory to me - a must have	46	12	**	27	14	**	**	**	**	**	**	41	**	**	19	18
	30%	19%	**	26%	38%	**	**	**	**	**	**	29%	**	**	24%	39% b
			a													
This is a 'nice to have' , but I can live without it being offered	43	27	**	32	8	**	**	**	**	**	**	40	**	**	31	11
	28%	43% bc	**	31%	23%	**	**	**	**	**	**	29%	**	**	38% c	23%
This is a 'great to have' - makes a difference and can sway my decision	45	18	**	30	11	**	**	**	**	**	**	41	**	**	22	15
	30%	29%	**	28%	32%	**	**	**	**	**	**	29%	**	**	27%	32%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
Weighted total	152	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
This is a negative to me	6	3	3	6	-	3	3	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	4%	3%	3%	4%	-%	3%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	13	10	11	13	5	7	11	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	8%	9%	12%	8%	15%	7%	10%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
This is mandatory to me - a must have	46	28	25	33	46	10	29	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	30%	27%	29%	27%	30%	33%	27%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	43	28	24	35	43	4	34	**	**	**	**	**	**	41	**	**	**	**	**	**	**
	28%	27%	28%	29%	28%	14%	32%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	34	23	39	45	13	31	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	30%	34%	27%	32%	30%	30%	29%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	6														
	4%														
This is not important to me - don't mind if not offered	13														
	8%														
This is mandatory to me - a must have	46														
	30%														
This is a 'nice to have' , but I can live without it being offered	43														
	28%														
This is a 'great to have' - makes a difference and can sway my decision	45														
	30%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	6	3	6	**	3	**	6	**	-	3	**	**
	4%	2%	5%	**	2%	**	5%	**	-%	3%	**	**
This is not important to me - don't mind if not offered	13	11	10	**	11	**	8	**	7	5	**	**
	8%	9%	8%	**	10%	**	7%	**	15% b	5%	**	**
This is mandatory to me - a must have	46	33	38	**	32	**	38	**	12	25	**	**
	30%	29%	30%	**	30%	**	33%	**	26%	29%	**	**
This is a 'nice to have' , but I can live without it being offered	43	31	34	**	29	**	33	**	17	21	**	**
	28%	28%	28%	**	27%	**	28%	**	35%	24%	**	**
This is a 'great to have' - makes a difference and can sway my decision	45	35	36	**	32	**	31	**	12	33	**	**
	30%	31%	29%	**	30%	**	27%	**	24%	39% a	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
179 152	a 62 43	b 110 67	*c 29 13	*d - -	a 120 104	b 131 114	c 46 30	*d - -	a 131 95	b 118 77	c 154 134	a 131 96	b 98 71	*c 6 3
6 4%	- -%	3 4%	** **	** **	3 3%	6 5%	** **	** **	3 3%	3 3%	6 4%	3 3%	- -%	** **
13 8%	8 19% b	4 7%	** **	** **	10 10% b	2 2%	** **	** **	10 10%	8 10%	9 6%	6 6%	4 6%	** **
46 30%	11 26%	19 28%	** **	** **	30 29%	35 31%	** **	** **	28 29%	25 32%	40 30%	30 31%	19 27%	** **
43 28%	13 30%	19 28%	** **	** **	35 34%	32 28%	** **	** **	24 26%	23 29%	40 29%	29 30%	20 28%	** **
45 30%	11 25%	22 33%	** **	** **	26 25%	39 34%	** **	** **	31 32%	19 25%	40 30%	29 30%	27 38%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 64 (continuation)

Page 955

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	6	5	1	-	**	5	1	**	**	**	**	6	3	6	6	6
	4%	4%	1%	-%	**	5%	1%	**	**	**	**	4%	3%	4%	4%	4%
	c															
This is not important to me - don't mind if not offered	13	2	2	10	**	2	2	**	**	**	**	13	11	13	11	13
	8%	2%	4%	13%	**	2%	4%	**	**	**	**	9%	8%	9%	8%	8%
			abd													
This is mandatory to me - a must have	46	31	16	24	**	32	25	**	**	**	**	45	41	45	42	45
	30%	29%	26%	29%	**	30%	35%	**	**	**	**	31%	33%	31%	30%	30%
This is a 'nice to have' , but I can live without it being offered	43	31	15	30	**	33	17	**	**	**	**	39	34	39	39	43
	28%	29%	25%	36%	**	31%	24%	**	**	**	**	27%	27%	27%	28%	28%
					b											
This is a 'great to have' - makes a difference and can sway my decision	45	38	26	18	**	34	25	**	**	**	**	42	37	42	42	44
	30%	36%	44%	22%	**	32%	36%	**	**	**	**	29%	29%	29%	30%	29%
	ce	ce		ce												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	*d	a	*b	a	b	a	*a	b	a	b	c
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	118
		96	146	44	-	118	8	36	105	50	*	15	41	28	103
This is a negative to me	6	3	6	-	**	6	**	**	1	**	**	**	**	**	6
	4%	3%	4%	-%	**	5%	**	**	1%	**	**	**	**	**	6%
								b							
This is not important to me - don't mind if not offered	13	10	13	4	**	11	**	**	6	**	**	**	**	**	8
	8%	10%	9%	10%	**	9%	**	**	6%	**	**	**	**	**	8%
															ab
This is mandatory to me - a must have	46	25	45	9	**	33	**	**	34	**	**	**	**	**	32
	30%	26%	31%	21%	**	28%	**	**	32%	**	**	**	**	**	31%
This is a 'nice to have' , but I can live without it being offered	43	31	38	16	**	34	**	**	32	**	**	**	**	**	33
	28%	33%	26%	36%	**	29%	**	**	30%	**	**	**	**	**	32%
This is a 'great to have' - makes a difference and can sway my decision	45	27	45	15	**	35	**	**	33	**	**	**	**	**	24
	30%	28%	31%	33%	**	30%	**	**	31%	**	**	**	**	**	23%
														b	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	6	**	6	1	5	3	**	6	-	5	1	3	-
	4%	**	6%	1%	7%	2%	**	4%	-%	5%	2%	3%	-%
					a								
This is not important to me - don't mind if not offered	13	**	11	8	5	11	**	13	5	8	2	8	2
	8%	**	11%	9%	8%	9%	**	9%	8%	8%	5%	9%	5%
This is mandatory to me - a must have	46	**	30	24	21	33	**	46	17	33	11	23	12
	30%	**	30%	28%	32%	27%	**	32%	26%	32%	23%	26%	24%
This is a 'nice to have' , but I can live without it being offered	43	**	29	27	16	35	**	37	22	24	15	29	14
	28%	**	30%	31%	24%	29%	**	26%	35%	23%	32%	32%	29%
This is a 'great to have' - makes a difference and can sway my decision	45	**	23	26	19	39	**	40	19	33	17	28	22
	30%	**	24%	30%	29%	32%	**	29%	31%	32%	37%	31%	43%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
6	**	1	**	**	6
4%	**	1%	**	**	4%
13	**	7	**	**	13
8%	**	11% a	**	**	8%
46	**	18	**	**	46
30%	**	29%	**	**	30%
43	**	12	**	**	43
28%	**	19%	**	**	28%
45	**	25	**	**	45
30%	**	40%	**	**	30%

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

Columns Tested: a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	34	7	2	4
This is a negative to me	-	-	**	**	**	-	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**
This is not important to me - don't mind if not offered	15	15	**	**	**	*	**	**	**	**
	10%	10%	**	**	**	5%	**	**	**	**
			b							
This is mandatory to me - a must have	66	64	**	**	**	3	**	**	**	**
	44%	44%	**	**	**	36%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	34	32	**	**	**	2	**	**	**	**
	22%	22%	**	**	**	29%	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	36	34	**	**	**	2	**	**	**	**
	24%	23%	**	**	**	30%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	15	**	**	**	**	**	**	**	**	**	13	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**
This is mandatory to me - a must have	66	**	**	**	**	**	**	**	**	**	56	**	**
	44%	**	**	**	**	**	**	**	**	**	44%	**	**
This is a 'nice to have' , but I can live without it being offered	34	**	**	**	**	**	**	**	**	**	29	**	**
	22%	**	**	**	**	**	**	**	**	**	23%	**	**
This is a 'great to have' - makes a difference and can sway my decision	36	**	**	**	**	**	**	**	**	**	30	**	**
	24%	**	**	**	**	**	**	**	**	**	23%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	15	**	**	**	**	**	**	**	**	**	13	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**
This is mandatory to me - a must have	66	**	**	**	**	**	**	**	**	**	56	**	**
	44%	**	**	**	**	**	**	**	**	**	43%	**	**
This is a 'nice to have' , but I can live without it being offered	34	**	**	**	**	**	**	**	**	**	29	**	**
	22%	**	**	**	**	**	**	**	**	**	23%	**	**
This is a 'great to have' - makes a difference and can sway my decision	36	**	**	**	**	**	**	**	**	**	30	**	**
	24%	**	**	**	**	**	**	**	**	**	24%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total	-	**	**	**	-	**	**	-	-	-	-	**	-	**
This is a negative to me	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	15	**	**	**	4	**	**	6	10	5	15	**	15	**
	10%	**	**	**	7%	**	**	13%	9%	14%	12% b	**	11%	**
This is mandatory to me - a must have	66	**	**	**	29	**	**	22	49	17	56	**	62	**
	44%	**	**	**	50%	**	**	47%	43%	44%	44%	**	44%	**
This is a 'nice to have' , but I can live without it being offered	34	**	**	**	14	**	**	8	27	7	29	**	31	**
	22%	**	**	**	24%	**	**	17%	24%	18%	23%	**	22%	**
This is a 'great to have' - makes a difference and can sway my decision	36	**	**	**	10	**	**	11	27	10	27	**	33	**
	24%	**	**	**	18%	**	**	24%	24%	24%	21%	**	23%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	-	**	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	15	5	**	11	*	**	**	**	**	**	**	11	**	**	8	5
	10%	8%	**	10% b	1%	**	**	**	**	**	**	8% b	**	**	9%	10%
This is mandatory to me - a must have	66	27	**	46	18	**	**	**	**	**	**	64	**	**	35	20
	44%	42%	**	44%	49%	**	**	**	**	**	**	46%	**	**	43%	43%
This is a 'nice to have' , but I can live without it being offered	34	17	**	27	7	**	**	**	**	**	**	34	**	**	20	7
	22%	27%	** c	26%	19%	**	**	**	**	**	**	24%	**	**	25%	15%
This is a 'great to have' - makes a difference and can sway my decision	36	14	**	21	11	**	**	**	**	**	**	32	**	**	18	15
	24%	22%	**	20%	31%	**	**	**	**	**	**	23%	**	**	22%	32%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
15	13	12	15	15	5	15	15	**	**	**	**	**	**	11	**	**	**	**	**	**	**
10%	13%	15%	13%	10%	16%	14%	14%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
66	40	36	47	66	10	44	42	**	**	**	**	**	**	66	**	**	**	**	**	**	**
44%	39%	43%	40%	44%	33%	41%	39%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**
34	24	20	29	34	9	21	25	**	**	**	**	**	**	34	**	**	**	**	**	**	**
22%	23%	24%	24%	22%	28%	20%	24%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
36	25	16	27	36	7	27	24	**	**	**	**	**	**	36	**	**	**	**	**	**	**
24%	25%	19%	23%	24%	24%	25%	23%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
	-%														
This is not important to me - don't mind if not offered	15														
	10%														
This is mandatory to me - a must have	66														
	44%														
This is a 'nice to have' , but I can live without it being offered	34														
	22%														
This is a 'great to have' - makes a difference and can sway my decision	36														
	24%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	15	15	15	**	15	**	15	**	6	12	**	**
	10%	14%	12% b	**	14%	**	13% b	**	12%	14%	**	**
This is mandatory to me - a must have	66	44	50	**	41	**	48	**	24	29	**	**
	44%	39%	40%	** a	39%	**	42%	**	50% bc	34%	**	**
This is a 'nice to have' , but I can live without it being offered	34	29	29	**	28	**	29	**	15	22	**	**
	22%	26%	23%	**	27%	**	25%	**	31%	25%	**	**
This is a 'great to have' - makes a difference and can sway my decision	36	24	30	**	22	**	23	**	3	23	**	**
	24%	22%	24%	**	20%	**	20%	a	7%	27% a	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
Significance Level: 95%	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Unweighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Weighted total	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is a negative to me	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-	-	**	**	-	-	**	**	-	-	-	-	-	**
This is not important to me - don't mind if not offered	15	6	9	**	7	13	**	**	13	12	13	13	15	**
	10%	13%	13%	**	7%	11%	**	**	14%	16%	9%	13%	22%	**
This is mandatory to me - a must have	66	24	24	**	51	39	**	**	38	31	55	34	17	**
	44%	57%	36%	**	49%	34%	**	**	40%	40%	41%	35%	25%	**
		b			b									
This is a 'nice to have' , but I can live without it being offered	34	9	20	**	25	34	**	**	24	20	33	29	20	**
	22%	22%	30%	**	24%	30%	**	**	25%	26%	25%	30%	29%	**
This is a 'great to have' - makes a difference and can sway my decision	36	3	14	**	21	29	**	**	20	14	33	21	18	**
	24%	8%	21%	**	20%	25%	**	**	21%	18%	24%	22%	25%	**
		a												

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	15	9	7	10	**	10	10	**	**	**	**	15	15	15	13	15
10%	9%	11% d	12% d	**	** d	10%	14%	**	**	**	**	11%	11%	11%	10%	10%
This is mandatory to me - a must have	66	41	23	41	**	35	27	**	**	**	**	65	53	65	61	66
44%	38%	38%	50%	**	**	33%	38%	**	**	**	**	45%	42%	45%	44%	44%
This is a 'nice to have' , but I can live without it being offered	34	29	18	21	**	34	22	**	**	**	**	32	27	32	30	34
22%	27% d	30% d	25% d	**	** d	32%	31%	**	**	**	**	22%	21%	22%	21%	22%
This is a 'great to have' - makes a difference and can sway my decision	36	28	12	10	**	27	12	**	**	**	**	33	32	33	35	35
24%	26% ce	20%	12%	**	** ce	26%	17%	**	**	**	**	23%	25%	23%	25%	23%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	118
		96	146	44	-	118	8	36	105	50	*	15	41	28	103
This is a negative to me	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%
This is not important to me - don't mind if not offered	15	10	15	2	**	12	**	**	9	**	**	**	**	**	5
	10%	10%	10%	5%	**	10%	**	**	8%	**	**	**	**	**	5%
														b	b
This is mandatory to me - a must have	66	48	65	20	**	50	**	**	45	**	**	**	**	**	57
	44%	50%	44%	46%	**	43%	**	**	43%	**	**	**	**	**	55%
														ac	**
This is a 'nice to have' , but I can live without it being offered	34	17	30	9	**	28	**	**	25	**	**	**	**	**	22
	22%	18%	20%	20%	**	23%	**	**	24%	**	**	**	**	**	21%
This is a 'great to have' - makes a difference and can sway my decision	36	21	36	13	**	28	**	**	25	**	**	**	**	**	19
	24%	21%	25%	29%	**	24%	**	**	24%	**	**	**	**	**	18%
														b	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	-	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	15	**	11	6	10	15	**	15	3	11	7	10	10
	10%	**	11%	7%	14%	13%	**	11%	4%	10%	15%	11%	21%
This is mandatory to me - a must have	66	**	43	38	28	47	**	60	27	41	20	33	15
	44%	**	43%	45%	43%	40%	**	43%	42%	40%	43%	36%	30%
This is a 'nice to have' , but I can live without it being offered	34	**	18	17	17	29	**	29	17	25	6	25	11
	22%	**	18%	20%	25%	24%	**	21%	27%	24%	13%	28%	21%
This is a 'great to have' - makes a difference and can sway my decision	36	**	27	24	12	27	**	36	17	27	13	22	14
	24%	**	27%	28%	18%	23%	**	26%	26%	26%	28%	25%	28%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	179	45	77	15	34
Weighted total	152	33	62	10	35
This is a negative to me	-	**	-	**	**
	-%	**	-%	**	**
This is not important to me - don't mind if not offered	15	**	4	**	**
	10%	**	6%	**	**
	b				
This is mandatory to me - a must have	66	**	29	**	**
	44%	**	47%	**	**
This is a 'nice to have' , but I can live without it being offered	34	**	14	**	**
	22%	**	23%	**	**
This is a 'great to have' - makes a difference and can sway my decision	36	**	15	**	**
	24%	**	24%	**	**

Columns Tested: a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2
This is a negative to me	-	-	**	**	**	-	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**
This is not important to me - don't mind if not offered	8	7	**	**	**	*	**	**	**	**
	5%	5%	**	**	**	5%	**	**	**	**
			b							
This is mandatory to me - a must have	63	60	**	**	**	4	**	**	**	**
	42%	41%	**	**	**	49%	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	37	36	**	**	**	1	**	**	**	**
	24%	25%	**	**	**	13%	**	**	**	**
		ce								
This is a 'great to have' - makes a difference and can sway my decision	44	41	**	**	**	3	**	**	**	**
	29%	28%	**	**	**	33%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	8	**	**	**	**	**	**	**	**	**	7	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**
This is mandatory to me - a must have	63	**	**	**	**	**	**	**	**	**	53	**	**
	42%	**	**	**	**	**	**	**	**	**	41%	**	**
This is a 'nice to have' , but I can live without it being offered	37	**	**	**	**	**	**	**	**	**	31	**	**
	24%	**	**	**	**	**	**	**	**	**	24%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	**	**	**	**	**	**	38	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	8	**	**	**	**	**	**	**	**	**	7	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**
This is mandatory to me - a must have	63	**	**	**	**	**	**	**	**	**	53	**	**
	42%	**	**	**	**	**	**	**	**	**	41%	**	**
This is a 'nice to have' , but I can live without it being offered	37	**	**	**	**	**	**	**	**	**	31	**	**
	24%	**	**	**	**	**	**	**	**	**	24%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	**	**	**	**	**	**	39	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total	-	**	**	**	-	**	**	-	-	-	-	**	-	**
This is a negative to me	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	8	**	**	**	3	**	**	2	5	3	6	**	8	**
	5%	**	**	**	5%	**	**	5%	4%	8%	4%	**	5%	**
This is mandatory to me - a must have	63	**	**	**	25	**	**	20	49	14	52	**	58	**
	42%	**	**	**	44%	**	**	41%	43%	37%	41%	**	41%	**
This is a 'nice to have' , but I can live without it being offered	37	**	**	**	11	**	**	13	28	9	37	**	35	**
	24%	**	**	**	20%	**	**	26%	25%	23%	29% b	**	25%	**
This is a 'great to have' - makes a difference and can sway my decision	44	**	**	**	17	**	**	14	31	13	32	**	41	**
	29%	**	**	**	31%	**	**	28%	28%	32%	25%	a	29%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	8	*	**	3	2	**	**	**	**	**	**	5	**	**	1	5
	5%	*%	**	3%	6%	**	**	**	**	**	**	4%	**	**	1%	10%
		a	a												b	b
This is mandatory to me - a must have	63	28	**	44	17	**	**	**	**	**	**	61	**	**	32	19
	42%	45%	**	42%	46%	**	**	**	**	**	**	43%	**	**	40%	40%
This is a 'nice to have' , but I can live without it being offered	37	14	**	29	5	**	**	**	**	**	**	35	**	**	25	8
	24%	22%	**	28%	15%	**	**	**	**	**	**	25%	**	**	31%	16%
															c	
This is a 'great to have' - makes a difference and can sway my decision	44	20	**	28	12	**	**	**	**	**	**	40	**	**	23	16
	29%	32%	**	27%	33%	**	**	**	**	**	**	28%	**	**	28%	33%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
179	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
152	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
8	6	7	8	8	4	8	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
5%	5%	8%	6%	5%	14%	7%	5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
					ad																
63	37	32	44	63	8	41	42	**	**	**	**	**	**	63	**	**	**	**	**	**	**
42%	36%	38%	37%	42%	25%	38%	39%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**
				e																	
37	24	27	31	37	7	33	30	**	**	**	**	**	**	35	**	**	**	**	**	**	**
24%	24%	32%	26%	24%	24%	30%	28%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
44	36	19	36	44	12	27	30	**	**	**	**	**	**	43	**	**	**	**	**	**	**
29%	35%	22%	30%	29%	37%	25%	28%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
	b				b																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	179														
Weighted total	152														
This is a negative to me	-														
	-%														
This is not important to me - don't mind if not offered	8														
	5%														
This is mandatory to me - a must have	63														
	42%														
This is a 'nice to have' , but I can live without it being offered	37														
	24%														
This is a 'great to have' - makes a difference and can sway my decision	44														
	29%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 66 (continuation)

Page 979

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	8	8	8	**	8	**	8	**	2	6	**	**
	5%	7%	6%	**	7%	**	7%	**	4%	6%	**	**
This is mandatory to me - a must have	63	40	47	**	38	**	47	**	21	30	**	**
	42%	36%	37%	**	35%	**	41%	**	44%	34%	**	**
This is a 'nice to have' , but I can live without it being offered	37	31	37	**	31	**	34	**	13	20	**	**
	24%	28%	30%	**	29%	**	30%	**	28%	23%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	33	33	**	30	**	26	**	11	31	**	**
	29%	29%	27%	**	28%	**	22%	**	23%	36%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
Weighted total	152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
This is a negative to me	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**	**
This is not important to me - don't mind if not offered	8	*	7	**	**	2	8	**	**	6	7	8	5	6	**
5%	*%	10% a	**	**	2%	7%	**	**	6%	9%	6%	5%	6%	**	**
This is mandatory to me - a must have	63	20	21	**	**	50	38	**	**	35	29	50	36	17	**
42%	46%	31%	**	**	48%	33%	**	**	37%	38%	37%	37%	24%	**	**
					b							b			
This is a 'nice to have' , but I can live without it being offered	37	15	25	**	**	21	34	**	**	24	27	36	31	25	**
24%	34%	37%	**	**	21%	30%	**	**	25%	35%	27%	32%	35%	**	**
This is a 'great to have' - makes a difference and can sway my decision	44	8	14	**	**	30	34	**	**	31	15	40	25	23	**
29%	20%	22%	**	**	29%	30%	**	**	32% b	19%	30% b	25%	33%	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	8	3	3	2	**	5	8	**	**	**	**	8	8	8	8	8
	5%	3%	4%	3%	**	5%	11%	**	**	**	**	5%	6%	5%	5%	5%
					abcd											
This is mandatory to me - a must have	63	41	20	38	**	37	22	**	**	**	**	62	50	62	58	63
	42%	38%	33%	47%	**	35%	31%	**	**	**	**	43%	39%	43%	42%	42%
				b												
This is a 'nice to have' , but I can live without it being offered	37	32	17	24	**	34	23	**	**	**	**	36	34	36	33	37
	24%	30%	29%	29%	**	32%	33%	**	**	**	**	25%	27%	25%	24%	25%
		d	d	d	d											
This is a 'great to have' - makes a difference and can sway my decision	44	31	20	17	**	30	17	**	**	**	**	39	35	39	41	43
	29%	29%	33%	21%	**	28%	25%	**	**	**	**	27%	28%	27%	29%	28%
		e	e		ce											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	118
		96	146	44	-	118	8	36	105	50	*	15	41	28	103
This is a negative to me	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%
This is not important to me - don't mind if not offered	8	2	7	*	**	2	**	**	3	**	**	**	**	**	2
	5%	2%	5%	*%	**	2%	**	**	3%	**	**	**	**	**	2%
							b								b
This is mandatory to me - a must have	63	48	62	20	**	46	**	**	39	**	**	**	**	**	51
	42%	50%	42%	46%	**	39%	**	**	37%	**	**	**	**	**	50%
															c
This is a 'nice to have' , but I can live without it being offered	37	18	35	8	**	32	**	**	28	**	**	**	**	**	23
	24%	19%	24%	18%	**	27%	**	**	26%	**	**	**	**	**	23%
															ab
This is a 'great to have' - makes a difference and can sway my decision	44	27	41	16	**	38	**	**	35	**	**	**	**	**	26
	29%	28%	28%	35%	**	32%	**	**	33%	**	**	**	**	**	25%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	**	**	-	-	-	-	**	-	-	-	-	-	-
-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	8	**	3	3	5	8	**	8	2	5	2	4	5
5%	**	**	3%	4%	7%	6%	**	5%	4%	5%	5%	5%	11%
This is mandatory to me - a must have	63	**	43	36	27	44	**	57	26	39	17	33	15
42%	**	**	44%	43%	41%	37%	**	41%	41%	38%	38%	36%	29%
This is a 'nice to have' , but I can live without it being offered	37	**	26	25	12	31	**	35	15	29	9	28	13
24%	**	**	26%	29%	19%	26%	**	25%	24%	28%	19%	31%	26%
This is a 'great to have' - makes a difference and can sway my decision	44	**	26	21	23	36	**	41	20	30	17	26	17
29%	**	**	26%	25%	34%	30%	**	29%	31%	30%	38%	29%	34%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
-	**	-	**	**	-
-%	**	-%	**	**	-%
8	**	1	**	**	8
5%	**	2%	**	**	5%
63	**	31	**	**	63
42%	**	50% a	**	**	42%
37	**	12	**	**	37
24%	**	19%	**	**	24%
44	**	18	**	**	44
29%	**	29%	**	**	29%

Columns Tested: a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 -£999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	179	79	49	35	16	100	33	24	11	8	20
Weighted total	152	144	4	3	1	8	54	34	7	2	4
This is a negative to me	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	**	**	**	-%	**	**	**	**	**
This is not important to me - don't mind if not offered	4	4	**	**	**	-	**	**	**	**	**
	3%	3%	**	**	**	-%	**	**	**	**	**
This is mandatory to me - a must have	74	70	**	**	**	4	**	**	**	**	**
	49%	48%	**	**	**	53%	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	32	31	**	**	**	1	**	**	**	**	**
	21%	22%	**	**	**	11%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	42	39	**	**	**	3	**	**	**	**	**
	28%	27%	**	**	**	35%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%														
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7	5
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
This is not important to me - don't mind if not offered	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
This is mandatory to me - a must have	74	**	**	**	**	**	**	**	**	**	63	**	**	**
	49%	**	**	**	**	**	**	**	**	**	49%	**	**	**
This is a 'nice to have' , but I can live without it being offered	32	**	**	**	**	**	**	**	**	**	28	**	**	**
	21%	**	**	**	**	**	**	**	**	**	22%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	42	**	**	**	**	**	**	**	**	**	32	**	**	**
	28%	**	**	**	**	**	**	**	**	**	25%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	6
This is a negative to me	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**
This is not important to me - don't mind if not offered	4	**	**	**	**	**	**	**	**	**	4	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
This is mandatory to me - a must have	74	**	**	**	**	**	**	**	**	**	63	**	**
	49%	**	**	**	**	**	**	**	**	**	49%	**	**
This is a 'nice to have' , but I can live without it being offered	32	**	**	**	**	**	**	**	**	**	28	**	**
	21%	**	**	**	**	**	**	**	**	**	22%	**	**
This is a 'great to have' - makes a difference and can sway my decision	42	**	**	**	**	**	**	**	**	**	33	**	**
	28%	**	**	**	**	**	**	**	**	**	26%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 67 (continuation)

Page 988

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Weighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
This is a negative to me	-	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
This is not important to me - don't mind if not offered	4	**	**	**	4	**	**	-	2	2	2	**	4	**
	3%	**	**	**	7%	**	**	-%	2%	5%	2%	**	3%	**
					h						a			
This is mandatory to me - a must have	74	**	**	**	24	**	**	24	57	17	64	**	69	**
	49%	**	**	**	42%	**	**	50%	51%	43%	50%	**	49%	**
This is a 'nice to have' , but I can live without it being offered	32	**	**	**	10	**	**	11	24	8	26	**	29	**
	21%	**	**	**	18%	**	**	22%	21%	22%	20%	**	21%	**
This is a 'great to have' - makes a difference and can sway my decision	42	**	**	**	19	**	**	13	30	12	35	**	39	**
	28%	**	**	**	33%	**	**	27%	27%	30%	28%	**	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
This is not important to me - don't mind if not offered	4	**	2	2	2	**	**	**	**	**	**	4	**	**	-	2
	3%	**	3%	2%	6%	**	**	**	**	**	**	3%	**	**	-%	4%
		a														
This is mandatory to me - a must have	74	**	36	51	18	**	**	**	**	**	**	69	**	**	38	23
	49%	**	53%	49%	50%	**	**	**	**	**	**	49%	**	**	47%	48%
This is a 'nice to have' , but I can live without it being offered	32	**	11	22	7	**	**	**	**	**	**	30	**	**	19	10
	21%	**	16%	21%	20%	**	**	**	**	**	**	21%	**	**	23%	20%
This is a 'great to have' - makes a difference and can sway my decision	42	**	19	29	9	**	**	**	**	**	**	38	**	**	25	13
	28%	**	28%	28%	24%	**	**	**	**	**	**	27%	**	**	30%	27%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
179	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
152	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
4	4	2	4	4	2	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
3%	4%	2%	3%	3%	7%	4%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
74	41	42	53	74	11	47	47	**	**	**	**	**	**	72	**	**	**	**	**	**	**
49%	40%	49%	44%	49%	36%	44%	44%	**	**	**	**	**	**	49%	**	**	**	**	**	**	**
32	26	20	31	32	7	28	28	**	**	**	**	**	**	30	**	**	**	**	**	**	**
21%	25%	23%	26%	21%	21%	26%	26%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
42	31	21	31	42	11	28	28	**	**	**	**	**	**	42	**	**	**	**	**	**	**
28%	30%	25%	26%	28%	37%	26%	26%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
179	27	39	38	48	3	57	37	46	36	3	96	11	71	152	27
152	39	34	23	20	3	56	29	41	24	2	104	9	40	130	22
-	**	**	**	**	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	**	**	-%	**	**	**	**	-%	**	-%	-%	**
4	**	**	**	**	**	4	**	**	**	**	2	**	2	2	**
3%	**	**	**	**	**	7%	**	**	**	**	2%	**	5%	2%	**
74	**	**	**	**	**	31	**	**	**	**	47	**	22	63	**
49%	**	**	d	**	**	56%	**	**	**	**	46%	**	55%	48%	**
32	**	**	**	**	**	12	**	**	**	**	28	**	4	30	**
21%	**	**	**	**	**	21%	**	**	**	**	27%	**	10%	23%	**
		c		c			c				c				
42	**	**	**	**	**	9	**	**	**	**	26	**	12	35	**
28%	**	**	**	**	**	16%	**	**	**	**	26%	**	30%	27%	**
			b					ab							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	-	-	-	**	-	**	-	**	-	-	**	**
	-%	-%	-%	**	-%	**	-%	**	-%	-%	**	**
This is not important to me - don't mind if not offered	4	**	2	**	4	**	2	**	-	4	**	**
	3%	4%	2%	**	4%	**	2%	**	-%	5%	**	**
This is mandatory to me - a must have	74	**	60	**	50	**	61	**	26	34	**	**
	49%	44%	48%	**	47%	**	53%	**	55%	39%	**	**
					b		b		b			
This is a 'nice to have' , but I can live without it being offered	32	**	30	**	29	**	27	**	10	24	**	**
	21%	**	24%	**	27%	**	23%	**	22%	28%	**	**
			b									
This is a 'great to have' - makes a difference and can sway my decision	42	**	33	**	24	**	25	**	11	25	**	**
	28%	**	26%	**	23%	**	22%	**	24%	29%	**	**
						a						

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
179	62	110	29	-	120	131	46	-	131	118	154	131	98	6
152	43	67	13	-	104	114	30	-	95	77	134	96	71	3
Significance Level: 95%	-	-	**	**	-	-	**	**	-	-	-	-	-	**
Unweighted total	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Weighted total														
This is a negative to me														
This is not important to me - don't mind if not offered	4	2	**	**	2	2	**	**	2	2	2	-	2	**
	3%	3%	**	**	2%	2%	**	**	2%	3%	2%	-%	3%	**
This is mandatory to me - a must have	74	31	**	**	48	52	**	**	40	40	63	45	25	**
	49%	46%	**	**	47%	46%	**	**	42%	51%	47%	46%	36%	**
							ab							
This is a 'nice to have' , but I can live without it being offered	32	8	**	**	27	30	**	**	24	20	30	29	21	**
	21%	19%	**	**	26%	27%	**	**	25%	26%	22%	30%	30%	**
							c	c						
This is a 'great to have' - makes a difference and can sway my decision	42	11	**	**	27	30	**	**	29	16	40	23	22	**
	28%	26%	**	**	26%	26%	**	**	31%	20%	30%	24%	31%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	179	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	60	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	4	2	2	-	**	**	2	2	**	**	**	**	4	2	4	2	4
	3%	2%	3%	-%	**	**	2%	3%	**	**	**	**	3%	2%	3%	1%	3%
This is mandatory to me - a must have	74	47	23	43	**	**	45	32	**	**	**	**	73	64	73	69	74
	49%	44%	38%	52%	**	**	43%	46%	**	**	**	**	51%	50%	51%	49%	49%
This is a 'nice to have' , but I can live without it being offered	32	29	15	20	**	**	29	17	**	**	**	**	31	29	31	30	32
	21%	27%	26%	25%	**	**	27%	24%	**	**	**	**	22%	23%	22%	21%	21%
This is a 'great to have' - makes a difference and can sway my decision	42	30	20	19	**	**	30	19	**	**	**	**	36	32	36	39	41
	28%	28%	33%	23%	**	**	28%	27%	**	**	**	**	25%	25%	25%	28%	27%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	179	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	152	116	171	65	-	147	6	31	136	50	2	13	45	31	30
This is a negative to me	-	96	146	44	-	118	8	36	105	50	*	15	41	28	21
-%	-	-	-	-	**	-	**	**	-	**	**	**	**	**	**
-%	-%	-%	-%	**	-%	**	**	**	-%	**	**	**	**	-%	**
This is not important to me - don't mind if not offered	4	2	4	-	**	4	**	**	4	**	**	**	**	4	**
3%	2%	3%	-	**	3%	**	**	4%	**	**	**	**	**	4%	**
-%	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
This is mandatory to me - a must have	74	52	71	23	**	53	**	**	44	**	**	**	**	50	**
49%	54%	49%	52%	**	45%	**	b	42%	**	**	**	**	**	49%	**
This is a 'nice to have' , but I can live without it being offered	32	20	32	11	**	27	**	**	22	**	**	**	**	24	**
21%	20%	22%	24%	**	22%	**	**	21%	**	**	**	**	**	23%	**
This is a 'great to have' - makes a difference and can sway my decision	42	22	39	10	**	34	**	**	34	**	**	**	**	24	**
28%	23%	27%	24%	**	29%	**	**	32%	**	**	**	**	**	24%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	17	85	67	119	6	141	63	103	45	90	50
This is a negative to me	-	**	-	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
This is not important to me - don't mind if not offered	4	**	4	4	-	4	**	4	-	2	2	2	2
	3%	**	4%	5%	-%	3%	**	3%	-%	2%	5%	2%	4%
This is mandatory to me - a must have	74	**	51	43	31	53	**	71	28	49	18	42	19
	49%	**	52%	51%	46%	44%	**	50%	45%	48%	41%	47%	37%
This is a 'nice to have' , but I can live without it being offered	32	**	24	15	17	31	**	30	17	24	12	24	15
	21%	**	24%	17%	26%	26%	**	21%	26%	24%	27%	27%	29%
This is a 'great to have' - makes a difference and can sway my decision	42	**	20	23	19	31	**	36	18	28	12	22	15
	28%	**	20%	27%	28%	26%	**	26%	29%	27%	27%	25%	30%
	c												

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	179	45	77	15	34
Weighted total	152	33	62	10	35
This is a negative to me	-	**	-	**	**
	-%	**	-%	**	**
This is not important to me - don't mind if not offered	4	**	4	**	**
	3%	**	7%	**	**
This is mandatory to me - a must have	74	**	29	**	**
	49%	**	47%	**	**
This is a 'nice to have' , but I can live without it being offered	32	**	11	**	**
	21%	**	18%	**	**
This is a 'great to have' - makes a difference and can sway my decision	42	**	18	**	**
	28%	**	29%	**	**

Columns Tested: a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Business Size					Turnover					
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 -£999,999	£1,000,000 - 1,499,999	£1,500,000 +	
Significance Level: 95%											
Unweighted total	179	a	b	c	*d	e	a	*b	*c	*d	*e
Weighted total	152	79	49	35	16	100	33	24	11	8	20
		144	4	3	1	8	54	34	7	2	4
This is a negative to me	9	9	**	**	**	*	**	**	**	**	**
	6%	6%	**	**	**	1%	**	**	**	**	**
This is not important to me - don't mind if not offered											
	51	51	**	**	**	*	**	**	**	**	**
	34%	35%	**	**	**	6%	**	**	**	**	**
		bce									
This is mandatory to me - a must have	32	29	**	**	**	3	**	**	**	**	**
	21%	20%	**	**	**	42%	**	**	**	**	**
		a		a		a					
This is a 'nice to have' , but I can live without it being offered	19	18	**	**	**	1	**	**	**	**	**
	13%	12%	**	**	**	17%	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	40	38	**	**	**	3	**	**	**	**	**
	27%	26%	**	**	**	33%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	179	2	10	25	7	13	23	14	13	9	116	29	17	17
Weighted total	152	3	19	14	9	21	21	11	19	12	128	12	7	5
This is a negative to me	9 6%	**	**	**	**	**	**	**	**	**	7 5%	**	**	**
This is not important to me - don't mind if not offered	51 34%	**	**	**	**	**	**	**	**	**	48 37%	**	**	**
This is mandatory to me - a must have	32 21%	**	**	**	**	**	**	**	**	**	25 19%	**	**	**
This is a 'nice to have' , but I can live without it being offered	19 13%	**	**	**	**	**	**	**	**	**	14 11%	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	40 27%	**	**	**	**	**	**	**	**	**	34 27%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	179	10	7	23	5	7	19	16	13	16	116	29	17
Weighted total	152	14	13	13	7	14	15	14	17	21	129	12	5
This is a negative to me	9	**	**	**	**	**	**	**	**	**	7	**	**
	6%	**	**	**	**	**	**	**	**	**	5%	**	**
This is not important to me - don't mind if not offered	51	**	**	**	**	**	**	**	**	**	48	**	**
	34%	**	**	**	**	**	**	**	**	**	37%	**	**
This is mandatory to me - a must have	32	**	**	**	**	**	**	**	**	**	25	**	**
	21%	**	**	**	**	**	**	**	**	**	19%	**	**
This is a 'nice to have' , but I can live without it being offered	19	**	**	**	**	**	**	**	**	**	14	**	**
	13%	**	**	**	**	**	**	**	**	**	11%	**	**
This is a 'great to have' - makes a difference and can sway my decision	40	**	**	**	**	**	**	**	**	**	35	**	**
	27%	**	**	**	**	**	**	**	**	**	27%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
Significance Level: 95%	2	28	3	18	56	9	5	58	121	58	148	31	173	6
Unweighted total	*	23	1	21	57	1	*	48	113	39	127	25	141	11
Weighted total														
This is a negative to me	**	**	**	**	6	**	**	3	9	-	7	**	9	**
	6%	**	**	**	10%	**	**	6%	8% b	-%	5%	**	6%	**
This is not important to me - don't mind if not offered														
	51	**	**	**	17	**	**	17	38	13	40	**	46	**
	34%	**	**	**	29%	**	**	34%	34%	34%	32%	**	33%	**
This is mandatory to me - a must have														
	32	**	**	**	8	**	**	13	25	8	29	**	29	**
	21%	**	**	**	14%	**	**	27%	22%	20%	23%	**	20%	**
This is a 'nice to have' , but I can live without it being offered														
	19	**	**	**	13	**	**	3	14	5	18	**	19	**
	13%	**	**	**	23% h	**	**	6%	12%	13%	14%	**	14%	**
This is a 'great to have' - makes a difference and can sway my decision														
	40	**	**	**	13	**	**	13	27	13	33	**	38	**
	27%	**	**	**	23%	**	**	27%	24%	33%	26%	**	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	179	70	35	74	92	70	15	2	-	-	-	-	162	17	17	75	87
Weighted total	152	63	22	67	105	36	11	*	-	-	-	-	141	11	24	81	47
This is a negative to me	9 6%	4 7%	**	4 5%	5 5%	4 10%	**	**	**	**	**	**	9 6%	**	**	2 3%	4 8%
This is not important to me - don't mind if not offered	51 34%	23 36%	**	24 36%	37 36%	9 25%	**	**	**	**	**	**	46 33%	**	**	34 42%	14 30%
This is mandatory to me - a must have	32 21%	16 25% b	**	16 23% b	24 23%	6 16%	**	**	**	**	**	**	30 21%	**	**	16 19%	8 18%
This is a 'nice to have' , but I can live without it being offered	19 13%	3 4%	**	10 14% a	11 10%	6 17%	**	**	**	**	**	**	17 12%	**	**	11 13%	8 18%
This is a 'great to have' - makes a difference and can sway my decision	40 27%	17 27%	**	15 22%	28 26%	11 32%	**	**	**	**	**	**	39 28%	**	**	19 23%	13 27%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	179	141	129	155	179	68	140	121	21	7	3	3	-	-	171	4	2	1	-	1	-	1
Weighted total	152	103	85	119	152	31	108	107	7	2	*	3	-	-	147	2	2	*	-	*	-	*
This is a negative to me	9	5	6	8	9	-	8	8	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	6%	5%	7%	7%	6%	-%	7%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
			e	e	e		e															
This is not important to me - don't mind if not offered	51	35	33	42	51	19	38	35	**	**	**	**	**	**	49	**	**	**	**	**	**	**
	34%	34%	39%	35%	34%	60%	35%	32%	**	**	**	**	**	**	33%	**	**	**	**	**	**	**
					abdcdf																	
This is mandatory to me - a must have	32	18	16	18	32	3	21	14	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	21%	17%	19%	15%	21%	11%	19%	13%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	19	12	12	14	19	2	18	14	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	13%	12%	14%	12%	13%	5%	17%	13%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
					e		e															
This is a 'great to have' - makes a difference and can sway my decision	40	33	18	37	40	7	24	36	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	27%	32%	21%	31%	27%	23%	23%	34%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**
		b																				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

Unweighted total

Weighted total

This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me - a must have

This is a 'nice to have' , but I can live without it being offered

This is a 'great to have' - makes a difference and can sway my decision

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
179	27	39	38	48	3	57	37	46	36	3	96	11	71	152	27
152	39	34	23	20	3	56	29	41	24	2	104	9	40	130	22
9	**	**	**	**	**	5	**	**	**	**	6	**	3	9	**
6%	**	**	**	**	**	9%	**	**	**	**	6%	**	8%	7%	**
			d												
51	**	**	**	**	**	14	**	**	**	**	40	**	9	47	**
34%	**	**	**	**	**	24%	**	**	**	**	38%	**	22%	36%	**
		c		c			a				c				
32	**	**	**	**	**	21	**	**	**	**	14	**	15	22	**
21%	**	**	**	**	**	38%	**	**	**	**	14%	**	39%	17%	**
			d			bcd							a		
19	**	**	**	**	**	4	**	**	**	**	15	**	3	18	**
13%	**	**	**	**	**	7%	**	**	**	**	15%	**	9%	14%	**
40	**	**	**	**	**	12	**	**	**	**	29	**	9	34	**
27%	**	**	**	**	**	22%	**	**	**	**	28%	**	23%	26%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 68 (continuation)

Page 1005

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	179	144	138	41	140	15	136	43	67	127	42	-
Weighted total	152	112	124	28	107	12	115	37	48	87	22	-
This is a negative to me	9	8	9	**	8	**	9	**	5	2	**	**
	6%	7%	7%	**	7%	**	8%	**	10%	3%	**	**
									bc			
This is not important to me - don't mind if not offered	51	40	47	**	38	**	40	**	16	28	**	**
	34%	36%	38%	**	35%	**	34%	**	32%	32%	**	**
			b									
This is mandatory to me - a must have	32	18	20	**	15	**	20	**	7	14	**	**
	21%	16%	16%	**	14%	**	18%	**	14%	16%	**	**
				a				a				
This is a 'nice to have' , but I can live without it being offered	19	13	18	**	13	**	15	**	8	11	**	**
	13%	12%	14%	**	13%	**	13%	**	16%	13%	**	**
This is a 'great to have' - makes a difference and can sway my decision	40	33	31	**	33	**	31	**	13	31	**	**
	27%	29%	25%	**	31%	**	27%	**	28%	36%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%
Unweighted total
Weighted total
This is a negative to me

This is not important to me - don't mind if not offered

This is mandatory to me
- a must have

This is a 'nice to have'
, but I can live without
it being offered

This is a 'great to have' - makes a difference and can sway my decision

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	132	100	6	5	4	3	171	157	173	166	177
Weighted total	152	107	82	15	13	106	70	5	2	7	4	144	127	145	139	151
This is a negative to me	9	5	3	6	**	5	3	**	**	**	**	9	6	9	9	9
	6%	5%	5%	7%	**	5%	4%	**	**	**	**	6%	5%	6%	6%	6%
This is not important to me - don't mind if not offered	51	33	16	26	**	35	22	**	**	**	**	49	43	49	45	51
	34%	30%	28%	31%	**	33%	32%	**	**	**	**	34%	34%	34%	32%	34%
		d	d	d	abcd											
This is mandatory to me - a must have	32	19	10	21	**	17	13	**	**	**	**	31	28	32	29	32
	21%	18%	17%	26%	**	16%	19%	**	**	**	**	22%	22%	22%	21%	21%
				ab												
This is a 'nice to have' , but I can live without it being offered	19	18	6	12	**	18	9	**	**	**	**	16	16	16	19	19
	13%	17%	10%	15%	**	17%	12%	**	**	**	**	11%	12%	11%	14%	13%
				b												
This is a 'great to have' - makes a difference and can sway my decision	40	32	25	17	**	30	23	**	**	**	**	39	34	39	37	39
	27%	30%	41%	21%	**	29%	32%	**	**	**	**	27%	27%	27%	27%	26%
		e	ce	e												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	179	116	171	65	-	147	6	31	136	50	2	13	45	31	118	30
Weighted total	152	96	146	44	-	118	8	36	105	50	*	15	41	28	103	21
This is a negative to me	9	8	9	3	**	3	**	**	3	**	**	**	**	**	8	**
	6%	8%	6%	6%	**	3%	**	**	3%	**	**	**	**	**	8%	**
								b								
This is not important to me - don't mind if not offered	51	25	47	11	**	42	**	**	31	**	**	**	**	**	32	**
	34%	26%	32%	24%	**	35%	**	**	30%	**	**	**	**	**	31%	**
								b								
This is mandatory to me - a must have	32	24	31	10	**	27	**	**	23	**	**	**	**	**	29	**
	21%	25%	22%	22%	**	23%	**	**	22%	**	**	**	**	**	28%	**
															a	
This is a 'nice to have' , but I can live without it being offered	19	12	18	7	**	15	**	**	16	**	**	**	**	**	10	**
	13%	13%	12%	16%	**	13%	**	**	15%	**	**	**	**	**	10%	**
																b
This is a 'great to have' - makes a difference and can sway my decision	40	27	40	14	**	31	**	**	31	**	**	**	**	**	24	**
	27%	28%	28%	32%	**	27%	**	**	30%	**	**	**	**	**	23%	**
														bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	31	14	133	96	83	154	21	167	81	121	56	105	64
Weighted total	152	36	98	85	67	119	6	141	63	103	45	90	50
This is a negative to me	9	**	5	3	6	8	**	9	3	6	5	8	2
	6%	**	5%	4%	8%	7%	**	6%	4%	6%	11%	9%	5%
This is not important to me - don't mind if not offered	51	**	34	27	24	42	**	51	19	40	14	36	16
	34%	**	34%	32%	36%	35%	**	36%	29%	39%	30%	40%	32%
This is mandatory to me - a must have	32	**	22	18	15	18	**	29	12	20	5	15	3
	21%	**	22%	21%	22%	15%	**	21%	19%	20% d	11%	17% d	6%
This is a 'nice to have' , but I can live without it being offered	19	**	11	12	7	14	**	16	9	14	5	9	8
	13%	**	11%	14%	11%	12%	**	11%	14%	13%	10%	10%	16%
This is a 'great to have' - makes a difference and can sway my decision	40	**	26	25	15	37	**	36	21	23	17	23	21
	27%	**	27%	30%	22%	31%	**	25%	34%	23%	38% a	25%	42% ac

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
179	45	77	15	34	179
152	33	62	10	35	152
9	**	3	**	**	9
6%	**	5%	**	**	6%
51	**	19	**	**	51
34%	**	30%	**	**	34%
			a		
32	**	18	**	**	32
21%	**	28%	**	**	21%
	d	d			
19	**	6	**	**	19
13%	**	9%	**	**	13%
	bd				
40	**	17	**	**	40
27%	**	28%	**	**	27%

Columns Tested: a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	196	87	64	28	17	109	38	31	12	11	20
Weighted total	167	158	5	2	1	9	58	40	12	5	6
Royal Mail signed for 1st Class	108	102	4	**	**	6	**	**	**	**	**
	65%	64%	69%	**	**	70%	**	**	**	**	**
Royal Mail signed for 2nd Class	38	36	1	**	**	2	**	**	**	**	**
	23%	22%	27%	**	**	25%	**	**	**	**	**
Special delivery - Next Day (by 1pm)	69	66	1	**	**	3	**	**	**	**	**
	41%	42% b	26%	**	**	33%	**	**	**	**	**
Royal Mail Tracked	66	62	2	**	**	4	**	**	**	**	**
	39%	39%	41%	**	**	40%	**	**	**	**	**
Special delivery - Next Day (by 9am)	37	35	2	**	**	3	**	**	**	**	**
	22%	22%	33%	**	**	29%	**	**	**	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	10	1	**	**	2	**	**	**	**	**
	8%	7%	22% a	**	**	25% a	**	**	**	**	**
None of these	4	4	*	**	**	*	**	**	**	**	**
	3%	3%	3%	**	**	1%	**	**	**	**	**
Don't know	3	3	-	**	**	*	**	**	**	**	**
	2%	2%	-%	**	**	1%	**	**	**	**	**
Refused	-	-	-	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	196	3	13	25	5	13	27	18	16	7	127	28	21	20
Weighted total	167	5	22	12	9	18	26	19	25	5	141	14	8	5
Royal Mail signed for 1st Class	108	**	**	**	**	**	**	**	**	**	88	**	**	**
	65%	**	**	**	**	**	**	**	**	**	63%	**	**	**
Royal Mail signed for 2nd Class	38	**	**	**	**	**	**	**	**	**	30	**	**	**
	23%	**	**	**	**	**	**	**	**	**	21%	**	**	**
Special delivery - Next Day (by 1pm)	69	**	**	**	**	**	**	**	**	**	57	**	**	**
	41%	**	**	**	**	**	**	**	**	**	41%	**	**	**
Royal Mail Tracked	66	**	**	**	**	**	**	**	**	**	51	**	**	**
	39%	**	**	**	**	**	**	**	**	**	36%	**	**	**
Special delivery - Next Day (by 9am)	37	**	**	**	**	**	**	**	**	**	30	**	**	**
	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
None of these	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Don't know	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Refused	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	196	11	10	25	5	7	21	20	16	11	126	28	22	20
Weighted total	167	17	14	14	9	11	19	22	23	12	141	14	7	5
Royal Mail signed for 1st Class	108	**	**	**	**	**	**	**	**	**	89	**	**	**
	65%	**	**	**	**	**	**	**	**	**	63%	**	**	**
Royal Mail signed for 2nd Class	38	**	**	**	**	**	**	**	**	**	31	**	**	**
	23%	**	**	**	**	**	**	**	**	**	22%	**	**	**
Special delivery - Next Day (by 1pm)	69	**	**	**	**	**	**	**	**	**	57	**	**	**
	41%	**	**	**	**	**	**	**	**	**	41%	**	**	**
Royal Mail Tracked	66	**	**	**	**	**	**	**	**	**	51	**	**	**
	39%	**	**	**	**	**	**	**	**	**	36%	**	**	**
Special delivery - Next Day (by 9am)	37	**	**	**	**	**	**	**	**	**	30	**	**	**
	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
None of these	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Don't know	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Refused	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?**Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)**

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	196	3	24	4	12	55	6	15	77	129	67	159	37	191	5
Weighted total	167	2	13	1	9	58	3	18	62	120	47	142	25	161	7
Royal Mail signed for 1st Class	108 65%	**	**	**	**	36 61%	**	**	40 64%	71 59%	37 79% a	94 66%	**	102 64%	**
Royal Mail signed for 2nd Class	38 23%	**	**	**	**	13 21%	**	**	19 30%	26 22%	12 25%	32 22%	**	38 24%	**
Special delivery - Next Day (by 1pm)	69 41%	**	**	**	**	22 37%	**	**	24 38%	48 40%	21 44%	60 42%	**	65 41%	**
Royal Mail Tracked	66 39%	**	**	**	**	22 38%	**	**	22 35%	40 33%	26 54% a	57 40%	**	59 37%	**
Special delivery - Next Day (by 9am)	37 22%	**	**	**	**	11 19%	**	**	10 16%	28 23%	10 21%	36 25% b	**	36 22%	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13 8%	**	**	**	**	5 9%	**	**	2 4%	8 7%	4 9%	7 5%	**	13 8%	**
None of these	4 3%	**	**	**	**	4 7% h	**	**	* %	4 4%	- -%	2 2%	**	4 3%	**
Don't know	3 2%	**	**	**	**	- -%	**	**	3 4%	3 2%	* %	3 2%	**	3 2%	**
Refused	- -%	**	**	**	**	- -%	**	**	- -%	- -%	- -%	- -%	**	- -%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
196	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
167	93	33	70	124	56	13	2	1	-	-	-	180	16	31	93	72	
	90	21	56	134	26	7	*	*	-	-	-	160	7	43	91	33	
108	57	**	34	91	13	**	**	**	**	**	**	104	**	**	65	17	
65%	63%	**	62%	68% b	52%	**	**	**	**	**	**	65%	**	**	71% c	53%	
38	23	**	11	28	4	**	**	**	**	**	**	32	**	**	15	10	
23%	25%	**	20%	21%	14%	**	**	**	**	**	**	20%	**	**	17%	30%	
69	28	**	33	49	17	**	**	**	**	**	**	66	**	**	38	20	
41%	31%	**	59% a	36%	67% a	**	**	**	**	**	**	41%	**	**	41%	61% ab	
66	35	**	22	56	9	**	**	**	**	**	**	64	**	**	42	10	
39%	38%	**	40%	42%	34%	**	**	**	**	**	**	40%	**	**	46% c	30%	
37	19	**	12	29	5	**	**	**	**	**	**	34	**	**	21	8	
22%	21%	**	21%	22%	19%	**	**	**	**	**	**	21%	**	**	23%	24%	
13	7	**	3	11	1	**	**	**	**	**	**	12	**	**	8	2	
8%	8%	**	5%	8%	4%	**	**	**	**	**	**	8%	**	**	9%	5%	
4	-	**	4	2	2	**	**	**	**	**	**	4	**	**	2	2	
3%	-%	**	8% a	2%	8% a	**	**	**	**	**	**	3%	**	**	3%	6%	
3	3	**	*	3	*	**	**	**	**	**	**	3	**	**	-	*	
2%	3%	**	*%	2%	*%	**	**	**	**	**	**	2%	**	**	-%	*%	
-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-	
-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
Unweighted total	196	158	136	174	133	70	143	142	18	8	2	4	-	-	125	4	1	1	1	1	-	2		
Weighted total	167	123	95	138	114	31	109	125	6	2	2	3	-	-	111	3	*	*	*	*	-	*		
Royal Mail signed for 1st Class	108	85	71	96	71	19	76	90	**	**	**	**	**	**	71	**	**	**	**	**	**	**		
	65%	69%	75%	69%	62%	60%	70%	72%	**	**	**	**	**	**	64%	**	**	**	**	**	**	**		
			de																					
Royal Mail signed for 2nd Class	38	29	11	29	28	6	24	23	**	**	**	**	**	**	25	**	**	**	**	**	**	**		
	23%	24%	11%	21%	24%	20%	22%	19%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**		
		b		b	b		b																	
Special delivery - Next Day (by 1pm)	69	49	44	59	54	14	50	50	**	**	**	**	**	**	53	**	**	**	**	**	**	**		
	41%	40%	47%	43%	47%	47%	46%	40%	**	**	**	**	**	**	48%	**	**	**	**	**	**	**		
Royal Mail Tracked	66	53	42	57	45	7	44	57	**	**	**	**	**	**	45	**	**	**	**	**	**	**		
	39%	44%	44%	41%	40%	23%	41%	45%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**		
		e	e	e	e		e																	
Special delivery - Next Day (by 9am)	37	29	20	31	27	11	24	28	**	**	**	**	**	**	27	**	**	**	**	**	**	**		
	22%	24%	21%	23%	24%	37%	22%	22%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**		
					abcf																			
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	9	10	12	7	4	7	12	**	**	**	**	**	**	7	**	**	**	**	**	**	**		
	8%	8%	10%	9%	6%	13%	7%	9%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**		
None of these	4	2	*	2	4	*	4	2	**	**	**	**	**	**	4	**	**	**	**	**	**	**		
	3%	2%	*%	2%	4%	*%	4%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**		
				b			b																	
Don't know	3	3	*	3	*	*	*	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**		
	2%	2%	*%	2%	*%	*%	*%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**		
Refused	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
196	a	b	c	d	*e	a	*b	c	*d	*e	a	*b	c	a	*b
167	46	48	39	39	2	46	26	31	26	4	71	7	54	179	17
	62	36	25	14	1	49	20	25	16	4	74	10	30	151	16
108	**	**	**	**	**	**	**	**	**	**	48	**	21	100	**
65%	**	**	**	**	**	**	**	**	**	**	65%	**	69%	67%	**
		a	a												
38	**	**	**	**	**	**	**	**	**	**	20	**	5	38	**
23%	cd	cd	**	**	**	c	**	**	**	**	27%	**	16%	25%	**
69	**	**	**	**	**	**	**	**	**	**	38	**	14	66	**
41%	**	**	**		**	**	**	**	**	**	51%	**	46%	44%	**
			b	ab											
66	**	**	**	**	**	**	**	**	**	**	31	**	10	61	**
39%	**	**	**	**	**	**	**	**	**	**	41%	**	34%	40%	**
		a	ad												
37	**	**	**	**	**	**	**	**	**	**	14	**	9	35	**
22%	**	**	**	**	**	**	**	**	**	**	18%	**	30%	23%	**
13	**	**	**	**	**	**	**	**	**	**	4	**	1	10	**
8%	**	**	**	**	**	**	**	**	**	**	6%	**	3%	7%	**
4	**	**	**	**	**	**	**	**	**	**	4	**	-	*	**
3%	**	**	**	**	**	**	**	**	**	**	6%	**	-%	*%	**
3	**	**	**	**	**	**	**	**	**	**	-	**	*	3	**
2%	**	**	**	**	**	**	**	**	**	**	-%	**	*%	2%	**
-	**	**	**	**	**	**	**	**	**	**	-	**	-	-	**
-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 69 (continuation)

Page 1018

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	196	a	171	*b	105	28	167	7	112	136	42	*d
Weighted total	167	138	*		94	20	131	7	91	98	23	-
Royal Mail signed for 1st Class	108	96	**	63	**	89	**	53	61	67	**	**
	65%	69%	**	67%	**	68%	**	61%	67%	68%	**	**
Royal Mail signed for 2nd Class	38	29	**	25	**	27	**	25	22	26	**	**
	23%	21%	**	26%	**	20%	**	28%	24%	27%	**	**
Special delivery - Next Day (by 1pm)	69	59	**	50	**	57	**	43	30	39	**	**
	41%	43%	**	53%	**	43%	**	49%	33%	40%	**	**
Royal Mail Tracked	66	57	**	37	**	57	**	35	42	41	**	**
	39%	41%	**	39%	**	43%	**	40%	46%	42%	**	**
Special delivery - Next Day (by 9am)	37	31	**	24	**	27	**	19	21	22	**	**
	22%	23%	**	26%	**	20%	**	22%	23%	23%	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13										ab	
	8%	12	**	4	**	10	**	4	6	9	**	**
		9%	**	5%	**	8%	**	5%	6%	9%	**	**
None of these	4	2	**	-	**	2	**	-	*	2	**	**
	3%	1%	**	-%	**	2%	**	-%	*/	2%	**	**
Don't know	3	3	**	*	**	3	**	*	3	3	**	**
	2%	2%	**	*%	**	2%	**	*%	3%	3%	**	**
Refused	-	-	**	-	**	-	**	-	-	-	**	**
	-%	-%	**	-%	**	-%	**	-%	-%	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
196	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
167	93	110	29	-	120	85	39	-	154	132	121	160	112	5
	68	68	12	-	108	73	25	-	120	92	105	123	86	3
108	51	53	**	**	66	49	**	**	85	67	70	87	65	**
65%	75%	78%	**	**	61%	67%	**	**	71%	74%	66%	71%	75%	**
38	6	10	**	**	26	21	**	**	29	11	25	26	28	**
23%	9%	14%	**	**	24%	29%	**	**	24% b	12%	24% b	21%	33% a	**
69	29	38	**	**	50	42	**	**	49	44	53	54	34	**
41%	42%	57% a	**	**	46%	58%	**	**	41%	48%	50%	44%	39%	**
66	31	34	**	**	41	31	**	**	53	41	44	49	42	**
39%	45%	50%	**	**	37%	43%	**	**	44%	44%	42%	40%	48%	**
37	12	14	**	**	26	18	**	**	29	19	24	31	19	**
22%	18%	21%	**	**	24%	24%	**	**	24%	21%	23%	25%	22%	**
13	9	10	**	**	7	4	**	**	9	10	5	12	10	**
8%	13%	14%	**	**	6%	5%	**	**	8%	11%	4%	10%	11%	**
4	*	*	**	**	4	4	**	**	-	-	4	-	-	**
3%	*%	*%	**	**	4%	6%	**	**	-%	-%	4%	-%	-%	**
3	-	*	**	**	*	*	**	**	3	*	*	3	3	**
2%	-%	*%	**	**	*%	*%	**	**	2%	*%	*%	2%	3%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
196 167	a 94 71	b 50 32	c 83 69	d 32 11	*e 25 7	a 148 114	b 111 85	*a 4 2	*b 4 3	*c 3 5	*d 3 4	a 188 158	b 174 145	c 190 159	d 178 150	e 192 160
	54 77%	** **	44 64%	** **	** **	84 73%	59 69%	** **	** **	** **	** **	102 65%	94 65%	102 65%	100 67%	106 66%
38 23%	16 22%	** acd	16 23%	** **	** **	28 25%	31 36% a	** **	** **	** **	** **	36 23%	33 23%	36 23%	34 23%	38 24%
	43 61%	** ** c	32 46%	** **	** **	53 46%	34 40%	** **	** **	** **	** **	65 41%	60 41%	65 41%	64 43%	69 43%
66 39%	30 43%	** **	34 50%	** abc	** **	49 43%	38 45%	** **	** **	** **	** **	60 38%	51 35%	60 38%	60 40%	62 38%
	19 27%	** **	22 31%	** abc	** **	29 25%	19 22%	** **	** **	** **	** **	34 21%	30 20%	34 21%	32 21%	35 22%
13 8%	5 7%	** **	5 7%	** **	** **	12 11%	10 12%	** **	** **	** **	** **	12 8%	9 6%	13 8%	10 7%	12 8%
4 3%	4 6%	** **	2 3%	** **	** **	2 2%	2 3%	** **	** **	** **	** **	4 3%	4 3%	4 3%	4 3%	4 3%
3 2%	* *%	** **	- -%	** **	** **	3 2%	* *%	** **	** **	** **	** **	3 2%	3 2%	3 2%	* *%	* *%
- -%	- -%	** **	- -%	** **	** **	- -%	- -%	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	196	141	188	c	a	*b	a	b	a	*b	*a	b	*a	b	c
Weighted total	167	117	162	67	176	4	32	164	41	1	7	40	25	133	38
				-	143	6	33	134	43	*	9	39	20	119	29
Royal Mail signed for 1st Class	108	70	103	36	90	**	**	89	**	**	**	**	**	82	**
	65%	60%	64%	77% ab	63%	**	**	67%	**	**	**	**	**	69%	**
Royal Mail signed for 2nd Class	38	18	37	12	34	**	**	29	**	**	**	**	**	26	**
	23%	15%	23%	26%	24%	**	**	22%	**	**	**	**	**	22%	**
Special delivery - Next Day (by 1pm)	69	47	68	24	55	**	**	46	**	**	**	**	**	51	**
	41%	40%	42%	51%	38%	**	b	34%	**	**	**	**	**	43%	**
Royal Mail Tracked	66	43	65	29	53	**	**	54	**	**	**	**	**	48	**
	39%	37%	40%	61% ab	37%	**	**	40%	**	**	**	**	**	40%	**
Special delivery - Next Day (by 9am)	37	20	36	15	28	**	**	29	**	**	**	**	**	22	**
	22%	17%	22%	31% a	19%	**	**	22%	**	**	**	**	**	19%	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	10	13	7	7	**	**	12	**	**	**	**	**	4	**
	8%	9%	8%	15%	5%	**	**	9%	**	**	**	**	**	4%	b
None of these	4	4	4	-	4	**	**	4	**	**	**	**	**	4	**
	3%	4%	3%	-%	3%	**	**	3%	**	**	**	**	**	4%	**
Don't know	3	3	3	-	3	**	**	3	**	**	**	**	**	3	**
	2%	2%	2%	-%	2%	**	**	2%	**	**	**	**	**	2%	**
Refused	-	-	-	-	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	-%	-%	**	**	-%	**	**	**	**	**	-%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?**Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		*a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	196	28	12	155	119	77	169	30	121	58	89	34	113	50
Weighted total	167	33	16	118	107	60	137	10	101	40	78	24	92	38
Royal Mail signed for 1st Class	108	**	**	79	66	42	95	**	66	25	50	**	65	**
	65%	**	**	67%	61%	71%	69%	**	65%	62%	65%	**	71%	**
											a			
Royal Mail signed for 2nd Class	38	**	**	21	28	10	29	**	22	14	12	**	14	**
	23%	**	**	18%	26%	17%	21%	**	22%	36%	16%	**	16%	**
								a		a		ac		ac
Special delivery - Next Day (by 1pm)	69	**	**	46	40	29	59	**	53	21	39	**	43	**
	41%	**	**	39%	38%	48%	43%	**	52%	52%	50%	**	46%	**
								b	b	b		cd		
Royal Mail Tracked	66	**	**	45	34	31	57	**	39	16	30	**	38	**
	39%	**	**	38%	32%	52%	41%	**	39%	41%	38%	**	42%	**
						a								
Special delivery - Next Day (by 9am)	37	**	**	26	30	8	31	**	27	14	23	**	23	**
	22%	**	**	22%	28%	13%	23%	**	27%	34%	30%	**	25%	**
					b			acd						
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	**	**	9	10	2	12	**	3	4	2	**	7	**
	8%	**	**	8%	10%	4%	9%	**	3%	11%	3%	**	8%	**
							c	acd		c				a
None of these	4	**	**	2	4	*	2	**	4	-	4	**	2	**
	3%	**	**	2%	4%	%	2%	**	4%	-%	6%	**	2%	**
Don't know	3	**	**	3	*	3	3	**	*	-	*	**	-	**
	2%	**	**	2%	%	4%	2%	**	%	-%	%	**	-%	**
						a								
Refused	-	**	**	-	-	-	-	**	-	-	-	**	-	**
	-%	**	**	-%	-%	-%	-%	**	-%	-%	-%	**	-%	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Significance Level: 95%					
Unweighted total	196	40	91	19	38
Weighted total	167	28	70	17	38
Royal Mail signed for 1st Class	108	**	39	**	**
	65%	**	55%	**	**
Royal Mail signed for 2nd Class	38	**	21	**	**
	23%	**	30%	**	**
Special delivery - Next Day (by 1pm)	69	**	27	**	**
	41%	**	39%	**	**
Royal Mail Tracked	66	**	18	**	**
	39%	**	26%	**	**
		b		b	
Special delivery - Next Day (by 9am)	37	**	21	**	**
	22%	**	30%	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	13	**	8	**	**
	8%	**	11%	**	**
None of these	4	**	4	**	**
	3%	**	6%	**	**
Don't know	3	**	*	**	**
	2%	**	*%	**	**
Refused	-	**	-	**	**
	-%	**	-%	**	**

Columns Tested: a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	388	174	124	58	32	214	75	68	25	12	46
Weighted total	332	314	10	5	3	18	117	90	22	6	11
Standard Stamped Mail 1st Class	216	207	6	2	**	9	78	57	**	**	**
	65%	66%	56%	41%	**	49%	67%	63%	**	**	**
		cde	c								
Standard Stamped Mail 2nd Class	174	167	4	2	**	7	61	50	**	**	**
	53%	53%	40%	46%	**	41%	52%	56%	**	**	**
		bde						e			
1st Class large letter stamps	93	89	3	1	**	5	45	25	**	**	**
	28%	28%	28%	22%	**	27%	39%	28%	**	**	**
							e	e			
2nd Class large letter stamps	66	63	1	1	**	3	30	19	**	**	**
	20%	20%	13%	17%	**	16%	25%	21%	**	**	**
					b		e	e			
Franked / metered mail 1st Class	39	33	2	2	**	6	7	9	**	**	**
	12%	11%	25%	39%	**	33%	6%	10%	**	**	**
			a	a	abe	a					ab
Franked / metered mail 2nd Class	34	29	2	2	**	5	7	11	**	**	**
	10%	9%	20%	38%	**	29%	6%	12%	**	**	**
			a	ab	abe	a					ab
PPI - PPI 1st Class	8	8	*	*	**	1	*	3	**	**	**
	2%	2%	4%	2%	**	4%	*	4%	**	**	**
PPI - PPI 2nd Class	8	8	*	*	**	1	-	5	**	**	**
	2%	2%	5%	1%	**	3%	-%	5%	**	**	**
								a			

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
388	^a 9	^b 20	c35	^d 18	e32	f54	g37	^h 21	ⁱ 16	j242	k55	l51	m40	
332	16	30	18	23	36	61	48	28	19	280	21	19	12	
216	**	**	**	**	**	34	**	**	**	182	12	13	**	
65%	**	**	**	**	**	55%	**	**	**	65%	58%	69%	**	
174	**	**	**	**	**	34	**	**	**	149	10	9	**	
53%	**	**	**	**	**	55% c	** c	**	**	53% c	49% c	45%	** c	
93	**	**	**	**	**	13	**	**	**	75	10	5	**	
28%	**	**	**	**	**	21%	**	**	**	27% e	47% efjl	26%	** e	
66	**	**	**	**	**	9	**	**	**	49	9	4	**	
20%	**	**	**	**	**	14%	**	**	**	17%	43% cefjl	19%	** cefjl	
39	**	**	**	**	**	7	**	**	**	32	4	3	**	
12%	**	**	**	**	**	11%	**	**	**	11%	19% m	16%	**	
34	**	**	**	**	**	7	**	**	**	27	4	3	**	
10%	**	**	**	**	**	11%	**	**	**	10%	18% gm	15% g	**	
8	**	**	g	**	**	4	**	**	**	7	1	*	**	
2%	**	**	**	**	**	7%	**	**	**	3%	5%	%	**	
8	**	**	**	**	**	2	**	**	**	7	*	1	**	
2%	**	**	**	**	**	3%	**	**	**	2%	%	5%	**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	388	23	12	34	13	21	48	35	23	28	237	56	54	41
Weighted total	332	40	17	18	14	22	50	47	30	38	275	23	19	14
Standard Stamped Mail 1st Class	216	**	**	**	**	**	**	**	**	**	178	14	13	**
	65%	**	**	**	**	**	**	**	**	**	65%	62%	68%	** f
Standard Stamped Mail 2nd Class	174	**	**	**	**	**	**	**	**	**	147	10	9	**
	53%	**	**	**	**	**	** c	** ckl	**	**	53% c	45%	44%	** c
1st Class large letter stamps	93	**	**	**	**	**	**	**	**	**	75	10	5	**
	28%	**	**	** fjl	**	**	**	**	**	**	27%	43% fj	25%	**
2nd Class large letter stamps	66	**	**	**	**	**	**	**	**	**	49	9	4	**
	20%	**	**	**	**	**	**	**	**	**	18%	39% cfjl	19%	** cj
Franked / metered mail 1st Class	39	**	**	**	**	**	**	**	**	**	31	4	3	**
	12%	**	**	**	**	**	**	**	**	**	11%	18%	17%	**
Franked / metered mail 2nd Class	34	**	**	**	**	**	**	**	**	**	27	4	3	**
	10%	**	**	**	**	**	** g	**	**	**	10%	17% gm	16% g	**
PPI - PPI 1st Class	8	**	**	**	**	**	**	**	**	**	7	1	*	**
	2%	**	**	**	**	**	** l	**	**	**	3%	4%	*%	**
PPI - PPI 2nd Class	8	**	**	**	**	**	**	**	**	**	7	*	1	**
	2%	**	**	**	**	**	**	**	**	**	3%	*%	5%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 70 (continuation)

Page 1027

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
388 332	^a 6 3	^b 48 35	^c 9 3	^d 54 47	^e 82 82	^f 17 12	^g 26 25	^h 146 125	^a 239 209	^b 149 123	^a 328 296	^b 60 35	^a 370 303	^b 18 28
216 65%	** **	** ** h	** **	35 75% h	59 72% h	** **	** **	68 54%	138 66%	79 64%	189 64%	27 76%	190 63%	** **
174 53%	** **	** **	** **	23 50% b	48 58% b	** **	** **	66 53% b	114 55%	60 49%	163 55% b	12 33%	153 50%	** **
93 28%	** **	** **	** **	16 34%	26 32%	** **	** **	27 21%	64 31%	29 24%	87 29%	7 19%	90 30%	** **
66 20%	** **	** **	** **	4 9%	26 31% bdh	** **	** **	23 19% b	40 19%	26 21%	62 21%	4 11%	63 21%	** **
39 12%	** **	** **	** **	7 14%	8 10%	** **	** **	17 14%	23 11%	17 13%	35 12%	4 12%	39 13%	** **
34 10%	** **	** **	** **	4 9%	10 12%	** **	** **	15 12%	17 8%	17 14%	28 9%	7 19% a	34 11%	** **
8 2%	** **	** **	** **	1 2%	* *%	** **	** **	5 4%	6 3%	2 2%	8 3%	* *%	8 3%	** **
8 2%	** **	** e	** **	- -%	* *%	** **	** **	4 3%	6 3%	2 2%	8 3%	* *%	8 3%	** **

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	388	205	81	101	271	98	16	3	-	-	-	-	369	19	84	187	117
Weighted total	332	190	61	79	276	44	11	*	-	-	-	-	321	11	119	157	55
Standard Stamped Mail 1st Class	216	128	34	52	186	25	**	**	**	**	**	**	211	**	85	101	30
	65%	67%	56%	66%	67% b	55%	**	**	**	**	**	**	66%	**	71% c	65%	54%
Standard Stamped Mail 2nd Class	174	115	30	29	164	6	**	**	**	**	**	**	169	**	73	91	11
	53%	60% c	50%	37%	59% b	13%	**	**	**	**	**	**	53% b	**	61% c	58% c	19%
1st Class large letter stamps	93	48	23	22	83	8	**	**	**	**	**	**	91	**	33	50	11
	28%	25%	38% a	29%	30% b	18%	**	**	**	**	**	**	28% b	**	28%	32% c	20%
2nd Class large letter stamps	66	32	15	19	61	3	**	**	**	**	**	**	64	**	24	37	5
	20%	17%	25%	24%	22% b	6%	**	**	**	**	**	**	20% b	**	20% c	24% c	10%
Franked / metered mail 1st Class	39	16	12	11	25	14	**	**	**	**	**	**	39	**	*	25	14
	12%	8%	20% a	14%	9% ai	31%	**	**	**	**	**	**	12%	**	*%	16% a	26% ab
Franked / metered mail 2nd Class	34	14	12	9	21	13	**	**	**	**	**	**	34	**	3	18	13
	10%	7%	19% a	11%	8% ai	29%	**	**	**	**	**	**	10%	**	2%	12% a	24% ab
PPI - PPI 1st Class	8	5	*	3	5	*	**	**	**	**	**	**	6	**	-	5	3
	2%	3%	*%	4%	2%	1%	**	**	**	**	**	**	2%	**	-%	3%	6% a
PPI - PPI 2nd Class	8	2	*	6	2	3	**	**	**	**	**	**	5	**	-	2	6
	2%	1%	*%	7% ab	1% ai	7%	**	**	**	**	**	**	2%	**	-%	1%	11% ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	388	343	238	370	159	135	291	308	37	11	8	6	-	-	148	6	3	1	-	1	-	1	
Weighted total	332	271	157	307	130	75	229	279	14	5	4	5	-	-	122	5	2	*	-	*	-	*	
Standard Stamped Mail 1st Class	216	176	91	199	85	36	134	192	**	**	**	**	**	**	80	**	**	**	**	**	**	**	
	65%	65% e	58%	65% e	66% e	48%	59% e	69% b	**	**	**	**	**	**	66%	**	**	**	**	**	**	**	
Standard Stamped Mail 2nd Class	174	152	76	164	63	34	123	158	**	**	**	**	**	**	58	**	**	**	**	**	**	**	
	53%	56% e	49%	53%	48%	45%	54%	57% b	**	**	**	**	**	**	47%	**	**	**	**	**	**	**	
1st Class large letter stamps	93	70	54	84	42	17	67	83	**	**	**	**	**	**	40	**	**	**	**	**	**	**	
	28%	26%	35% ae	28%	33% e	22%	29%	30% b	**	**	**	**	**	**	32%	**	**	**	**	**	**	**	
2nd Class large letter stamps	66	54	39	58	26	13	50	57	**	**	**	**	**	**	24	**	**	**	**	**	**	**	
	20%	20%	25%	19%	20%	18%	22%	20% b	**	**	**	**	**	**	19%	**	**	**	**	**	**	**	
Franked / metered mail 1st Class	39	37	28	37	23	15	31	28	**	**	**	**	**	**	23	**	**	**	**	**	**	**	
	12%	14%	18% c	12%	18%	20% c	14%	10% a	**	**	**	**	**	**	19%	**	**	**	**	**	**	**	
Franked / metered mail 2nd Class	34	32	20	32	13	15	29	23	**	**	**	**	**	**	12	**	**	**	**	**	**	**	
	10%	12%	13%	10%	10%	20% acd	13%	8% a	**	**	**	**	**	**	10%	**	**	**	**	**	**	**	
PPI - PPI 1st Class	8	8	5	8	6	4	6	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**	
	2%	3%	3%	3%	5%	5%	3%	2%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	
PPI - PPI 2nd Class	8	6	5	8	3	5	4	2	**	**	**	**	**	**	3	**	**	**	**	**	**	**	
	2%	2%	3%	3%	2%	7% acf	2%	1% a	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
388	a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
96	96	97	90	85	2	51	31	41	33	3	87	8	63	370	18
332	115	84	67	38	2	47	25	33	22	4	90	7	33	319	13
216	82	64	34	19	**	34	**	**	**	**	60	**	18	207	**
65%	71%	76%	51%	49%	**	73%	**	**	**	**	67%	**	55%	65%	**
	cd	cd				cd	cd								
174	65	49	39	8	**	24	**	**	**	**	45	**	11	170	**
53%	57%	58%	58%	21%	**	52%	**	**	**	**	50%	**	34%	53%	**
	d	d	d			d	d	d							
93	29	26	16	13	**	22	**	**	**	**	26	**	14	92	**
28%	25%	31%	24%	35%	**	46%	**	**	**	**	29%	**	43%	29%	**
						d	d	d							
66	17	21	16	4	**	8	**	**	**	**	17	**	5	64	**
20%	15%	25%	24%	10%	**	18%	**	**	**	**	19%	**	14%	20%	**
		d	d			d	d	d							
39	7	3	11	15	**	6	**	**	**	**	15	**	7	39	**
12%	6%	4%	17%	41%	**	12%	**	**	**	**	17%	**	23%	12%	**
			ab	abc				ab	b						
34	5	3	16	7	**	3	**	**	**	**	10	**	2	34	**
10%	5%	4%	24%	20%	**	7%	**	**	**	**	11%	**	7%	11%	**
			ab	ab				b	b						
8	5	*	2	1	**	2	**	**	**	**	4	**	2	8	**
2%	4%	*%	3%	3%	**	5%	**	**	**	**	4%	**	6%	3%	**
								b							
8	5	*	2	1	**	*	**	**	**	**	3	**	-	8	**
2%	4%	*%	3%	3%	**	*%	**	**	abc	**	3%	**	-%	2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	388	367	127	32	362	8	125	34	94	339	51	-
Weighted total	332	306	109	21	299	7	102	28	70	268	30	-
Standard Stamped Mail 1st Class	216	199	71	**	194	**	66	**	48	173	20	**
	65%	65%	65%	**	65%	**	65%	**	68%	64%	65%	**
Standard Stamped Mail 2nd Class	174	164	52	**	164	**	50	**	45	150	9	**
	53%	53%	48%	**	55%	**	49%	**	64% c	56% c	30%	**
1st Class large letter stamps	93	84	38	**	82	**	37	**	29	67	11	**
	28%	27%	35%	**	27%	**	36%	**	41% b	25%	36%	**
2nd Class large letter stamps	66	58	21	**	58	**	24	**	20	54	4	**
	20%	19%	19%	**	20%	**	23%	**	29% c	20%	13%	**
Franked / metered mail 1st Class	39	37	23	**	37	**	23	**	11	37	8	**
	12%	12%	21% b	**	12%	**	22% b	**	16%	14%	27% b	**
Franked / metered mail 2nd Class	34	32	12	**	32	**	12	**	9	32	6	**
	10%	10%	11%	**	11%	**	12%	**	12%	12%	19%	**
PPI - PPI 1st Class	8	8	6	**	6	**	3	**	5	8	2	**
	2%	3%	5%	**	2%	**	3%	**	7%	3%	7%	**
PPI - PPI 2nd Class	8	8	3	**	5	**	*	**	2	6	*	**
	2%	3%	3%	**	2%	**	*%	** a	3%	2%	*%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
388	79	226	35	-	100	130	37	-	339	234	140	314	257	5
332	50	149	16	-	80	114	28	-	269	156	116	251	212	2
216	29	88	**	**	58	76	**	**	173	90	79	195	118	**
65%	58%	59% c	**	**	72%	67%	**	**	65%	58%	69% b	77% b	56%	**
174	26	71	**	**	38	55	**	**	152	76	49	125	153	**
53%	52% c	48% c	**	**	47%	48%	**	**	57% c	49%	43%	50%	72% a	**
93	26	53	**	**	33	38	**	**	70	53	39	84	55	**
28%	51% bc	36%	**	**	41%	34%	**	**	26%	34% a	33%	34%	26%	**
66	17	39	**	**	19	25	**	**	54	38	23	49	57	**
20%	33% c	26%	**	**	24%	22%	**	**	20%	25%	20%	19%	27% a	**
39	7	28	**	**	11	21	**	**	37	28	23	37	31	**
12%	15%	19%	** ab	**	14%	19%	**	**	14%	18%	20%	15%	15%	**
34	5	20	**	**	6	11	**	**	32	20	12	24	32	**
10%	10%	14%	**	**	8%	10%	**	**	12%	13%	11%	10%	15% a	**
8	2	5	**	**	5	6	**	**	8	5	6	8	8	**
2%	5%	4%	** b	**	6%	5%	**	**	3%	4%	5%	3%	4%	**
8	*	5	**	**	3	3	**	**	6	5	3	5	8	**
2%	%	3%	** ab	**	4%	3%	**	**	2%	3%	3%	2%	4%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 70 (continuation)

Page 1033

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
388	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
332	129	72	76	27	27	313	261	10	5	5	2	375	325	379	323	382
	103	54	57	9	11	264	218	9	2	10	3	313	259	315	257	323
216	73	30	41	**	**	216	118	**	**	**	**	200	164	202	169	208
65%	70%	56%	73%	**	**	82%	54%	**	**	**	**	64%	63%	64%	66%	64%
	b		b			b										
174	38	38	28	**	**	119	174	**	**	**	**	167	133	167	136	170
53%	37%	71%	50%	**	**	45%	80%	**	**	**	**	53%	52%	53%	53%	52%
		ac				a										
93	37	11	28	**	**	93	55	**	**	**	**	85	72	85	71	88
28%	36%	21%	49%	**	**	35%	25%	**	**	**	**	27%	28%	27%	28%	27%
	b		b			b										
66	19	16	14	**	**	53	66	**	**	**	**	61	52	61	47	64
20%	18%	31%	24%	**	**	20%	30%	**	**	**	**	19%	20%	19%	18%	20%
	a					a										
39	22	8	9	**	**	39	26	**	**	**	**	39	39	39	36	39
12%	22%	16%	17%	**	**	15%	12%	**	**	**	**	13%	15%	12%	14%	12%
34	12	9	7	**	**	26	34	**	**	**	**	34	32	34	26	34
10%	12%	16%	13%	**	**	10%	16%	**	**	**	**	11%	12%	11%	10%	11%
						a										
8	6	3	2	**	**	8	6	**	**	**	**	8	8	8	8	8
2%	6%	5%	4%	**	**	3%	3%	**	**	**	**	3%	3%	3%	3%	3%
8	3	3	*	**	**	5	8	**	**	**	**	8	5	8	6	8
2%	3%	6%	1%	**	**	2%	4%	**	**	**	**	3%	2%	3%	2%	3%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	205	372	98	-	332	14	52	336	46	3	10	45	43	275	69
Weighted total	332	159	312	-	271	12	57	275	43	*	10	39	35	241	57
Standard Stamped Mail 1st Class	216	104	201	52	180	**	33	183	**	**	**	**	**	165	36
	65%	65%	64%	79% ab	66%	**	58%	67%	**	**	**	**	**	69% a	63% a
Standard Stamped Mail 2nd Class	174	87	164	28	145	**	18	157	**	**	**	**	**	133	29
	53%	55% c	52%	42% ab	53%	**	31%	57% a	**	**	**	**	**	55% a	51%
1st Class large letter stamps	93	52	88	32	76	**	16	77	**	**	**	**	**	73	14
	28%	33%	28%	48% ab	28%	**	28%	28%	**	**	**	**	**	30%	24%
2nd Class large letter stamps	66	32	61	16	57	**	13	53	**	**	**	**	**	48	11
	20%	20%	19%	23% ab	21%	**	23%	19%	**	**	**	**	**	20%	19%
Franked / metered mail 1st Class	39	23	39	13	35	**	10	29	**	**	**	**	**	20	11
	12%	14%	13%	20% ab	13%	**	18%	11%	**	**	**	**	b	9%	19% b
Franked / metered mail 2nd Class	34	13	34	8	30	**	5	29	**	**	**	**	**	20	11
	10%	8%	11%	12% ab	11%	**	9%	11%	**	**	**	**	**	9%	19% b
PPI - PPI 1st Class	8	4	8	2	6	**	5	3	**	**	**	**	**	1	4
	2%	3%	3%	4% ab	2%	**	8% b	1%	**	**	**	**	b	*% b	7% b
PPI - PPI 2nd Class	8	2	8	2	5	**	6	2	**	**	**	**	**	2	2
	2%	1%	3%	4% ab	2%	**	10% b	1%	**	**	**	**	b	1% b	4%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	388	37	14	215	173	348	50	144	69	107	48	184	126
Weighted total	332	45	15	184	147	282	23	115	51	88	38	153	99
Standard Stamped Mail 1st Class	216	**	**	178	116	181	**	73	31	63	**	122	52
	65%	**	**	65%	63%	64%	**	64%	62%	71%	**	80%	52%
										bd		bd	
Standard Stamped Mail 2nd Class	174	**	**	150	97	156	**	51	20	36	**	75	74
	53%	**	**	55%	53%	55%	**	45%	40%	40%	**	49%	74%
						bcd					ac		ac
1st Class large letter stamps	93	**	**	77	51	75	**	36	16	32	**	53	20
	28%	**	**	28%	27%	27%	**	32%	31%	37%	**	35%	21%
										bd		bd	
2nd Class large letter stamps	66	**	**	50	39	56	**	19	8	12	**	29	26
	20%	**	**	19%	21%	20%	**	16%	16%	13%	**	19%	26%
						b							a
Franked / metered mail 1st Class	39	**	**	29	24	36	**	23	13	19	**	23	12
	12%	**	**	11%	13%	13%	**	20%	26%	21%	**	15%	12%
							a	a	a				
Franked / metered mail 2nd Class	34	**	**	27	25	28	**	12	8	8	**	10	15
	10%	**	**	10%	14%	10%	**	11%	16%	9%	**	6%	15%
					b		ac						c
PPI - PPI 1st Class	8	**	**	5	8	8	**	6	4	6	**	8	3
	2%	**	**	2%	4%	3%	**	5%	7%	7%	**	5%	3%
					b								
PPI - PPI 2nd Class	8	**	**	4	6	8	**	3	3	3	**	5	4
	2%	**	**	2%	3%	3%	**	3%	5%	3%	**	3%	4%
		c											

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packages (QV6b1/2/3=4)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	388	a 86	b 177	*c 28	d 82
Weighted total	332	69	128	21	97
Standard Stamped Mail					
1st Class	216	45	75	**	71
	65%	66%	58%	**	73% b
Standard Stamped Mail					
2nd Class	174	38	71	**	45
	53%	54%	56%	**	46%
1st Class large letter stamps	93	16	32	**	28
	28%	23%	25%	**	29%
2nd Class large letter stamps	66	15	30	**	13
	20%	21%	23%	**	13%
Franked / metered mail					
1st Class	39	6	16	**	11
	12%	9%	12%	**	12%
Franked / metered mail					
2nd Class	34	6	15	**	5
	10%	9%	12%	**	5%
PPI - PPI 1st Class	8	*	6	**	2
	2%	*%	5%	**	2%
PPI - PPI 2nd Class	8	2	6	**	*
	2%	3%	5%	**	*%

Columns Tested: a,b,c,d

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
532	276	156	61	39	256	131	94	29	20	54
527	506	13	5	3	22	219	129	27	15	15
15	14	*	*	**	1	*	7	**	**	3
3%	3%	2%	3%	**	3%	*%	5% a	**	**	20% ab
3	3	*	*	**	*	1	-	**	**	-
1%	1%	*%	2%	**	1%	*%	-%	**	**	-%
11	11	*	-	**	*	3	8	**	**	-
2%	2%	*%	-%	**	*%	1%	6% a	**	**	-%
4	4	*	-	**	*	2	*	**	**	-
1%	1%	*%	-%	**	*%	1%	*%	**	**	-%
494	473	13	5	**	20	213	114	**	**	12
94%	94%	96%	93%	**	94%	97% be	88%	**	**	80%
1	1	*	*	**	*	1	-	**	**	-
*%	*%	*%	1%	** a	1%	*%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
532	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
527	16	28	51	23	45	78	54	34	21	350	68	61	53
	27	51	45	30	52	95	71	52	28	452	31	25	20
15	**	**	*	**	**	2	2	**	**	15	*	-	*
3%	**	**	*%	**	**	2%	3%	**	**	3%	*%	-%	1%
3	**	**	*	**	**	-	*	**	**	*	1	2	-
1%	**	**	*%	**	**	-%	*%	**	**	*%	3%	7%	-%
											j	fj	
11	**	**	-	**	**	-	-	**	**	10	-	1	*
2%	**	**	-%	**	**	-%	-%	**	**	2%	-%	3%	*%
4	**	**	-	**	**	-	-	**	**	3	1	1	-
1%	**	**	-%	**	**	-%	-%	**	**	1%	3%	3%	-%
								fj				j	
494	**	**	45	**	**	93	69	**	**	424	29	21	20
94%	**	**	100%	**	**	98%	97%	**	**	94%	94%	83%	99%
			hl		hl	l	l			l	l		hl
1	**	**	-	**	**	-	*	**	**	*	-	1	-
*%	**	**	-%	**	**	-%	*%	**	**	*%	-%	4%	-%
											j		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
532	a	*b	c	*d	e	f	g	h	i	j	k	l	m
527	36	17	50	18	32	69	51	37	35	345	69	64	54
	61	30	45	23	36	81	70	53	49	449	33	24	22
15	**	**	**	**	**	2	2	**	**	15	*	-	*
3%	**	**	**	**	**	3%	3%	**	cklm	3%	*%	-%	*%
3	**	**	**	**	**	-	*	**	**	1	1	1	-
1%	**	**	**	**	**	-%	*%	**	**	*%	3% j	4% j	-%
11	**	**	**	**	**	-	-	**	**	11	-	-	*
2%	**	**	**	**	**	-%	-%	**	cefgghklm	2%	-%	-%	*%
4	**	**	**	**	**	-	-	**	**	3	1	1	-
1%	**	**	**	**	**	-%	-%	** j	**	1%	3%	4% j	-%
494	**	**	**	**	**	79	68	**	**	420	31	21	22
94%	**	**	**	**	**	97%	97%	**	**	94%	94%	89%	99%
	i		hll		hi	hi	i			i	i		hll
1	**	**	**	**	**	-	*	**	**	*	-	1	-
*%	**	**	**	**	**	-%	*%	**	**	*%	-%	4% j	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
532	*a 8	b 60	*c 13	d 66	e 133	*f 21	g 35	h 196	a 340	b 192	a 454	b 78	a 504	*b 28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
15	**	2	**	3	5	**	**	5	8	7	15	*	15	**
3%	**	4%	**	4%	3%	**	**	3%	2%	4%	3%	*%	3%	**
3	**	1	**	*	*	**	**	1	*	3	3	*	3	**
1%	**	2%	**	*%	*%	**	**	*%	*%	2% a	1%	*%	1%	**
11	**	2	**	-	4	**	**	5	5	6	10	1	11	**
2%	**	4%	**	-%	2%	**	**	3%	1%	3%	2%	2%	2%	**
4	**	-	**	-	3	**	**	1	3	1	4	-	4	**
1%	**	-%	**	-%	2%	**	**	*%	1%	1%	1%	-%	1%	**
494	**	47	**	61	140	**	**	180	339	155	446	48	448	**
94%	**	90%	**	95%	91%	**	**	94%	95% b	90%	93%	98%	93%	**
1	**	-	**	*	1	**	**	*	*	1	1	-	1	**
*%	**	-%	**	*%	1%	**	**	*%	*%	1%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
532	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
527	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
15	8	5	2	13	2	**	**	**	**	**	**	15	**	*	13	2
3%	2%	7% a	2%	3%	4%	**	**	**	**	**	**	3%	**	*%	6% a	3% a
3	-	*	3	1	1	**	**	**	**	**	**	2	**	1	-	2
1%	-%	*%	2% a	*%	2%	**	**	**	**	**	**	*%	**	*%	-%	3% b
11	1	2	7	3	-	**	**	**	**	**	**	3	**	-	3	7
2%	*%	3% a	7% a	1%	-%	**	**	**	**	**	**	1%	**	-%	2%	10% ab
4	1	-	4	1	4	**	**	**	**	**	**	4	**	1	-	4
1%	*%	-%	3% a	*%	6% a	**	**	**	**	**	**	1%	**	*%	-%	5% ab
494	330	67	90	438	52	**	**	**	**	**	**	490	**	245	193	56
94%	97% bc	89%	85%	96% b	89%	**	**	**	**	**	**	95% b	**	99% bc	92% c	79%
1	*	1	-	1	*	**	**	**	**	**	**	1	**	1	*	*
*%	*%	1%	-%	*%	*%	**	**	**	**	**	**	*%	**	*%	*%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
15	3	9	9	5	5	8	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
3%	1%	5%	3%	3%	4%	2%	2%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
		a			a																
3	2	3	3	2	2	3	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	1%	2%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
							a														
11	5	4	7	10	5	11	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
2%	2%	3%	2%	6%	4%	3%	1%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
			ac																		
4	*	*	*	4	2	4	-	**	**	**	**	**	**	3	**	**	**	**	**	**	**
1%	*%	*%	*%	2%	2%	1%	-%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
			abc	ac	ac																
494	284	159	313	137	101	314	289	**	**	**	**	**	**	134	**	**	**	**	**	**	**
94%	96%	90%	94%	87%	88%	92%	95%	**	**	**	**	**	**	89%	**	**	**	**	**	**	**
	bdef		de																		
1	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
*%	*%	1%	*%	1%	-%	*%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 71 (continuation)

Page 1043

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total															
Weighted total															
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?															
15	2	4	3	*	**	-	**	**	**	**	4	**	*	15	**
3%	2%	5%	4%	1%	**	-%	**	**	**	**	4%	**	*%	3%	**
							acd								
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product															
3	-	1	1	*	**	1	**	**	**	**	2	**	*	3	**
1%	-%	1%	1%	*%	**	2%	**	**	**	**	2%	**	*%	1%	**
Switched from Royal Mail to other postal service providers															
11	3	*	-	4	**	*	**	**	**	**	10	**	*	11	**
2%	2%	*%	-%	12%	**	*%	**	**	**	**	9%	**	*%	2%	**
				abc					ab		c				
Switched from other postal service providers to Royal Mail															
4	-	*	-	-	**	1	**	**	**	**	3	**	1	4	**
1%	-%	*%	-%	-%	**	1%	**	**	**	**	2%	**	2%	1%	**
Or has not changed mail in the last 12 months?															
494	127	79	70	33	**	58	**	**	**	**	87	**	41	467	**
94%	96%	94%	95%	87%	**	95%	**	**	**	**	82%	**	97%	93%	**
	d					d							a		
Don't Know (DO NOT READ OUT)															
1	1	-	*	*	**	1	**	**	**	**	1	**	*	1	**
*%	1%	-%	*%	*%	**	2%	**	**	**	**	1%	**	*%	*%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%
Unweighted total
Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	*b	a	b	a	b	c	*d
532	387	3	146	34	382	8	144	36	112	339	55	-
527	331	*	134	23	324	7	125	32	91	268	34	-
15	9	**	5	**	9	**	5	**	2	3	*	**
3%	3%	**	3%	**	3%	**	4%	**	3%	1%	*%	**
3	3	**	2	**	3	**	2	**	2	1	2	**
1%	1%	**	1%	**	1%	**	2%	**	2%	*%	5% b	**
11	7	**	10	**	5	**	7	**	-	5	*	**
2%	2%	**	7%	**	1%	**	6%	**	-%	2%	*%	**
4	*	**	3	**	*	**	1	**	-	*	-	**
1%	*%	**	3%	**	*%	**	1%	** a	-%	*%	-%	**
494	310	**	114	**	306	**	110	**	86	258	32	**
94%	94%	**	85% a	**	95%	**	88%	**	94%	96%	94%	**
1	1	**	1	**	1	**	1	**	1	1	-	**
*%	*%	**	1%	**	*%	**	1%	**	1%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
15	2	9	**	**	2	4	**	**	3	9	4	7	7	**
3%	3%	6%	a	**	2%	4%	**	**	1%	5% a	3%	3%	3%	**
3	3	2	**	**	2	*	**	**	2	3	2	2	1	**
1%	4%	1%	** ab	**	2%	*%	**	**	1%	2%	1%	1%	*%	**
11	-	4	**	**	5	10	**	**	5	4	7	7	7	**
2%	-%	3%	**	**	5%	8%	**	**	2%	3%	5% a	3%	3%	**
4	-	*	**	**	4	3	**	**	*	*	4	*	*	**
1%	-%	*%	**	**	3%	2%	**	**	*%	*%	2% ab	*%	*%	**
494	64	133	**	**	95	96	**	**	279	156	125	252	201	**
94%	92% c	89% c	**	**	88%	84%	**	**	96% bc	90%	88%	94%	92%	**
1	1	1	**	**	*	1	**	**	1	1	1	1	1	**
*%	1%	1%	**	**	*%	1%	**	**	*%	1%	1%	*%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	532	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	527	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total		103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	15 3%	5 4%	2 4%	2 3%	**	**	7 3%	7 3%	**	**	**	**	15 3%	10 3%	15 3%	10 3%	15 3%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	3 1%	1 1%	- -%	1 1%	**	**	2 1%	1 1%	**	**	**	**	3 1%	2 1%	3 1%	3 1%	3 1%
					abc												
Switched from Royal Mail to other postal service providers	11 2%	7 7%	7 13% d	5 6%	**	**	10 4%	7 3%	**	**	**	**	11 2%	11 3%	11 2%	8 2%	11 2%
Switched from other postal service providers to Royal Mail	4 1%	3 3%	- -%	4 5%	**	**	3 1%	* 1%	**	**	**	**	1 1%	* 1%	1 1%	4 1% b	4 1%
					abc												
Or has not changed mail in the last 12 months?	494 94%	87 84% d	43 81%	64 85% d	**	**	241 91%	201 92%	**	**	**	**	443 94%	329 93%	445 94%	353 93%	472 93%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	1 2%	* 1%	**	**	1 1%	1 1%	**	**	**	**	1 1%	1 1%	1 1%	1 1%	1 1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:**Base: All using RM (QV4=1)**

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
532	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	278	491	127	-	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	-	433	17	71	456	72	*	15	65	45	387	96
15	3	13	3	**	12	**	4	11	-	**	**	-	2	10	3
3%	1%	3%	3%	**	3%	**	6%	2%	-9%	**	**	-9%	5%	3%	3%
3	3	3	2	**	3	**	*	3	2	**	**	2	2	1	-
1%	1%	1%	2%	**	1%	**	*%	1%	2%	**	**	3%	4%	*%	-9%
11	3	11	3	**	5	**	11	*	8	**	**	6	5	1	5
2%	1%	2%	3%	**	1%	**	15% b	*%	11%	**	**	9%	11% b	*%	5% b
4	1	4	3	**	4	**	1	4	3	**	**	3	*	1	3
1%	*%	1%	4% ab	**	1%	**	1%	1%	4%	**	**	4%	*%	*%	4% b
494	243	443	84	**	408	**	56	438	59	**	**	54	36	374	84
94%	96% c	93%	89%	**	94%	**	78%	96% a	83%	**	**	84%	80%	97% ac	88%
1	*	1	-	**	1	**	*	1	-	**	**	-	*	*	1
*%	*%	*%	-%	**	*%	**	*%	*%	-9%	**	**	-9%	*%	*%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
532 527	a 53 70	^b 17 20	c 458 435	a 302 303	b 230 224	a 368 307	b 51 23	c 165 142	d 78 62	a 120 106	b 52 42	c 200 172	d 127 100
15 3%	* *%	** **	13 3%	13 4% b	2 1%	9 3%	* 1%	2 2%	5 7% c	2 2%	2 5%	7 4%	4 4%
3 1%	1 1%	** **	1 *%	2 1%	1 *%	3 1%	* *%	2 1%	1 2%	2 2%	* *%	3 2%	* *%
11 2%	11 15% c	** **	- -%	8 3%	2 1%	7 2%	- -%	7 5%	10 16% abc	5 5%	5 11% c	5 3%	7 7%
4 1%	2 2% c	** **	* *%	2 1%	3 1%	* *%	- -%	4 2% a	- -%	3 3% c	1 2% c	- -%	* *%
494 94%	56 80%	** **	421 97% a	278 92%	216 96% a	286 93% d	23 98% cd	127 89% d	47 75%	93 88%	34 81%	156 91% b	88 88%
1 *%	1 1% c	** **	* *%	1 *%	* *%	1 *%	* 1%	1 1%	* *%	1 1%	* *%	1 1%	* *%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Changed some of
your postal volume from
higher cost Royal Mail
product to a lower cost
Royal Mail product?

Changed post from a
lower cost Royal Mail
product to a higher cost
Royal Mail product

Switched from Royal Mail
to other postal service
providers

Switched from
other postal service
providers to Royal Mail

Or has not changed mail
in the last 12 months?

Don't Know (DO NOT READ
OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
532	105	242	34	129	532
527	92	221	31	154	527
15	7	5	**	*	15
3%	8%	2%	**	*%	3%
	bd		d		
3	-	1	**	1	3
1%	-%	*%	**	1%	1%
11	2	8	**	-	11
2%	2%	4%	**	-%	2%
		d			
4	3	1	**	1	4
1%	3%	*%	**	1%	1%
494	80	205	**	152	494
94%	87%	93%	**	99%	94%
			abc		
1	*	1	**	-	1
*%	*%	*%	**	-%	*%

Columns Tested: a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	b	c	*d	e	*a	*b	*c	*d	*e
Unweighted total	178	63	65	35	15	28	28	13	9	25
Weighted total	124	114	5	3	1	49	31	12	4	8
Royal Mail unsorted bulk mail	8	7	*	**	**	1	**	**	**	**
	6%	6%	2%	**	**	6%	**	**	**	**
			b							
Royal Mail sorted bulk mail	*	-	*	**	*	**	**	**	**	**
	*%	-%	8%	**	**	4%	**	**	**	**
			a							
Royal Mail Wholesale Access	-	-	-	**	**	-	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**
Bulk mail product from a different provider (please specify)	*	-	*	**	**	*	**	**	**	**
	*%	-%	4%	**	**	3%	**	**	**	**
Do not use a specific product for bulk mail	116	107	5	**	**	9	**	**	**	**
	93%	94%	88%	**	**	88%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	178	4	8	23	6	12	17	16	7	108	26	21	23
Weighted total	124	6	11	9	7	8	21	20	5	104	9	6	5
Royal Mail unsorted bulk mail	8	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	6%	**	**	**
Royal Mail sorted bulk mail	*	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**	**
Royal Mail Wholesale Access	-	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	**
Bulk mail product from a different provider (please specify)	*	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**	**
Do not use a specific product for bulk mail	116	**	**	**	**	**	**	**	**	97	**	**	**
	93%	**	**	**	**	**	**	**	**	93%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	178	8	4	22	5	7	13	16	19	14	108	26	21	23
Weighted total	124	12	6	11	7	3	13	19	21	13	105	9	5	5
Royal Mail unsorted bulk mail	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Royal Mail sorted bulk mail	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Royal Mail Wholesale Access	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Bulk mail product from a different provider (please specify)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Do not use a specific product for bulk mail	116	**	**	**	**	**	**	**	**	**	97	**	**	**
	93%	**	**	**	**	**	**	**	**	**	92%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8n. Do you use any of the following products to send your bulk mailings?**Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)**

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	^a 2	^b 21	^c 6	^d 21	e 46	^f 8	^g 16	h 58	a 105	b 73	a 151	^b 27	a 174	^b 4
Weighted total	*	17	5	11	38	3	13	37	72	52	110	14	121	3
Royal Mail unsorted bulk mail	8 6%	**	**	**	**	**	**	1 3%	5 6%	3 6%	6 5%	**	8 6%	**
Royal Mail sorted bulk mail	* *%	**	**	**	**	**	**	*	* *%	* *%	* *%	**	* *%	**
Royal Mail Wholesale Access	- -%	**	**	**	**	**	**	-	- -%	- -%	- -%	**	- -%	**
Bulk mail product from a different provider (please specify)	* *%	**	**	**	**	**	**	-	* *%	* *%	* *%	**	* *%	**
Do not use a specific product for bulk mail	116 93%	**	**	**	**	**	**	35 96%	67 93%	49 94%	103 94%	**	112 93%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	178	68	47	63	99	62	13	3	1	-	-	-	161	17	27	72	79
Weighted total	124	52	35	37	88	29	6	*	*	-	-	-	117	7	36	52	36
Royal Mail unsorted bulk mail	8	2	**	5	2	2	**	**	**	**	**	**	5	**	**	2	5
	6%	4%	**	14% b	3%	8%	**	**	**	**	**	**	4%	**	**	4%	15% b
Royal Mail sorted bulk mail	*	*	**	*	*	*	**	**	**	**	**	**	*	**	**	*	*
	*%	*%	**	*%	*%	1%	**	**	**	**	**	**	*%	**	**	*%	1%
Royal Mail Wholesale Access	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Bulk mail product from a different provider (please specify)	*	*	**	*	*	*	**	**	**	**	**	**	*	**	**	*	*
	*%	*%	**	*%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%
Do not use a specific product for bulk mail	116	49	**	32	85	27	**	**	**	**	**	**	112	**	**	49	30
	93%	95%	**	86%	97%	92%	**	**	**	**	**	**	96%	**	**	95% c	84%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	178	142	118	147	74	177	154	106	25	7	5	4	-	-	66	2	3	1	1	1	-	2
Weighted total	124	83	62	88	34	122	97	68	9	5	1	5	-	-	31	*	2	*	*	*	-	*
Royal Mail unsorted bulk mail	8	4	8	8	3	8	4	5	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	6%	4%	12%	9%	10%	6%	4%	8%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
			af																			
Royal Mail sorted bulk mail	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	1%	1%	*%	1%	*%	*%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Royal Mail Wholesale Access	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Bulk mail product from a different provider (please specify)	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Do not use a specific product for bulk mail	116	78	54	79	30	114	93	62	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	93%	95%	87%	90%	89%	93%	96%	91%	**	**	**	**	**	**	95%	**	**	**	**	**	**	**
		b					b															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	178					15	13	22	22	2	44	3	27	164	14
Weighted total	124					10	1	10	12	1	26	*	8	117	7
Royal Mail unsorted bulk mail	8	**	**	**	*	**	**	**	**	**	**	**	**	6	**
	6%	**	**	**	1%	**	**	**	**	**	**	**	**	5%	**
Royal Mail sorted bulk mail	*	**	**	**	*	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	1%	**	**	**	**	**	**	**	**	*%	**
Royal Mail Wholesale Access	-	**	**	**	-	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**	-%	**
Bulk mail product from a different provider (please specify)	*	**	**	**	*	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	*%	**	**	**	**	**	**	**	**	*%	**
Do not use a specific product for bulk mail	116	**	**	**	22	**	**	**	**	**	**	**	**	110	**
	93%	**	**	**	98%	**	**	**	**	**	**	**	**	95%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	^a b	a	^a b	a	^a b	a	^a b	a	b	c	^a d
Unweighted total	178	136	11	61	13	135	12	59	15	44	135	31	-
Weighted total	124	81	7	33	1	78	10	28	6	23	79	17	-
Royal Mail unsorted bulk mail	8	6	**	3	**	6	**	3	**	**	3	**	**
	6%	7%	**	10%	**	7%	**	12%	**	**	3%	^a b	**
Royal Mail sorted bulk mail	*	*	**	*	**	*	**	*	**	**	*	**	**
	*%	1%	**	1%	**	1%	**	1%	**	**	1%	**	**
Royal Mail Wholesale Access	-	-	**	-	**	-	**	-	**	**	-	**	**
	-%	-%	**	-%	**	-%	**	-%	**	**	-%	**	**
Bulk mail product from a different provider (please specify)	*	*	**	*	**	*	**	*	**	**	*	**	**
	*%	*%	**	*%	**	*%	**	*%	**	**	*%	**	**
Do not use a specific product for bulk mail	116	74	**	29	**	72	**	24	**	**	76	**	**
	93%	92%	**	89%	**	92%	**	87%	**	**	96%	**	**
										c	c		

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?**Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	178	40	105	25	-	47	52	16	-	133	107	61	119	96	6
Weighted total	124	22	52	14	-	21	23	9	-	78	54	28	63	55	3
Royal Mail unsorted bulk mail	8	**	7	**	**	**	2	**	**	4	6	3	*	5	**
	6%	**	13%	**	**	**	11%	**	**	5%	11%	12%	1%	9%	**
													a		
Royal Mail sorted bulk mail	*	**	*	**	**	**	*	**	**	*	*	*	*	*	**
	*%	**	1%	**	**	**	2%	**	**	1%	1%	1%	1%	1%	**
Royal Mail Wholesale Access	-	**	-	**	**	**	-	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	**	-%	**	**	-%	-%	-%	-%	-%	**
Bulk mail product from a different provider (please specify)	*	**	*	**	**	**	*	**	**	*	*	*	*	*	**
	*%	**	1%	**	**	**	*%	**	**	*%	*%	*%	*%	*%	**
Do not use a specific product for bulk mail	116	**	45	**	**	**	20	**	**	73	47	25	62	50	**
	93%	**	86%	**	**	**	88%	**	**	95%	88%	87%	98%	91%	**
													b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	178	56	34	38	14	15	108	95	6	4	2	3	169	146	171	149	175
Weighted total	124	20	14	19	2	5	55	54	5	2	5	2	114	86	115	89	118
Royal Mail unsorted bulk mail	8	*	**	**	**	**	*	5	**	**	**	**	8	6	8	6	8
	6%	2%	a	**	**	**	1%	9% a	**	**	**	**	7%	6%	7%	6%	7%
Royal Mail sorted bulk mail	*	*	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	2%	**	**	**	**	1%	1%	**	**	**	**	*%	*%	*%	*%	*%
Royal Mail Wholesale Access	-	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Bulk mail product from a different provider (please specify)	*	*	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	1%	**	**	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Do not use a specific product for bulk mail	116	19	**	**	**	**	54	49	**	**	**	**	106	80	106	82	110
	93%	97% b	**	**	**	**	98% b	90%	**	**	**	**	93%	93%	93%	93%	93%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?**Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)**

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	c
Unweighted total	178	100	168	59	-	149	6	27	143	28	1	6	27	27	118	33
Weighted total	124	62	112	30	-	95	5	29	88	19	*	3	21	20	75	29
Royal Mail unsorted bulk mail	8	3	8	5	**	3	**	**	1	**	**	**	**	**	5	**
	6%	5%	7%	18% ab	**	4%	**	**	1%	**	**	**	**	**	6%	**
Royal Mail sorted bulk mail	*	*	*	*	**	*	**	**	*	**	**	**	**	**	*	**
	*%	*%	*%	1%	**	*%	**	**	*%	**	**	**	**	**	*%	**
Royal Mail Wholesale Access	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
Bulk mail product from a different provider (please specify)	*	*	*	*	**	*	**	**	*	**	**	**	**	**	*	**
	*%	*%	*%	1%	**	*%	**	**	*%	**	**	**	**	**	*%	**
Do not use a specific product for bulk mail	116	58	103	24	**	92	**	**	87	**	**	**	**	**	70	**
	93%	94% c	92% c	80%	**	96%	**	**	98%	**	**	**	**	**	93%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?**Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	^a 26	^b 7	^c 142	^a 105	^b 73	^a 142	^b 30	^c 68	^d 36	^a 53	^b 21	^c 73	^d 48
Weighted total	24	6	94	78	46	85	14	33	20	26	11	41	32
Royal Mail unsorted bulk mail	^a 8	^b **	^c 3	^a 3	^b 4	^a 8	^b **	^c 3	^d **	^a 1	^b **	^c 1	^d **
	6%	**	4%	4%	10%	9%	**	10%	**	5%	**	3%	**
Royal Mail sorted bulk mail	^a *	^b **	^c *	^a -	^b *	^a *	^b **	^c *	^d **	^a *	^b **	^c *	^d **
	*%	**	*%	-%	1%	*%	**	1%	**	1%	**	*%	**
Royal Mail Wholesale Access	^a -	^b **	^c -	^a -	^b -	^a -	^b **	^c -	^d **	^a -	^b **	^c -	^d **
	-%	**	-%	-%	-%	-%	**	-%	**	-%	**	-%	**
Bulk mail product from a different provider (please specify)	^a *	^b **	^c *	^a *	^b *	^a *	^b **	^c *	^d **	^a *	^b **	^c *	^d **
	*%	**	*%	*%	*%	*%	**	*%	**	*%	**	1%	**
Do not use a specific product for bulk mail	^a 116	^b **	^c 90	^a 75	^b 41	^a 77	^b **	^c 30	^d **	^a 24	^b **	^c 40	^d **
	93%	**	96%	95%	90%	90%	**	89%	**	94%	**	97%	**

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail unsorted bulk mail

Royal Mail sorted bulk mail

Royal Mail Wholesale Access

Bulk mail product from a different provider (please specify)

Do not use a specific product for bulk mail

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	*d	
178	38	89	16	28	178
124	25	61	12	18	124
8	**	*	**	**	8
6%	**	1%	**	**	6%
	b				
*	**	*	**	**	*
*%	**	*%	**	**	*%
-	**	-	**	**	-
-%	**	-%	**	**	-%
*	**	*	**	**	*
*%	**	*%	**	**	*%
116	**	61	**	**	116
93%	**	99% a	**	**	93%

Columns Tested: a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Letters	504	482	13	6	**	21	198	123	**	**	15
	89%	89%	94%	98%	**	94%	86%	94%	**	**	100%
				a		a					ac
Large letters	381	362	11	5	**	18	130	95	**	**	12
	68%	67%	81%	90%	**	81%	56%	73%	**	**	78%
			a	ad		a		a			a
Parcels and packets	407	388	11	5	**	19	152	105	**	**	12
	72%	72%	82%	94%	**	84%	66%	80%	**	**	82%
			a	abde		a		a			a
Advertising and promotional material, such as catalogues, brochures and direct mail	461	442	12	5	**	19	190	109	**	**	15
	82%	82%	89%	82%	**	86%	83%	83%	**	**	97%
											abc
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	295	9	4	**	15	93	90	**	**	14
	55%	55%	65%	77%	**	68%	40%	69%	**	**	95%
			a	a		a		a			abc
Other everyday correspondence, such as invoices, one off bills etc.	473	452	12	6	**	21	169	120	**	**	15
	84%	84%	91%	97%	**	93%	74%	92%	**	**	99%
			a	a		a		a			a
Publications, such as magazines, periodicals, customer newsletters	444	425	11	5	**	19	165	113	**	**	14
	79%	79%	84%	82%	**	83%	72%	86%	**	**	95%
								a			ac
Goods / business supplies / large packets ordered via lorry	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Legal / accounts documents / tax forms	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Order fulfilment (sending ordered goods to customers)	277	263	8	4	**	14	99	65	**	**	11
	49%	49%	56%	76%	**	62%	43%	50%	**	**	70%
				abe		a					abc
Refused	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
None of these	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
	540	13	6	3	23	230	131	28	15	15
-	-	-	-	**	-	-	-	**	**	-
-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
3	3	-	-	**	-	3	-	**	**	-
*%	*%	-%	-%	**	-%	1%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Letters	504	**	**	47	**	**	93	65	**	**	433	28	25	18
	89%	**	**	88%	**	**	88%	84%	**	**	89%	89%	96%	83%
			efghm										ghm	
Large letters	381	**	**	31	**	**	72	53	**	**	325	23	20	13
	68%	**	**	57%	**	**	68%	68%	**	**	67%	72%	76%	62%
				c		c							c	
Parcels and packets	407	**	**	33	**	**	80	51	**	**	344	26	22	15
	72%	**	**	61%	**	**	76%	65%	**	**	71%	83%	85%	73%
												cgj	bcgj	
Advertising and promotional material, such as catalogues, brochures and direct mail	461	**	**	35	**	**	88	61	**	**	391	30	23	17
	82%	**	**	65%	**	**	84%	79%	**	**	81%	94%	88%	81%
							c		c		c	bcegjlm	bc	c
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	**	**	22	**	**	57	34	**	**	269	17	17	7
	55%	**	**	41%	**	**	54%	44%	**	**	56%	54%	64%	35%
			cgm			cm	m		cgm		cm	m	cgm	
Other everyday correspondence, such as invoices, one off bills etc.	473	**	**	43	**	**	86	67	**	**	404	25	25	18
	84%	**	**	80%	**	**	82%	87%	**	**	84%	80%	96%	87%
													cefhjk	
Publications, such as magazines, periodicals, customer newsletters	444	**	**	45	**	**	72	65	**	**	384	23	21	15
	79%	**	**	84%	**	**	68%	84%	**	**	79%	74%	79%	73%
				f				f			f			
Goods / business supplies / large packets ordered via lorry	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	277	**	**	20	**	**	57	36	**	**	241	16	11	8
	49%	**	**	37%	**	**	54%	47%	**	**	50%	50%	43%	39%
			cm				c							
Refused	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
None of these	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
3	**	**	-	**	**	-	-	**	**	3	-	-	-
*%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Letters	504	**	**	47	**	**	86	62	**	**	430	30	24	20
	89%	**	**	92%	**	**	89%	83%	**	**	89%	89%	96%	85%
													egm	
Large letters	381	**	**	27	**	**	77	49	**	**	324	25	19	13
	68%	**	**	52%	**	**	80%	66%	**	**	67%	73%	74%	56%
						c	acijm		c		c	acm	acm	
Parcels and packets	407	**	**	33	**	**	77	45	**	**	343	28	21	15
	72%	**	**	64%	**	**	80%	61%	**	**	71%	84%	84%	66%
						g	cg					acgjm	acgjm	
Advertising and promotional material, such as catalogues, brochures and direct mail	461	**	**	37	**	**	83	57	**	**	390	32	22	17
	82%	**	**	72%	**	**	86%	77%	**	**	81%	94%	88%	74%
							ac			ac		acegjm	acm	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	**	**	18	**	**	60	30	**	**	268	19	15	7
	55%	**	**	35%	**	**	63%	41%	**	**	56%	57%	61%	32%
		cm				cgm	cgm		cgm	cgm	cgm	cm	cgm	
Other everyday correspondence, such as invoices, one off bills etc.	473	**	**	37	**	**	90	62	**	**	404	27	24	18
	84%	**	**	72%	**	**	93%	83%	**	**	84%	82%	96%	79%
							acjkm			ac	ac		aceghjkm	
Publications, such as magazines, periodicals, customer newsletters	444	**	**	45	**	**	73	59	**	**	381	26	20	18
	79%	**	**	88%	**	**	76%	80%	**	**	79%	76%	78%	76%
				a										
Goods / business supplies / large packets ordered via lorry	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	277	**	**	24	**	**	52	35	**	**	240	18	11	8
	49%	**	**	46%	**	**	54%	47%	**	**	50%	53%	43%	36%
							m				m	m		
Refused	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
None of these	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
3	**	**	-	**	**	-	-	**	**	3	-	-	-
*%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
	j												

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 73 (continuation)

Page 1069

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total	563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
Letters	504	**	48	**	63	149	**	**	174	340	164	455	49	463	**
	89%	**	85%	**	94%	89%	**	**	89%	89%	91%	90%	85%	89%	**
Large letters	381	**	38	**	46	103	**	**	139	253	127	340	40	360	**
	68%	**	67%	**	69%	61%	**	**	71%	66%	71%	67%	70%	69%	**
Parcels and packets	407	**	45	**	45	125	**	**	136	281	126	370	37	379	**
	72%	**	80%	**	66%	75%	**	**	70%	73%	70%	73%	65%	73%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	461	**	47	**	58	138	**	**	162	307	154	416	45	423	**
	82%	**	83%	**	86%	82%	**	**	83%	80%	86%	82%	78%	82%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	**	28	**	46	82	**	**	113	207	104	285	26	294	**
	55%	**	49%	**	69% be	49%	**	**	58%	54%	58%	56% b	45%	57%	**
Other everyday correspondence, such as invoices, one off bills etc.	473	**	52	**	59	144	**	**	158	317	156	422	52	430	**
	84%	**	92% h	**	87%	86%	**	**	81%	83%	87%	83%	90%	83%	**
Publications, such as magazines, periodicals, customer newsletters	444	**	50	**	58	126	**	**	156	293	151	398	45	411	**
	79%	**	89% eg	**	86%	75%	**	**	80%	76%	84% a	79%	79%	79%	**
Goods / business supplies / large packets ordered via lorry	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	277	**	28	**	30	76	**	**	112	178	98	252	25	262	**
	49%	**	50%	**	45%	45%	**	**	57% e	47%	55%	50%	44%	51%	**
Refused	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
None of these	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Other	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
3	**	-	**	-	-	**	**	-	3	-	3	-	3	**
*%	**	-%	**	-%	-%	**	bdeh	-%	1%	-%	1%	-%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	c	d	e	f	g	h	i	j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
504	320	78	101	429	61	**	**	**	**	**	**	489	**	217	212	75
89%	88%	97%	89%	89%	91%	**	**	**	**	**	**	89%	**	87%	91%	93%
		ac														
381	228	67	85	327	40	**	**	**	**	**	**	366	**	137	190	54
68%	63%	83%	75%	68%	60%	**	**	**	**	**	**	67%	**	55%	82%	67%
		a	a											ac	a	a
407	246	65	94	340	56	**	**	**	**	**	**	396	**	156	184	67
72%	68%	81%	82%	71%	84%	**	**	**	**	**	**	72%	**	62%	79%	83%
		a	a		ai									a	a	a
461	296	61	97	391	56	**	**	**	**	**	**	447	**	201	190	70
82%	82%	76%	85%	81%	84%	**	**	**	**	**	**	82%	**	80%	82%	87%
310	189	56	63	263	38	**	**	**	**	**	**	301	**	120	143	48
55%	52%	69%	56%	54%	58%	**	**	**	**	**	**	55%	**	48%	61%	59%
		ac													a	
473	299	78	92	408	53	**	**	**	**	**	**	462	**	196	212	65
84%	83%	96%	81%	85%	80%	**	**	**	**	**	**	84%	**	78%	91%	80%
		ac												ac		
444	280	67	93	378	52	**	**	**	**	**	**	429	**	188	190	66
79%	77%	82%	81%	78%	78%	**	**	**	**	**	**	78%	**	75%	82%	81%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
277	168	49	56	237	30	**	**	**	**	**	**	267	**	104	133	40
49%	46%	60%	49%	49%	45%	**	**	**	**	**	**	49%	**	42%	57%	49%
		a													a	
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
3	-	-	3	3	-	**	**	**	**	**	**	3	**	-	3	-
*%	-%	-%	2% a	1%	-%	**	**	**	**	**	**	%	**	-%	1%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2		
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*		
504	296	180	337	164	112	328	308	**	**	**	**	**	**	156	**	**	**	**	**	**	**		
89%	96%	95%	95%	93%	92%	91%	95%	**	**	**	**	**	**	93%	**	**	**	**	**	**	**		
	ef		f																				
381	249	162	282	146	84	266	256	**	**	**	**	**	**	138	**	**	**	**	**	**	**		
68%	81%	85%	80%	83%	69%	74%	79%	**	**	**	**	**	**	82%	**	**	**	**	**	**	**		
	ef	ef	ef	ef																			
407	241	153	272	160	87	273	250	**	**	**	**	**	**	155	**	**	**	**	**	**	**		
72%	78%	81%	77%	91%	71%	76%	77%	**	**	**	**	**	**	93%	**	**	**	**	**	**	**		
		e		abcef			b																
461	260	164	299	156	104	305	270	**	**	**	**	**	**	148	**	**	**	**	**	**	**		
82%	85%	86%	84%	89%	85%	85%	83%	**	**	**	**	**	**	88%	**	**	**	**	**	**	**		
							a																
310	202	122	225	115	81	223	202	**	**	**	**	**	**	110	**	**	**	**	**	**	**		
55%	66%	64%	63%	65%	66%	62%	62%	**	**	**	**	**	**	66%	**	**	**	**	**	**	**		
473	278	176	319	158	101	325	290	**	**	**	**	**	**	153	**	**	**	**	**	**	**		
84%	91%	93%	90%	90%	83%	90%	89%	**	**	**	**	**	**	92%	**	**	**	**	**	**	**		
	e	e	e	e		e																	
444	255	159	294	150	98	300	266	**	**	**	**	**	**	142	**	**	**	**	**	**	**		
79%	83%	84%	83%	86%	81%	83%	82%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
277	171	122	196	103	61	192	178	**	**	**	**	**	**	98	**	**	**	**	**	**	**		
49%	56%	64%	55%	59%	50%	53%	55%	**	**	**	**	**	**	59%	**	**	**	**	**	**	**		
		accef																					
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**		
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
3	3	3	3	-	3	3	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	1%	1%	1%	-%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
					d																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9a. Which of the following types of mail does your organisation regularly receive at your location?**Base: All**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
504	132	88	71	41	**	63	**	**	**	**	109	**	44	458	46
89%	93%	97%	94%	100%	**	97%	**	**	**	**	93%	**	92%	91%	74%
				ac										b	
381	110	72	59	39	**	51	**	**	**	**	99	**	39	337	44
68%	78%	78%	77%	95%	**	79%	**	**	**	**	85%	**	81%	67%	70%
				abc											
407	99	76	58	36	**	56	**	**	**	**	109	**	41	359	48
72%	70%	83%	76%	89%	**	86%	**	**	**	**	93%	**	85%	72%	78%
		a		ac			a								
461	118	81	63	34	**	57	**	**	**	**	103	**	42	420	42
82%	84%	89%	83%	84%	**	87%	**	**	**	**	89%	**	87%	84%	67%
														b	
310	76	63	48	35	**	46	**	**	**	**	76	**	30	280	31
55%	54%	69%	63%	85%	**	71%	**	**	**	**	65%	**	63%	56%	49%
		a		abc											
473	123	80	71	40	**	62	**	**	**	**	101	**	47	421	52
84%	87%	88%	93%	97%	**	95%	**	**	**	**	86%	**	98%	84%	84%
				ab		d	d						a		
444	115	77	60	36	**	55	**	**	**	**	102	**	37	397	46
79%	82%	85%	79%	89%	**	85%	**	**	**	**	88%	**	77%	79%	74%
											c				
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
277	63	50	48	30	**	34	**	**	**	**	72	**	25	254	23
49%	45%	55%	62%	74%	**	53%	**	**	**	**	62%	**	53%	51%	37%
			a	ab					a					b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Refused

None of these

Other

Don't know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Refused	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
None of these	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Other	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Don't know	3	-	3	-	**	-	**	**	**	**	-	**	-	3	-
	*%	-%	3%	-%	**	-%	**	**	**	**	-%	**	-%	1%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b		a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	324	28	125	50	97	280	39	-
Letters	504	317	**	130	310	**	123	40	96	270	39	**
	89%	96%	**	97% b	96%	**	98% b	80%	99%	96%	100%	**
Large letters	381	262	**	117	257	**	108	38	85	228	35	**
	68%	79%	**	87% b	79%	**	86%	76%	88%	82%	90%	**
Parcels and packets	407	256	**	124	249	**	114	46	85	218	29	**
	72%	77%	**	92% b	77%	**	91%	91%	88% bc	78%	75%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	461	284	**	122	277	**	113	43	80	239	35	**
	82%	86%	**	91% b	85%	**	90%	85%	83%	85%	91%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	213	**	90	206	**	84	31	65	189	36	**
	55%	64%	**	67% b	64%	**	67%	62%	68%	68%	92% ab	**
Other everyday correspondence, such as invoices, one off bills etc.	473	297	**	123	290	**	116	42	87	256	34	**
	84%	90%	**	91% b	89%	**	93%	84%	90%	92%	87%	**
Publications, such as magazines, periodicals, customer newsletters	444	273	**	118	266	**	109	41	78	233	36	**
	79%	83%	**	88% b	82%	**	87%	81%	81%	83%	92% a	**
Goods / business supplies / large packets ordered via lorry	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	277	186	**	84	181	**	82	21	57	157	26	**
	49%	56%	**	62% b	56%	**	66% b	42%	59%	56%	68%	**
Refused	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	324	28	125	50	97	280	39	-
None of these	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Other	-	-	**	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	3	3	**	-	3	**	-	-	-	3	-	**
	*%	1%	**	-%	1%	**	-%	-%	-%	1%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?**Base: All**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Letters	504	80	152	**	**	110	116	**	**	280	166	135	260	208	**
	89%	96%	94%	**	**	90%	94%	**	**	97%	96%	94%	96%	95%	**
Large letters	381	73	138	**	**	105	105	**	**	233	149	121	220	168	**
	68%	88%	86%	**	**	86%	85%	**	**	80%	86%	85%	81%	77%	**
		c	c												
Parcels and packets	407	74	125	**	**	116	111	**	**	226	141	135	217	164	**
	72%	89%	77%	**	**	95%	90%	**	**	78%	81%	94%	80%	76%	**
		bc				c					ab				
Advertising and promotional material, such as catalogues, brochures and direct mail	461	71	139	**	**	110	113	**	**	247	152	129	239	185	**
	82%	85%	86%	**	**	90%	91%	**	**	85%	88%	90%	89%	85%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	53	104	**	**	77	87	**	**	189	115	100	179	139	**
	55%	64%	65%	**	**	63%	70%	**	**	65%	66%	70%	66%	64%	**
Other everyday correspondence, such as invoices, one off bills etc.	473	80	150	**	**	110	111	**	**	262	161	130	241	196	**
	84%	96%	93%	**	**	91%	90%	**	**	90%	93%	91%	89%	90%	**
						c	c								
Publications, such as magazines, periodicals, customer newsletters	444	69	137	**	**	106	111	**	**	239	145	123	232	172	**
	79%	83%	85%	**	**	87%	90%	**	**	82%	84%	86%	86%	79%	**
							a						b		
Goods / business supplies / large packets ordered via lorry	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Order fulfilment (sending ordered goods to customers)	277	53	108	**	**	69	76	**	**	165	113	86	157	130	**
	49%	64%	67%	**	**	57%	61%	**	**	57%	65%	60%	58%	60%	**
							c				a				
Refused	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
None of these	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
3	-	3	**	**	-	-	**	**	3	3	-	3	3	**
*%	-%	2%	**	**	-%	-%	**	**	1%	1%	-%	1%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																
Unweighted total	563															
Weighted total	563															
Letters	504															
	89%															
Large letters	381															
	68%															
Parcels and packets	407															
	72%															
Advertising and promotional material, such as catalogues, brochures and direct mail	461															
	82%															
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310															
	55%															
Other everyday correspondence, such as invoices, one off bills etc.	473															
	84%															
Publications, such as magazines, periodicals, customer newsletters	444															
	79%															
Goods / business supplies / large packets ordered via lorry	-															
	-%															
Legal / accounts documents / tax forms	-															
	-%															
Order fulfilment (sending ordered goods to customers)	277															
	49%															
Refused	-															
	-%															

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of these

Other

Don't know

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
3	-	-	-	**	**	3	3	**	**	**	**	-	-	-	-	-
*%	-%	-%	-%	**	**	1%	1%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?**Base: All**

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	^d	a	^b	a	b	a	^b	^a	b	a	b	c
Unweighted total	563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
Letters	504	267	492	106	**	387	**	67	406	84	**	**	74	48	363	93
	89%	96%	97%	94%	**	89%	**	94%	89%	82%	**	**	83%	98%	88%	91%
														b		
Large letters	381	233	373	91	**	293	**	53	299	68	**	**	63	39	270	71
	68%	84%	73%	81%	**	67%	**	74%	66%	67%	**	**	70%	79%	66%	70%
		b												b		
Parcels and packets	407	256	394	104	**	312	**	60	319	87	**	**	76	41	294	73
	72%	92%	77%	92%	**	72%	**	84%	70%	85%	**	**	85%	83%	71%	72%
		b		b				b								
Advertising and promotional material, such as catalogues, brochures and direct mail	461	242	426	101	**	362	**	67	369	79	**	**	72	40	332	89
	82%	87%	84%	89%	**	83%	**	93%	81%	77%	**	**	80%	82%	81%	87%
								b								
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	174	297	67	**	236	**	46	249	56	**	**	51	33	214	63
	55%	63%	58%	60%	**	55%	**	64%	55%	55%	**	**	57%	68%	52%	62%
														b		
Other everyday correspondence, such as invoices, one off bills etc.	473	260	445	105	**	364	**	58	381	84	**	**	75	44	345	84
	84%	93%	87%	93%	**	84%	**	82%	83%	82%	**	**	83%	89%	84%	83%
		b														
Publications, such as magazines, periodicals, customer newsletters	444	229	413	102	**	338	**	60	355	81	**	**	73	43	310	91
	79%	82%	81%	90%	**	78%	**	84%	78%	79%	**	**	81%	88%	75%	90%
				ab										b		b
Goods / business supplies / large packets ordered via lorry	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	277	165	264	60	**	213	**	41	219	53	**	**	47	32	193	52
	49%	59%	52%	53%	**	49%	**	58%	48%	52%	**	**	52%	65%	47%	51%
		b												b		
Refused	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of these

Other

Don't know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
3	-	-	-	**	3	**	-	3	-	**	**	-	-	3	-
*%	-%	-%	-%	**	1%	**	-%	1%	-%	**	**	-%	-%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?**Base: All**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	325	238	325	35	151	74	108	46	175	108
Letters	504	77	**	308	196	308	35	142	70	103	45	165	99
	89%	88%	**	95% b	82%	95%	100%	94%	96%	95%	98%	94%	92%
Large letters	381	53	**	249	132	260	30	129	62	96	38	149	83
	68%	60%	**	76% b	56%	80%	88%	86%	84%	90% d	83%	85%	77%
Parcels and packets	407	75	**	246	161	256	23	140	66	102	44	148	85
	72%	86% c	**	76% b	68%	79% b	66%	93% ab	90% ab	95% cd	95% cd	85%	79%
Advertising and promotional material, such as catalogues, brochures and direct mail	461	68	**	270	192	273	28	136	63	102	40	152	92
	82%	77%	**	83%	81%	84%	80%	90% ab	86%	95% cd	87%	87%	86%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	55	**	188	123	216	22	100	50	77	35	115	69
	55%	63%	**	58%	52%	66%	63%	66%	67%	72%	76%	66%	64%
Other everyday correspondence, such as invoices, one off bills etc.	473	74	**	289	184	295	35	138	64	99	46	159	96
	84%	84%	**	89% b	78%	91%	100% acd	91%	87%	92%	100% acd	91%	89%
Publications, such as magazines, periodicals, customer newsletters	444	73	**	272	171	275	31	130	61	98	41	153	89
	79%	83%	**	84% b	72%	85%	88%	86%	83%	91%	88%	87%	83%
Goods / business supplies / large packets ordered via lorry	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	277	44	**	173	104	185	17	90	40	63	31	102	70
	49%	51%	**	53% b	44%	57%	50%	60%	55%	58%	67%	58%	65%
Refused	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of these

Other

Don't know

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
-	-	**	-	-	-	-	-	-	-	-	-	-	-
-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	**	-	-	-	-	-	-	-	-	-	-	-
-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3	-	**	3	-	3	3	-	-	-	-	-	3	3
*%	-%	**	1%	-%	1%	1%	-%	-%	-%	-%	-%	1%	2%

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d
Unweighted total	563	112	256	36	134
Weighted total	563	102	240	32	158
Letters	504	94	222	**	131
	89%	92%	92%	**	83%
		d	d		
Large letters	381	73	168	**	93
	68%	72%	70%	**	59%
		d	d		
Parcels and packets	407	82	171	**	106
	72%	81%	71%	**	67%
		d			
Advertising and promotional material, such as catalogues, brochures and direct mail	461	84	207	**	117
	82%	83%	86%	**	74%
		d			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	310	51	153	**	75
	55%	50%	64%	**	47%
		ad			
Other everyday correspondence, such as invoices, one off bills etc.	473	91	201	**	125
	84%	89%	84%	**	79%
		d			
Publications, such as magazines, periodicals, customer newsletters	444	86	203	**	109
	79%	85%	85%	**	69%
		d	cd		
Goods / business supplies / large packets ordered via lorry	-	-	-	**	-
	-%	-%	-%	**	-%
Legal / accounts documents / tax forms	-	-	-	**	-
	-%	-%	-%	**	-%
Order fulfilment (sending ordered goods to customers)	277	60	130	**	60
	49%	59%	54%	**	38%
		cd	d		
Refused	-	-	-	**	-
	-%	-%	-%	**	-%

Columns Tested: a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

None of these

Other

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
3	-	3	**	-	3
*%	-%	1%	**	-%	*%

Columns Tested: a,b,c,d

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
518	262	152	68	36	256	120	90	28	20	56
504	482	13	6	3	21	198	123	24	15	15
51	47	2	1	**	4	6	11	**	**	4
10%	10%	15%	26% ab	** a	19% a	3%	9%	**	**	25% ab
115	109	3	2	**	7	24	27	**	**	5
23%	23%	27%	41% ab	** a	31% a	12%	22%	**	**	31% a
49	45	2	1	**	4	11	9	**	**	1
10%	9%	13%	25% ab	** a	18% a	6%	8%	**	**	6%
487	466	12	5	**	20	191	122	**	**	15
97%	97%	97%	96% ab	** a	96% a	96%	99%	**	**	98% ab
74	70	2	2	**	4	19	11	**	**	6
15%	14%	15%	28% ab	** ab	21% ab	9%	9%	**	**	43% ab
6	5	*	*	**	1	3	2	**	**	*
1%	1%	2%	8% ab	** ab	4% ab	1%	1%	**	**	2%
-	-	-	-	**	-	-	-	**	**	-
-%	-%	-%	-% ab	** ab	-% ab	-%	-%	**	**	-% ab
2	2	*	-	**	*	2	-	**	**	-
%	%	1%	-% ab	** ab	% ab	1%	-%	**	**	-% ab
11	10	*	*	**	1	3	1	**	**	*
2%	2%	2%	3% ab	** ab	3% ab	1%	1%	**	**	1% ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	518	14	31	54	22	42	76	52	30	18	339	65	60	54
Weighted total	504	24	56	47	30	48	93	65	44	25	433	28	25	18
Urgent delivery - on the same day or a specific time the next day	51 10%	** **	** **	5 10%	** **	** bcfghjm	13 14% b	7 10%	**	**	42 10%	4 14% b	5 18% bj	1 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	115 23%	** **	** **	15 32% bl	** **	** b	27 29% b	11 17%	** **	** **	99 23%	7 27%	4 16%	5 28%
Timed delivery (i.e. to arrive by specific time /day)	49 10%	** **	** **	5 10%	** **	** bgjm	17 18% bgjm	2 4%	** **	** **	42 10%	4 13% b	2 8%	1 6%
Standard delivery	487 97%	** **	** **	43 91%	** **	** fm	84 91% fm	65 100% cfm	** **	** **	418 97% fm	28 99% cfm	25 100% cfm	16 89%
International delivery	74 15%	** **	** **	11 24% j	** **	** **	11 12% 12%	10 16%	** **	** **	58 13%	6 23% j	4 14%	6 33% btgjl
Cross-Border Delivery	6 1%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	6 34% bcefgjhkl
Other (PLEASE SPECIFY)	- -%	** **	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	2 *%	** **	** **	- -%	** **	** **	2 2%	* *%	** **	** **	2 *%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	11 2%	** **	** **	2 4%	** **	** **	4 4%	- -%	** **	** **	9 2%	* *%	- -%	2 10% egjkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	i	j	k	l	m
Unweighted total	518	34	18	53	17	29	70	48	33	32	334	66	63	55
Weighted total	504	59	30	47	23	31	86	62	45	47	430	30	24	20
Urgent delivery - on the same day or a specific time the next day	51 10%	** **	** **	5 10%	** **	** **	11 12%	** i	** i	** **	43 10%	4 13%	3 12%	1 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	115 23%	** **	** **	11 23%	** **	** **	28 32% l	** **	** l	** **	101 23% l	7 25% l	2 10%	5 25% l
Timed delivery (i.e. to arrive by specific time /day)	49 10%	** **	** **	5 10%	** **	** **	15 17% gilm	** **	** **	** **	43 10%	4 12%	1 5%	1 5%
Standard delivery	487 97%	** ** c	** ** c	41 87%	** **	** **	80 93%	** cm	** c	** **	415 96% c	30 99% cfm	24 100% cfm	18 91%
International delivery	74 15%	** **	** **	13 28% fijl	** **	** **	7 8%	** **	** **	** **	59 14%	6 22% fi	3 12%	6 29% fijl
Cross-Border Delivery	6 1%	** **	** **	- -%	** **	** **	- -%	** **	** **	** **	- -%	- -%	- -%	6 30% acfg <h>ijk</h> l
Other (PLEASE SPECIFY)	- -%	** **	** **	- -%	** **	** **	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	2 *%	** **	** **	2 4% j	** **	** **	- -%	** **	** **	** **	2 *%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	11 2%	** **	** **	2 4%	** **	** **	4 5%	** **	** **	** **	9 2%	* *%	- -%	2 9% g <h>ijkl</h>

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 74 (continuation)

Page 1092

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
518	*a 9	b 58	*c 14	d 67	e 131	*f 23	g 34	h 182	a 333	b 185	a 442	b 76	a 492	*b 26
504	8	48	10	63	149	16	36	174	340	164	455	49	463	41
51	**	*	**	6	25	**	**	10	40	11	43	8	49	**
10%	**	1%	**	9% b	17% bh	**	** bh	6%	12%	7%	10%	17%	11%	**
115	**	3	**	9	47	**	**	34	90	25	100	15	108	**
23%	**	7%	**	14%	31% bdh	**	** b	20% b	27% b	15%	22%	31%	23%	**
49	**	3	**	6	23	**	**	13	39	10	39	9	47	**
10%	**	5%	**	9%	15% h	**	**	7%	11%	6%	9%	19% a	10%	**
487	**	47	**	60	147	**	**	167	328	159	442	45	446	**
97%	**	99%	**	95%	99%	**	**	96%	96%	97%	97% b	91%	96%	**
74	**	5	**	4	30	**	**	16	49	26	62	13	73	**
15%	**	10%	**	7%	20% dh	**	** bdh	9%	14%	16%	14%	26% a	16%	**
6	**	*	**	1	1	**	**	3	5	1	6	*	5	**
1%	**	%	**	1%	1%	**	**	2%	1%	1%	1%	%	1%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
2	**	*	**	-	2	**	**	-	2	-	2	-	2	**
%	**	%	**	-%	1%	**	**	-%	1%	-%	%	-%	%	**
11	**	*	**	3	*	**	**	5	6	5	11	*	11	**
2%	**	1%	**	5% e	%	**	** e	3%	2%	3%	2%	%	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
518	301	93	122	376	118	20	3	1	-	-	-	494	24	146	230	142
504	320	78	101	429	61	14	*	*	-	-	-	489	14	217	212	75
51	31	15	6	46	4	**	**	**	**	**	**	50	**	11	34	6
10%	10%	19%	6%	11%	7%	**	**	**	**	**	**	10%	**	5%	16%	8%
		ac													ac	
115	80	20	16	103	11	**	**	**	**	**	**	114	**	38	66	12
23%	25%	25%	15%	24%	18%	**	**	**	**	**	**	23%	**	17%	31%	16%
	c														ac	
49	38	8	4	47	2	**	**	**	**	**	**	49	**	20	27	2
10%	12%	10%	4%	11%	3%	**	**	**	**	**	**	10%	**	9%	13%	2%
	c			b								b		c	c	
487	308	76	98	414	58	**	**	**	**	**	**	472	**	213	202	72
97%	96%	97%	97%	97%	96%	**	**	**	**	**	**	96%	**	98%	95%	97%
74	47	14	14	59	14	**	**	**	**	**	**	73	**	23	37	15
15%	15%	18%	13%	14%	22%	**	**	**	**	**	**	15%	**	10%	17%	20%
				ai												a
6	5	*	1	5	*	**	**	**	**	**	**	6	**	3	3	1
1%	1%	*%	1%	1%	1%	**	**	**	**	**	**	1%	**	1%	1%	1%
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
2	*	-	2	*	2	**	**	**	**	**	**	2	**	-	*	2
*%	*%	-%	2%	*%	3%	**	**	**	**	**	**	*%	**	-%	*%	3%
			a		ai											ab
11	8	2	1	10	*	**	**	**	**	**	**	11	**	4	6	*
2%	2%	3%	1%	2%	1%	**	**	**	**	**	**	2%	**	2%	3%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 74 (continuation)

Page 1094

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%
Unweighted total
Weighted total

Urgent delivery - on the
same day or a specific
time the next day

Tracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)

Timed delivery (i.e. to
arrive by specific time
/day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent									
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+			
518 504	a 369 296	b 261 180	c 399 337	d 188 164	e 168 112	f 376 328	a 338 308	b 36 14	*c 10 5	*d 8 4	*e 6 5	*f - -	*g - -	a 176 156	*b 6 5	*c 3 2	*d 1 *	*e 1 *	*f 1 *	*g - -	*h 2 *			
51 10%	34 11%	18 10%	38 11%	19 12%	13 11%	33 10%	34 11%	** **	** **	** **	** **	** **	** **	19 12%	** **	** **	** **	** **	** **	** **	** **			
115 23%	65 22%	39 22%	75 22%	39 24%	19 17%	70 21%	68 22%	** **	** **	** **	** **	** **	** **	39 25%	** **	** **	** **	** **	** **	** **	** **			
49 10%	25 8%	16 9%	29 9%	24 14% ace	6 6%	32 10%	28 9%	** **	** **	** **	** **	** **	** **	23 15%	** **	** **	** **	** **	** **	** **	** **			
487 97%	287 97%	175 97%	326 97%	159 97%	106 94%	318 97%	297 97%	** **	** **	** **	** **	** **	** **	151 97%	** **	** **	** **	** **	** **	** **	** **			
74 15%	45 15%	32 18% f	54 16% f	30 18% f	22 19% f	37 11%	48 16%	** **	** **	** **	** **	** **	** **	30 19%	** **	** **	** **	** **	** **	** **	** **			
6 1%	4 1%	2 1%	4 1%	1 1%	1 1%	2 *%	4 1%	** **	** **	** **	** **	** **	** **	1 1%	** **	** **	** **	** **	** **	** **	** **			
- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **	** **	** **			
2 *%	- -%	- -%	- -%	- -%	2 2% abc	2 1%	- -%	** **	** **	** **	** **	** **	** **	- -%	** **	** **	** **	** **	** **	** **	** **			
11 2%	7 2%	5 3%	9 3%	2 1%	2 2%	8 2%	9 3%	** **	** **	** **	** **	** **	** **	2 1%	** **	** **	** **	** **	** **	** **	** **			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters**Base: All who regularly receive letters at their location (QV9a=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
518	a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
504	105	101	99	90	3	60	40	44	40	4	105	11	71	471	47
	132	88	71	41	3	63	34	36	26	4	109	11	44	458	46
51	13	12	4	6	**	7	**	**	**	**	9	**	9	45	**
10%	10%	14%	6%	16% c	**	11%	** d	**	**	**	8%	**	19% a	10%	**
115	24	28	12	9	**	21	**	**	**	**	21	**	16	96	**
23%	18%	31% ac	16%	23%	**	33% cd	** cd	**	**	**	19%	**	37% a	21%	** a
49	12	6	5	6	**	11	**	**	**	**	13	**	11	43	**
10%	9%	7%	7%	15%	**	18% d	** d	**	**	**	12%	**	24% a	9%	**
487	125	84	71	40	**	61	**	**	**	**	107	**	44	443	**
97%	95%	96%	100%	99%	**	97%	**	**	**	**	98%	**	100%	97%	**
74	20	18	6	10	**	9	**	**	**	**	14	**	14	60	**
15%	15%	20% c	8%	24% c	**	15% d	** d	** d	**	**	13%	**	31% a	13%	** a
6	1	2	1	*	**	-	**	**	**	**	1	**	*	6	**
1%	1%	2%	1%	1%	**	-%	**	**	**	**	1%	**	*/%	1%	**
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
2	-	-	-	-	**	-	**	**	**	**	-	**	-	2	**
*%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*/%	**
11	4	4	*	*	**	-	**	**	**	**	2	**	*	11	**
2%	3%	4%	*/%	1%	**	-%	**	**	**	**	2%	**	*/%	2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters**Base: All who regularly receive letters at their location (QV9a=1)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	518	a	*b	a	b	a	*b	a	b	c	*d	
Weighted total	504	375	23	142	46	370	28	140	48	61	-	
		317	18	130	34	310	25	123	40	39	-	
Urgent delivery - on the same day or a specific time the next day	51	33	**	17	**	33	**	18	**	21	9	**
	10%	10%	**	13%	**	11%	**	15% b	**	22% b	11% b	24% b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	115	66	**	26	**	63	**	27	**	31	16	**
	23%	21%	**	20%	** a	20%	**	22%	**	32% b	23% b	42% b
Timed delivery (i.e. to arrive by specific time /day)	49	28	**	19	**	28	**	20	**	14	9	**
	10%	9%	**	15%	**	9%	**	16%	**	15%	9% b	24% b
Standard delivery	487	306	**	127	**	299	**	121	**	93	39	**
	97%	97%	**	98%	**	96%	**	98%	**	98%	100%	**
International delivery	74	47	**	21	**	43	**	22	**	24	22	**
	15%	15%	**	17%	**	14%	**	18%	**	25% b	15% ab	58% b
Cross-Border Delivery	6	4	**	1	**	4	**	1	**	2	2	**
	1%	1%	**	1%	**	1%	**	1%	**	2%	2% b	5% b
Other (PLEASE SPECIFY)	-	-	**	-	**	-	**	-	**	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	**
None of these (DO NOT READ OUT)	2	-	**	-	**	-	**	-	**	-	-	**
	*%	-%	**	-%	**	-%	**	-%	**	-%	-%	**
Don't Know (DO NOT READ OUT)	11	9	**	2	**	9	**	2	**	2	*	**
	2%	3%	**	2%	**	3%	**	2%	**	2%	*%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 74 (continuation)

Page 1097

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
518	102	232	44	-	127	133	47	-	348	242	153	322	254	6
504	80	152	25	-	110	116	31	-	280	166	135	260	208	3
51	14	17	**	**	18	16	**	**	31	14	18	30	23	**
10%	18%	11%	**	**	16%	13%	**	**	11%	9%	13%	12%	11%	**
			b											
115	28	38	**	**	33	31	**	**	59	31	31	60	42	**
23%	34%	25%	**	**	30%	27%	**	**	21%	19%	23%	23%	20%	**
49	13	15	**	**	22	20	**	**	24	15	22	28	19	**
10%	17%	10%	**	**	20%	17%	**	**	9%	9%	17%	11%	9%	**
											ab			
487	80	150	**	**	108	114	**	**	271	161	132	250	201	**
97%	100%	98%	**	**	98%	98%	**	**	97%	97%	98%	96%	97%	**
74	22	28	**	**	27	21	**	**	42	27	24	41	29	**
15%	28%	18%	**	**	25%	18%	**	**	15%	16%	18%	16%	14%	**
			ab				b							
6	1	2	**	**	1	1	**	**	4	2	*	4	2	**
1%	1%	1%	**	**	1%	1%	**	**	1%	1%	1%	2%	1%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
11	*	2	**	**	*	2	**	**	7	5	2	8	4	**
2%	1%	2%	**	**	1%	2%	**	**	2%	3%	2%	3%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	518	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	504	130	76	91	34	30	302	254	15	6	6	2	518	417	518	422	508
		101	59	76	12	13	247	210	15	3	11	1	504	376	504	385	489
Urgent delivery - on the same day or a specific time the next day	51	14	8	13	**	**	33	24	**	**	**	**	51	51	51	44	49
	10%	14%	14%	17%	abc	abc	13%	12%	**	**	**	**	10%	14%	10%	11%	10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	115	34	13	24	**	**	63	42	**	**	**	**	115	100	115	101	110
	23%	33%	22%	32%	abce	**	25%	20%	**	**	**	**	23%	27%	23%	26%	23%
Timed delivery (i.e. to arrive by specific time /day)	49	20	11	18	**	**	28	16	**	**	**	**	49	45	49	42	46
	10%	20%	18%	23%	**	**	11%	7%	**	**	**	**	10%	12%	10%	11%	9%
Standard delivery	487	99	57	76	**	**	240	204	**	**	**	**	487	363	487	373	472
	97%	98%	96%	100%	**	**	97%	97%	**	**	**	**	97%	97%	97%	97%	96%
International delivery	74	20	12	19	**	**	44	29	**	**	**	**	74	61	74	68	74
	15%	20%	21%	24%	abc	a	18%	14%	**	**	**	**	15%	16%	15%	18%	15%
Cross-Border Delivery	6	1	*	1	**	**	4	2	**	**	**	**	6	4	6	6	6
	1%	1%	1%	2%	ab	**	2%	1%	**	**	**	**	1%	1%	1%	2%	1%
Other (PLEASE SPECIFY)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	-	-	-	**	**	-	-	**	**	**	**	2	*	2	*	2
	*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
Don't Know (DO NOT READ OUT)	11	2	2	-	**	**	5	4	**	**	**	**	11	11	11	8	11
	2%	2%	4%	-%	**	**	2%	2%	**	**	**	**	2%	3%	2%	2%	2%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters**Base: All who regularly receive letters at their location (QV9a=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total															
Weighted total															
Urgent delivery - on the same day or a specific time the next day															
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)															
Timed delivery (i.e. to arrive by specific time /day)															
Standard delivery															
International delivery															
Cross-Border Delivery															
Other (PLEASE SPECIFY)															
None of these (DO NOT READ OUT)															
Don't Know (DO NOT READ OUT)															
518	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
504	289	507	138	-	420	17	64	427	81	2	19	74	57	362	98
	267	492	106	-	387	17	67	406	84	*	22	74	48	363	93
51	51	51	32	**	41	**	2	44	10	**	**	10	3	45	3
10%	19%	10%	30%	**	11%	**	3%	11%	12%	**	**	14%	7%	12%	3%
	b		ab											c	
115	115	113	52	**	84	**	15	88	21	**	**	19	12	94	9
23%	43%	23%	49%	**	22%	**	23%	22%	25%	**	**	25%	26%	26%	10%
	b		b										c	c	
49	49	49	24	**	38	**	6	39	9	**	**	7	5	39	5
10%	18%	10%	22%	**	10%	**	10%	10%	11%	**	**	10%	11%	11%	5%
	b		b												
487	259	487	104	**	376	**	63	393	78	**	**	68	48	354	84
97%	97%	99%	98%	**	97%	**	94%	97%	93%	**	**	92%	100%	98%	91%
			ab										c	c	
74	60	74	74	**	54	**	14	51	19	**	**	20	9	56	9
15%	22%	15%	70%	**	14%	**	20%	13%	23%	**	**	26%	18%	16%	10%
	b		ab												
6	5	6	6	**	6	**	*	6	*	**	**	*	*	6	*
1%	2%	1%	6%	**	2%	**	%	1%	%	**	**	%	%	2%	%
			ab												
-	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
2	*	*	-	**	*	**	-	2	-	**	**	-	-	*	2
*%	*%	*%	-%	**	*%	**	-%	1%	-%	**	**	-%	-%	*%	2%
															b
11	3	3	-	**	8	**	2	9	2	**	**	2	-	4	6
2%	1%	1%	-%	**	2%	**	3%	2%	2%	**	**	3%	-%	1%	7%
															ab

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 74 (continuation)

Page 1100

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	518	60	20	434	304	214	374	59	169	86	122	54	200	129
Weighted total	504	77	22	404	308	196	308	35	142	70	103	45	165	99
Urgent delivery - on the same day or a specific time the next day	51 10%	7 9%	** **	44 11%	35 11%	16 8%	34 11%	8 24% acd	18 13%	5 7%	12 12%	8 17%	17 10%	13 13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	115 23%	23 30%	** **	90 22%	69 23%	46 23%	68 22%	14 41% acd	30 21%	12 18%	25 25% d	9 19%	40 25% d	13 13%
Timed delivery (i.e. to arrive by specific time /day)	49 10%	7 9%	** **	40 10%	30 10%	19 10%	24 8%	3 9%	23 16% ad	2 2%	19 18%	8 17%	15 9%	8 8%
Standard delivery	487 97%	75 97%	** **	391 97%	296 96%	190 97%	300 97%	35 100%	140 98%	68 97%	101 98%	43 95%	161 97%	96 97%
International delivery	74 15%	18 24% c	** **	56 14%	46 15%	28 15%	52 17%	10 30% ac	25 17%	13 18%	15 14%	13 28% acd	26 16%	14 14%
Cross-Border Delivery	6 1%	2 2%	** **	4 1%	3 1%	3 1%	4 1%	* % *	1 1%	* % *	1 1%	* % *	2 1%	* % *
Other (PLEASE SPECIFY)	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	2 *%	- -%	** **	2 1%	* *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	11 2%	- -%	** **	9 2%	7 2%	3 2%	6 2%	- -%	2 2%	2 3%	2 2%	2 5%	2 1%	3 3%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 74 (continuation)

Page 1101

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
518	107	242	33	115	518
504	94	222	29	131	504
51	10	18	**	12	51
10%	11%	8%	**	9%	10%
		abd			
115	19	53	**	28	115
23%	20%	24%	**	21%	23%
49	8	19	**	11	49
10%	8%	9%	**	8%	10%
		abd			
487	91	215	**	126	487
97%	96%	97%	**	96%	97%
74	8	29	**	27	74
15%	9%	13%	**	20%	15%
			a		
6	2	1	**	2	6
1%	2%	1%	**	1%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
2	-	*	**	2	2
%	-%	%	**	2%	%
11	3	2	**	3	11
2%	4%	1%	**	2%	2%

Columns Tested: a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted total	422	198	131	64	29	224	82	69	27	19	47
Weighted total	381	362	11	5	2	18	130	95	19	14	12
Urgent delivery - on the same day or a specific time the next day	39 10%	35 10%	2 14%	1 23% a	** ** a	3 18% a	14 11%	5 5%	** **	** **	** **
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77 20%	71 20%	3 25%	2 43% ab	** ** a	6 31% a	19 15%	11 11%	** **	** **	** ** ab
Timed delivery (i.e. to arrive by specific time /day)	33 9%	30 8%	1 11%	1 18% a	** ** a	3 16% a	11 9%	4 4%	** **	** **	** **
Standard delivery	357 94%	340 94%	10 94%	5 93%	** **	17 94%	119 92% e	90 94% e	** **	** **	** **
International delivery	41 11%	37 10%	2 15%	1 21% a	** ** a	3 18% a	10 8%	3 4%	** **	** **	** ** ab
Cross-Border Delivery	3 1%	3 1%	* 2%	* 9% ab	** ** a	1 4% a	1 1%	1 1%	** **	** **	** **
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	** **	** **
None of these (DO NOT READ OUT)	6 2%	6 2%	* 2%	- -%	** **	* 1%	4 3%	2 2%	** **	** **	** **
Don't Know (DO NOT READ OUT)	7 2%	7 2%	* 1%	* 3%	** **	* 2%	2 2%	1 1%	** **	** **	** **

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	422	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	381	11	20	44	18	35	60	42	26	14	270	55	51	46
		16	37	31	23	42	72	53	36	14	325	23	20	13
Urgent delivery - on the same day or a specific time the next day	39	**	**	**	**	**	11	**	**	**	31	3	4	**
	10%	**	**	**	**	**	15%	**	**	**	9%	13%	19% j	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77	**	**	**	**	**	19	**	**	**	66	4	4	**
	20%	**	**	**	**	**	26%	**	**	**	20%	17%	21%	**
Timed delivery (i.e. to arrive by specific time /day)	33	**	**	**	**	**	10	**	**	**	27	3	1	**
	9%	**	**	**	**	**	15%	**	**	**	8%	12%	6%	**
Standard delivery	357	**	**	**	**	**	66	**	**	**	303	22	20	**
	94%	**	**	**	**	**	91%	**	**	**	93%	100% cf	99% c	**
International delivery	41	**	**	**	**	**	8	**	**	**	31	4	3	**
	11%	**	**	**	**	**	12%	**	**	**	9%	17%	14%	**
						gj								gj
Cross-Border Delivery	3	**	**	**	**	**	-	**	**	**	-	-	-	**
	1%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**
														cefgjkl
Other (PLEASE SPECIFY)	-	**	**	**	**	**	-	**	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**
None of these (DO NOT READ OUT)	6	**	**	**	**	**	2	**	**	**	6	-	-	**
	2%	**	**	**	**	**	3%	**	**	**	2%	-%	-%	**
Don't Know (DO NOT READ OUT)	7	**	**	**	**	**	4	**	**	**	6	*	-	**
	2%	**	**	**	**	**	6%	**	**	**	2%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	422	21	12	40	14	25	62	38	29	25	266	56	54	46
Weighted total	381	35	19	27	18	29	77	49	40	31	324	25	19	13
Urgent delivery - on the same day or a specific time the next day	39 10%	**	**	**	**	**	11 14%	**	**	**	32 10%	3 12%	3 15%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77 20%	**	**	** jk	**	**	17 22%	**	**	**	66 20%	4 16%	3 18%	**
Timed delivery (i.e. to arrive by specific time /day)	33 9%	**	**	** g	**	**	8 11%	**	**	**	27 8%	3 11%	1 6%	** g
Standard delivery	357 94%	**	**	**	**	**	67 87%	**	**	**	302 93%	24 100% cf	18 99% f	**
International delivery	41 11%	**	**	** fgj	**	**	4 6%	**	**	**	32 10%	4 16%	2 11%	** fgj
Cross-Border Delivery	3 1%	**	**	**	**	**	- -%	**	**	**	- -%	- -%	- -%	** cfgjkl
Other (PLEASE SPECIFY)	- -%	**	**	**	**	**	- -%	**	**	**	- -%	- -%	- -%	**
None of these (DO NOT READ OUT)	6 2%	**	**	**	**	**	4 5%	**	**	**	6 2%	- -%	- -%	**
Don't Know (DO NOT READ OUT)	7 2%	**	**	** jkl	**	**	4 5%	**	**	**	6 2%	* -%	- -%	** l

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 75 (continuation)

Page 1105

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
422	*a 8	b 50	*c 13	d 57	e 99	*f 14	*g 28	h 153	a 266	b 156	a 358	b 64	a 406	*b 16
381	8	38	8	46	103	9	30	139	253	127	340	40	360	21
39	**	**	**	4	8	**	**	16	29	9	35	4	38	**
10%	**	**	**	8%	8%	**	**	12% b	12%	7%	10%	10%	11%	**
77	**	**	**	8	26	**	**	20	56	21	64	13	76	**
20%	**	**	**	17%	25% bh	**	**	14%	22%	16%	19%	32% a	21%	**
33	**	**	**	4	5	**	**	18	23	10	27	6	32	**
9%	**	**	**	8%	5%	**	**	13% be	9%	8%	8%	14%	9%	**
357	**	**	**	45	99	**	**	128	238	118	317	40	336	**
94%	**	**	**	98%	96%	**	**	92%	94%	93%	93%	100% a	93%	**
41	**	**	**	4	20	**	**	8	25	16	33	7	40	**
11%	**	**	**	9%	20% bh	**	**	6%	10%	12%	10%	18%	11%	**
3	**	**	**	1	1	**	**	1	2	1	3	*	3	**
1%	**	**	**	2%	1%	**	**	1%	1%	1%	1%	%	1%	**
-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
6	**	**	**	-	4	**	**	*	4	2	6	*	6	**
2%	**	**	**	-%	4% h	**	**	%	2%	2%	2%	%	2%	**
7	**	**	**	1	*	**	**	4	3	4	7	*	7	**
2%	**	**	**	2%	%	**	**	3%	1%	3%	2%	%	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
422 381	a 229 228	b 85 67	c 108 85	a 298 327	b 100 40	*c 20 14	*d 3 *	*e 1 *	*f - -	*g - -	*h - -	i 398 366	*j 24 14	a 96 137	b 202 190	c 124 54	
39 10%	21 9%	10 15%	8 9%	33 10%	4 11%	** **	** **	** **	** **	** **	** **	37 10%	** **	10 7%	23 12%	5 10%	
77 20%	41 18%	24 37% ac	11 12%	68 21%	7 19%	** **	** **	** **	** **	** **	** **	75 21%	** **	17 12%	51 27% ac	9 16%	
33 9%	21 9%	5 7%	7 8%	31 9% b	1 3%	** **	** **	** **	** **	** **	** **	32 9%	** **	9 7%	22 11% c	2 3%	
357 94%	212 93%	65 97%	80 93%	303 93% ai	39 99%	** **	** **	** **	** **	** **	** **	343 94%	** **	126 92%	177 94%	53 99% ab	
41 11%	22 10%	6 9%	13 15%	31 10%	5 14%	** **	** **	** **	** **	** **	** **	37 10%	** **	4 3%	28 15% a	9 17% a	
3 1%	2 1%	* *%	1 1%	3 1%	* 1%	** **	** **	** **	** **	** **	** **	3 1%	** **	- -%	3 1%	1 1%	
- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	** **	- -%	** **	- -%	- -%	- -%	
6 2%	4 2%	- -%	2 2%	6 2%	- -%	** **	** **	** **	** **	** **	** **	6 2%	** **	4 3% c	2 1%	- -%	
7 2%	4 2%	2 3%	1 1%	7 2%	* 1%	** **	** **	** **	** **	** **	** **	7 2%	** **	2 2%	5 3%	* 1%	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
422	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
381	320	243	346	174	145	320	290	32	10	8	5	-	-	163	5	3	1	1	1	-	2
	249	162	282	146	84	266	256	13	5	4	3	-	-	138	5	2	*	*	*	-	*
39	24	21	31	16	7	27	26	**	**	**	**	**	**	16	**	**	**	**	**	**	**
10%	10%	13%	11%	11%	9%	10%	10%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
77	51	44	66	29	19	47	59	**	**	**	**	**	**	29	**	**	**	**	**	**	**
20%	21%	27% f	23%	20%	22%	18%	23%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
33	20	20	27	17	3	19	25	**	**	**	**	**	**	17	**	**	**	**	**	**	**
9%	8%	12% ef	10% e	12% e	4%	7%	10%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
357	241	151	269	137	82	253	243	**	**	**	**	**	**	129	**	**	**	**	**	**	**
94%	97% b	93%	95%	94%	97%	95%	95%	**	**	**	**	**	**	94%	**	**	**	**	**	**	**
41	22	17	26	24	10	24	25	**	**	**	**	**	**	21	**	**	**	**	**	**	**
11%	9%	11%	9%	16% acf	11%	9%	10%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
3	2	2	2	1	1	2	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
6	*	-	*	2	-	2	*	**	**	**	**	**	**	2	**	**	**	**	**	**	**
2%	*%	-%	*%	1% ac	-%	1%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
7	3	4	5	2	2	5	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
2%	1%	3%	2%	2%	3%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	422	88	82	86	87	2	53	36	43	38	4	98	10	65	378	44
Weighted total	381	110	72	59	39	1	51	33	34	23	4	99	8	39	337	44
Urgent delivery - on the same day or a specific time the next day	39 10%	12 11% c	8 11% c	2 3%	6 16% c	** **	7 14%	**	**	**	**	4 4%	**	9 24% a	33 10%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77 20%	17 16%	22 31% ac	10 17%	13 35% ac	** **	13 25% cd	** cd	**	**	**	10 10%	**	20 50% a	62 19%	** a
Timed delivery (i.e. to arrive by specific time /day)	33 9%	13 12% c	6 9%	2 3%	6 15% c	** **	10 19% cd	**	**	**	**	3 3%	**	14 37% a	29 9%	**
Standard delivery	357 94%	103 94%	66 93%	58 99% b	39 99% b	**	45 87%	**	**	**	**	95 96%	**	34 88%	317 94%	**
International delivery	41 11%	12 11% c	8 11% c	2 3%	4 10% c	** **	3 6%	** ad	**	**	**	11 11%	**	10 26% a	30 9%	** a
Cross-Border Delivery	3 1%	* 1% *	1 1%	1 2%	* 1%	** **	- 1%	**	**	**	**	1 1%	**	* 1%	3 1%	**
Other (PLEASE SPECIFY)	- 0%	- 0%	- 0%	- 0%	- 0%	** **	- 0%	**	**	**	**	- 0%	**	- 0%	- 0%	**
None of these (DO NOT READ OUT)	6 2%	* 1% *	- 0%	- 0%	- 0%	** **	2 4%	**	**	**	**	2 2%	**	- 0%	4 1%	**
Don't Know (DO NOT READ OUT)	7 2%	2 2%	3 4%	* 1%	* 1%	**	- 0%	**	**	**	**	2 2%	**	* 1%	7 2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	422	323	22	134	40	320	25	131	43	105	302	57	-
Weighted total	381	262	18	117	29	257	23	108	38	85	228	35	-
Urgent delivery - on the same day or a specific time the next day	39 10%	23 9%	**	13 11%	**	23 9%	**	13 12%	**	17 20% b	18 8%	8 22% b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77 20%	54 21%	**	24 20%	**	52 20%	**	24 22%	**	31 37% b	45 20%	19 56% ab	**
Timed delivery (i.e. to arrive by specific time /day)	33 9%	24 9%	**	14 12%	**	24 9%	**	14 13%	**	15 18% b	17 8%	7 21% b	**
Standard delivery	357 94%	249 95%	**	112 96% b	**	247 96%	**	103 96%	**	80 95%	222 97%	35 99%	**
International delivery	41 11%	18 7%	**	17 15%	**	18 7%	**	17 16%	**	15 18% b	21 9%	12 36% ab	**
Cross-Border Delivery	3 1%	2 1%	**	1 1%	**	2 1%	**	1 1%	**	2 2%	2 1%	1 4%	**
Other (PLEASE SPECIFY)	- -%	- -%	**	- -%	**	- -%	**	- -%	**	- -%	- -%	- -%	**
None of these (DO NOT READ OUT)	6 2%	* *%	**	- -%	**	* *%	**	- -%	**	* *%	* *%	- -%	**
Don't Know (DO NOT READ OUT)	7 2%	5 2%	**	2 2%	**	5 2%	**	2 2%	**	2 2%	3 1%	- -%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
422	95	218	40	-	123	124	46	-	300	225	144	282	220	5
381	73	138	19	-	105	105	30	-	233	149	121	220	168	3
39	19	17	**	**	14	12	**	**	21	17	12	20	14	**
10%	26% b	12%	** ab	**	14%	11%	** ab	**	9%	11%	10%	9%	8%	**
77	36	40	**	**	28	21	**	**	46	35	25	51	29	**
20%	50% b	29%	** b	**	26%	20%	** b	**	20%	23%	21%	23%	17%	**
33	18	14	**	**	16	12	**	**	19	17	14	24	11	**
9%	24% b	10%	** b	**	15%	12%	** b	**	8%	12%	12%	11%	6%	**
357	68	134	**	**	98	103	**	**	225	137	114	207	165	**
94%	93%	96%	**	**	94%	98%	**	**	97% b	92%	94%	94%	98% a	**
41	15	16	**	**	23	21	**	**	18	12	14	17	12	**
11%	20%	12%	** ab	**	22%	20%	** ab	**	8%	8%	12%	8%	7%	**
3	1	2	**	**	1	1	**	**	2	2	*	2	1	**
1%	1%	2%	**	**	1%	1%	**	**	1%	1%	*%	1%	1%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
6	-	-	**	**	2	-	**	**	*	-	-	*	*	**
2%	-%	-%	**	**	2%	-%	**	**	*%	-%	-%	*%	*%	**
7	*	2	**	**	*	2	**	**	3	4	2	5	3	**
2%	*%	2%	**	**	*%	2%	**	**	1%	3%	2%	2%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	422	123	71	84	34	29	267	222	11	5	5	1	417	422	422	375	420
Weighted total	381	94	51	68	12	11	209	171	10	2	11	*	376	381	381	331	378
Urgent delivery - on the same day or a specific time the next day	39 10%	8 8%	3 6%	8 12%	** ** abc	** **	19 9%	12 7%	** **	** **	** **	** **	36 10%	39 10%	39 10%	34 10%	36 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77 20%	21 22% b	3 6%	19 28% b	** ** abc	** **	47 23% b	25 15%	** **	** **	** **	** **	75 20%	77 20%	77 20%	70 21%	74 20%
Timed delivery (i.e. to arrive by specific time /day)	33 9%	10 11%	3 5%	10 14%	** ** ab	** **	18 9% b	5 3%	** **	** **	** **	** **	30 8%	33 9%	33 9%	30 9%	30 8%
Standard delivery	357 94%	89 95%	49 96%	66 97%	** **	** **	204 97%	167 98%	** **	** **	** **	** **	352 94%	357 94%	357 94%	307 93%	354 94%
International delivery	41 11%	12 13%	7 14%	11 17%	** ** abc	** **	22 10%	15 9%	** **	** **	** **	** **	38 10%	41 11%	41 11%	36 11%	41 11%
Cross-Border Delivery	3 1%	1 1%	* 1%	1 2%	** ** ab	** **	2 1%	1 1%	** **	** **	** **	** **	3 1%	3 1%	3 1%	3 1%	3 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	6 2%	- -%	- -%	2 3%	** **	** **	* *%	* *%	** **	** **	** **	** **	6 2%	6 2%	6 2%	6 2%	6 2%
Don't Know (DO NOT READ OUT)	7 2%	2 2%	2 4%	- -%	** **	** **	3 1%	3 2%	** **	** **	** **	** **	7 2%	7 2%	7 2%	7 2%	7 2%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	422	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total		256	413	122	-	344	14	52	345	68	3	17	64	46	296	79
Weighted total	381	233	373	91	-	293	14	53	299	68	*	18	63	39	270	71
Urgent delivery - on the same day or a specific time the next day	39	39	39	19	**	28	**	2	31	6	**	**	6	**	33	2
	10%	17% b	10%	21% b	**	10%	**	5%	10%	9%	**	**	10%	**	12% c	3%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77	77	76	40	**	55	**	11	54	11	**	**	13	**	63	5
	20%	33% b	20%	44% ab	**	19%	**	20%	18%	16%	**	**	21%	** c	23% c	7%
Timed delivery (i.e. to arrive by specific time /day)	33	33	33	14	**	22	**	5	24	3	**	**	3	**	28	2
	9%	14% b	9%	15% b	**	7%	**	10%	8%	5%	**	**	5%	**	10%	3%
Standard delivery	357	216	357	85	**	276	**	51	280	64	**	**	57	**	253	65
	94%	93%	96%	93%	**	94%	**	96%	93%	94%	**	**	90%	** c	94%	91%
International delivery	41	34	41	41	**	29	**	6	26	12	**	**	12	**	27	8
	11%	14%	11%	45% ab	**	10%	**	11%	9%	17%	**	**	19%	**	10%	12%
Cross-Border Delivery	3	3	3	3	**	3	**	*	3	*	**	**	*	**	3	*
	1%	1%	1%	4% b	**	1%	**	%	1%	%	**	**	%	**	1%	%
Other (PLEASE SPECIFY)	-	-	-	-	**	-	**	-	-	-	**	**	-	**	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	**	-%	-%
None of these (DO NOT READ OUT)	6	4	6	4	**	2	**	-	4	2	**	**	2	**	4	2
	2%	2%	2%	5%	**	1%	**	-%	1%	3%	**	**	3%	**	2%	3%
Don't Know (DO NOT READ OUT)	7	3	*	-	**	7	**	2	5	2	**	**	2	**	3	4
	2%	1% b	%	-%	**	3%	**	4%	2%	3%	**	**	3%	**	1%	6% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters**Base: All who regularly receive large letters at their location (QV9a=2)**

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	422	45	17	356	254	168	325	56	158	79	116	50	179	111
Weighted total	381	53	21	307	249	132	260	30	129	62	96	38	149	83
Urgent delivery - on the same day or a specific time the next day	39	**	**	34	22	16	26	6	14	2	11	**	15	8
	10%	**	**	11%	9%	12%	10%	21%	11%	3%	11%	**	10%	9%
							d	acd	d					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	77	**	**	67	53	23	57	12	23	8	19	**	35	9
	20%	**	**	22%	21%	18%	22%	40%	18%	12%	20%	**	23%	11%
								acd					bd	
Timed delivery (i.e. to arrive by specific time /day)	33	**	**	30	20	12	25	4	15	2	12	**	15	5
	9%	**	**	10%	8%	9%	9%	13%	12%	3%	13%	**	10%	6%
							d	d	d					
Standard delivery	357	**	**	289	232	125	247	30	122	57	92	**	142	80
	94%	**	**	94%	93%	94%	95%	100%	95%	93%	96%	**	95%	96%
							d	d						
International delivery	41	**	**	31	28	13	26	6	19	10	13	**	12	12
	11%	**	**	10%	11%	10%	10%	20%	15%	16%	13%	**	8%	14%
								a				c		
Cross-Border Delivery	3	**	**	2	2	1	2	*	1	*	1	**	1	*
	1%	**	**	1%	1%	1%	1%	%	1%	%	1%	**	1%	%
Other (PLEASE SPECIFY)	-	**	**	-	-	-	-	-	-	-	-	**	-	-
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	-%	**	-%	-%
None of these (DO NOT READ OUT)	6	**	**	4	4	2	-	-	2	2	-	**	-	-
	2%	**	**	1%	2%	2%	-%	-%	2%	3%	-%	**	-%	-%
							a	a	a					
Don't Know (DO NOT READ OUT)	7	**	**	5	5	2	5	-	2	2	2	**	2	3
	2%	**	**	2%	2%	2%	2%	-%	2%	4%	2%	**	1%	4%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
422	91	199	28	85	422
381	73	168	23	93	381
39	6	8	**	14	39
10%	8%	5%	**	15% b	10%
77	13	24	**	27	77
20%	18%	14%	**	29% b	20%
33	3	7	**	12	33
9%	4%	4%	**	13% ab	9%
357	69	157	**	89	357
94%	95%	94%	**	95%	94%
41	3	19	**	12	41
11%	5%	11%	**	13%	11%
3	*	1	**	1	3
1%	*%	1%	**	1%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
6	*	6	**	-	6
2%	*%	4%	**	-%	2%
7	3	2	**	*	7
2%	4%	1%	**	*%	2%

Columns Tested: a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
441	216	131	64	30	225	95	76	28	16	48
407	388	11	5	2	19	152	105	19	12	12
73	69	2	1	**	4	19	17	**	**	**
18%	18%	21%	24%	**	21%	13%	16%	**	**	**
193	183	6	3	**	10	68	41	**	**	**
47%	47%	54%	57%	**	54%	45% e	39% e	**	**	**
85	80	3	1	**	4	34	15	**	**	**
21%	21%	23%	27%	**	23%	22% e	14%	**	**	**
323	307	9	4	**	16	108	91	**	**	**
79%	79%	83%	79%	abce	84%	71%	86% a	**	**	** a
68	64	2	2	**	4	26	7	**	**	**
17%	17%	19%	32% ab	**	22%	17% b	7%	**	**	**
5	4	*	*	**	1	3	1	**	**	**
1%	1%	2%	6% a	**	3%	2%	1%	**	**	**
-	-	-	-	**	-	-	-	**	**	**
-%	-%	-%	-%	**	-%	-%	-%	**	**	**
2	2	*	-	**	*	2	-	**	**	**
1%	1%	*%	-%	**	*%	1%	-%	**	**	**
5	4	*	*	**	1	-	-	**	**	**
1%	1%	3%	3%	**	3%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	441	11	22	47	20	35	64	41	28	17	285	60	51	45
Weighted total	407	16	38	33	26	42	80	51	39	19	344	26	22	15
Urgent delivery - on the same day or a specific time the next day	73 18%	**	**	**	**	**	15 18%	**	**	**	60 17%	6 25%	5 25%	**
						gm	g				g	gm	gm	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193 47%	**	**	**	**	**	32 40%	**	**	**	161 47%	15 57%	9 42%	**
						cf						c		
Timed delivery (i.e. to arrive by specific time /day)	85 21%	**	**	**	**	**	25 31%	**	**	**	70 20%	7 29%	5 25%	**
				g		cgjm	cgm				9	9	9	g
Standard delivery	323 79%	**	**	**	**	**	63 79%	**	**	**	274 80%	21 79%	16 72%	**
International delivery	68 17%	**	**	**	**	**	13 16%	**	**	**	56 16%	6 22%	3 13%	**
				fgjl		g								g
Cross-Border Delivery	5 1%	**	**	**	**	**	- -%	**	**	**	- -%	- -%	- -%	**
													cefgjkl	
Other (PLEASE SPECIFY)	- -%	**	**	**	**	**	- -%	**	**	**	- -%	- -%	- -%	**
None of these (DO NOT READ OUT)	2 1%	**	**	**	**	**	2 3%	**	**	**	2 1%	- -%	* -%	**
Don't Know (DO NOT READ OUT)	5 1%	**	**	**	**	**	2 3%	**	**	**	5 1%	* -%	- -%	**
				j										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	h	*i	j	k	l	m
Unweighted total	441	26	13	45	13	27	60	36	32	29	281	61	54	45
Weighted total	407	42	22	33	18	31	77	45	40	36	343	28	21	15
Urgent delivery - on the same day or a specific time the next day	73 18%	** **	** **	** **	** **	** **	13 17%	** **	** **	** **	61 18% g	6 23% gm	4 18%	** **
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193 47%	** **	** **	** **	** **	** **	32 42%	** **	** **	** **	162 47%	15 53%	9 41%	** **
Timed delivery (i.e. to arrive by specific time /day)	85 21%	** **	** **	** g	** **	** **	21 27%	** **	** g	** **	71 21%	7 26%	5 22%	** **
Standard delivery	323 79%	** **	** **	** **	** **	** **	55 72%	** **	** **	** **	273 80%	23 80%	15 70%	** **
International delivery	68 17%	** **	** **	** g	** **	** **	15 19%	** **	** **	** **	57 17%	6 20%	2 10%	**
Cross-Border Delivery	5 1%	** **	** **	** **	** **	** **	- -%	** **	** **	** **	- -%	- -%	- -%	** cfghjkl
Other (PLEASE SPECIFY)	- -%	** **	** **	** **	** **	** **	- -%	** **	** **	** **	- -%	- -%	- -%	** **
None of these (DO NOT READ OUT)	2 1%	** **	** **	** **	** **	** **	2 3%	** **	** **	** **	2 1%	- -%	* *%	** **
Don't Know (DO NOT READ OUT)	5 1%	** **	** **	** j	** **	** **	2 3%	** **	** **	** **	5 1%	* *%	- -%	** **

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets**Base: All who regularly receive parcels and packets at their location (QV9a= 3)**

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%															
Unweighted total	441	^a 6	^b 56	^c 10	^d 51	^e 115	^f 17	^g 29	^h 157	^a 291	^b 150	^a 377	^b 64	^a 423	^b 18
Weighted total	407	6	45	8	45	125	12	30	136	281	126	370	37	379	28
Urgent delivery - on the same day or a specific time the next day	73	**	7	**	9	30	**	**	21	50	23	60	13	68	**
	18%	**	15%	**	19%	24%	**	**	16%	18%	18%	16%	34% a	18%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193	**	21	**	26	64	**	**	64	139	54	174	19	184	**
	47%	**	47%	**	58%	51%	**	**	47%	49%	43%	47%	51%	49%	**
Timed delivery (i.e. to arrive by specific time /day)	85	**	13	**	6	28	**	**	27	61	24	72	13	84	**
	21%	**	29%	**	14%	22%	**	**	19%	22%	19%	19%	34% a	22%	**
Standard delivery	323	**	38	**	35	99	**	**	105	235	88	295	28	299	**
	79%	**	84%	**	79%	79%	**	**	77%	84% b	70%	80%	76%	79%	**
International delivery	68	**	8	**	8	25	**	**	16	51	18	59	10	64	**
	17%	**	18%	**	18%	20%	**	**	12%	18%	14%	16%	27% a	17%	**
Cross-Border Delivery	5	**	*	**	*	1	**	**	3	5	*	5	*	4	**
	1%	**	*%	**	*%	1%	**	**	2%	2%	*%	1%	*%	1%	**
Other (PLEASE SPECIFY)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	2	**	2	**	*	-	**	**	-	*	2	2	-	2	**
	1%	**	5% eh	**	*%	-%	**	**	-%	*%	2% a	1%	-%	1%	**
Don't Know (DO NOT READ OUT)	5	**	*	**	-	*	**	**	4	3	2	4	*	5	**
	1%	**	1%	**	-%	*%	**	**	3%	1%	2%	1%	*%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 76 (continuation)

Page 1119

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	441	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Weighted total	407	248	81	111	312	107	18	3	1	-	-	-	419	22	111	201	129
		246	65	94	340	56	11	*	*	-	-	-	396	12	156	184	67
Urgent delivery - on the same day or a specific time the next day	73	36	17	20	57	12	**	**	**	**	**	**	69	**	21	36	16
	18%	15%	25% a	22%	17%	22%	**	**	**	**	**	**	18%	**	13%	20%	23% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193	117	34	42	163	24	**	**	**	**	**	**	187	**	65	97	30
	47%	47%	52%	45%	48%	43%	**	**	**	**	**	**	47%	**	42%	53%	45%
Timed delivery (i.e. to arrive by specific time /day)	85	49	19	17	68	14	**	**	**	**	**	**	82	**	23	45	17
	21%	20%	30%	18%	20%	26%	**	**	**	**	**	**	21%	**	15%	24% a	25% a
Standard delivery	323	200	53	68	273	41	**	**	**	**	**	**	314	**	130	143	50
	79%	81%	82%	72%	80%	74%	**	**	**	**	**	**	79%	**	83%	78%	74%
International delivery	68	39	11	19	51	14	**	**	**	**	**	**	65	**	21	30	17
	17%	16%	17%	20%	15%	24% a	**	**	**	**	**	**	16%	**	14%	16%	25% ab
Cross-Border Delivery	5	5	*	*	4	*	**	**	**	**	**	**	5	**	3	2	*
	1%	2%	*%	*%	1%	1%	**	**	**	**	**	**	1%	**	2%	1%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
None of these (DO NOT READ OUT)	2	2	-	-	2	-	**	**	**	**	**	**	2	**	2	*	-
	1%	1%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	*%	-%
Don't Know (DO NOT READ OUT)	5	3	2	-	4	*	**	**	**	**	**	**	5	**	*	4	*
	1%	1%	3%	-%	1%	1%	**	**	**	**	**	**	1%	**	*%	2%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets**Base: All who regularly receive parcels and packets at their location (QV9a= 3)**Significance Level: 95%
Unweighted total
Weighted totalUrgent delivery - on the
same day or a specific
time the next dayTracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)Timed delivery (i.e. to
arrive by specific time
/day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)Don't Know (DO NOT READ
OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
441	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
407	317	231	340	185	148	324	285	33	10	7	4	-	-	173	6	3	1	1	1	-	2
	241	153	272	160	87	273	250	9	5	3	3	-	-	155	3	2	*	*	*	-	*
73	43	30	50	34	19	49	41	**	**	**	**	**	**	34	**	**	**	**	**	**	**
18%	18%	20%	18%	21%	22%	18%	16%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
								a													
193	114	74	133	94	38	139	123	**	**	**	**	**	**	92	**	**	**	**	**	**	**
47%	47%	48%	49%	59%	44%	51%	49%	**	**	**	**	**	**	59%	**	**	**	**	**	**	**
				abce																	
85	47	37	56	40	17	62	47	**	**	**	**	**	**	40	**	**	**	**	**	**	**
21%	19%	24%	21%	25%	19%	23%	19%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
								a													
323	191	118	218	116	69	218	196	**	**	**	**	**	**	113	**	**	**	**	**	**	**
79%	79%	77%	80%	72%	80%	80%	78%	**	**	**	**	**	**	73%	**	**	**	**	**	**	**
			d					a													
68	32	18	40	33	16	38	35	**	**	**	**	**	**	32	**	**	**	**	**	**	**
17%	13%	12%	15%	20%	18%	14%	14%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
				ab																	
5	3	1	3	*	1	1	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	1%	1%	1%	*%	1%	*%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
2	*	*	*	-	-	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
1%	*%	*%	*%	-%	-%	1%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5	*	2	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	*%	2%	1%	2%	*%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets**Base: All who regularly receive parcels and packets at their location (QV9a= 3)**

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	441	83	92	85	77	2	57	42	45	38	3	104	10	70	394	47
Weighted total	407	99	76	58	36	1	56	37	39	27	2	109	11	41	359	48
Urgent delivery - on the same day or a specific time the next day	73 18%	16 17%	11 14%	6 11%	14 38% abc	**	9 17%	**	**	**	**	22 20%	**	10 24%	65 18%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193 47%	46 46%	41 54%	23 40%	20 56% c	**	40 72% cd	**	**	**	**	59 55%	**	28 68%	170 47%	**
Timed delivery (i.e. to arrive by specific time /day)	85 21%	19 19%	7 9%	12 21% b	16 44% abc	**	14 24%	**	**	**	**	29 26%	**	11 28%	71 20%	**
Standard delivery	323 79%	76 77%	67 88% ac	41 70%	31 84% c	**	39 70%	**	**	**	**	79 73%	**	31 75%	290 81% b	**
International delivery	68 17%	15 15%	13 17% c	4 6%	7 20% c	**	6 11%	**	**	**	**	22 20%	**	10 25%	53 15%	** a
Cross-Border Delivery	5 1%	1 1%	2 2%	* *%	* 1%	**	- -%	**	**	**	**	* *%	**	* *%	5 1%	**
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	**	- -%	**	**	**	**	- -%	**	- -%	- -%	**
None of these (DO NOT READ OUT)	2 1%	- -%	- -%	* *%	- -%	**	- -%	**	**	**	**	- -%	**	- -%	2 1%	**
Don't Know (DO NOT READ OUT)	5 1%	- -%	2 3%	* *%	* *%	**	* *%	**	**	**	**	2 2%	**	* *%	5 1%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets**Base: All who regularly receive parcels and packets at their location (QV9a= 3)**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	441	320	19	137	48	315	24	134	51	107	297	55	-
Weighted total	407	256	14	124	37	249	21	114	46	85	218	29	-
Urgent delivery - on the same day or a specific time the next day	73 18%	43 17%	** **	29 23%	** **	43 17%	** **	29 25% b	5 12%	13 15%	39 18%	11 39% ab	** **
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193 47%	120 47%	** **	71 57%	** **	120 48%	** **	69 61%	25 54%	47 56%	98 45%	17 58%	** **
Timed delivery (i.e. to arrive by specific time /day)	85 21%	51 20%	** **	33 26%	** **	51 20%	** **	30 26%	10 22%	20 23%	41 19%	10 35% b	** **
Standard delivery	323 79%	202 79%	** **	94 76% b	** **	195 78%	** **	89 78% b	27 58%	64 76%	180 83%	28 96% ab	** **
International delivery	68 17%	32 13%	** **	21 17% a	** **	32 13%	** **	15 14%	17 37% a	9 11%	31 14%	11 38% ab	** **
Cross-Border Delivery	5 1%	3 1%	** **	* **	** **	3 1%	** **	* **	* **	1 1%	3 1%	1 4%	** **
Other (PLEASE SPECIFY)	- -%	- -%	** **	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
None of these (DO NOT READ OUT)	2 1%	* **	** **	- -%	** **	* **	** **	- -%	- -%	* **	* **	- -%	** **
Don't Know (DO NOT READ OUT)	5 1%	2 1%	** **	2 2%	** **	2 1%	** **	2 2%	- -%	- -%	* **	- -%	** **

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets**Base: All who regularly receive parcels and packets at their location (QV9a= 3)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	441	97	202	38	-	131	127	44	-	298	214	151	280	216	6
Weighted total	407	74	125	17	-	116	111	29	-	226	141	135	217	164	3
Urgent delivery - on the same day or a specific time the next day															
	73	14	28	**	**	26	24	**	**	40	26	29	41	26	**
	18%	19%	22%	**	**	22%	21%	**	**	18%	18%	21%	19%	16%	**
				ab				ab							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)															
	193	51	57	**	**	75	60	**	**	103	66	76	99	79	**
	47%	68%	46%	**	**	64%	54%	**	**	45%	47%	56%	46%	48%	**
		b		b							a				
Timed delivery (i.e. to arrive by specific time /day)															
	85	24	32	**	**	34	26	**	**	44	33	33	45	34	**
	21%	32%	25%	**	**	29%	23%	**	**	19%	23%	24%	21%	21%	**
Standard delivery															
	323	56	107	**	**	87	93	**	**	180	109	102	178	137	**
	79%	75%	86%	**	**	75%	84%	**	**	79%	77%	76%	82%	83%	**
		a		a				ab							
International delivery															
	68	12	17	**	**	30	22	**	**	29	14	21	31	20	**
	17%	16%	14%	**	**	25%	20%	**	**	13%	10%	15%	14%	12%	**
				ab				ab							
Cross-Border Delivery															
	5	*	1	**	**	*	*	**	**	3	1	*	3	1	**
	1%	*%	1%	**	**	*%	*%	**	**	1%	1%	*%	1%	1%	**
Other (PLEASE SPECIFY)															
	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)															
	2	*	*	**	**	-	-	**	**	*	*	-	*	*	**
	1%	*%	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	*%	**
Don't Know (DO NOT READ OUT)															
	5	*	2	**	**	*	2	**	**	*	2	2	2	*	**
	1%	*%	2%	**	**	*%	2%	**	**	*%	2%	2%	1%	*%	**
										a	a				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	441	124	72	91	35	27	270	218	10	5	5	4	422	375	427	441	438
Weighted total	407	97	53	78	15	10	211	168	10	3	8	4	385	331	390	407	403
Urgent delivery - on the same day or a specific time the next day	73 18%	21 22% b	5 9%	13 17%	** ** abc	** **	44 21%	25 15%	** **	** **	** **	** **	71 18%	65 20%	73 19%	73 18%	73 18%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193 47%	54 56%	25 46%	53 67% b	** ** b	** **	90 43%	70 41%	** **	** **	** **	** **	184 48%	166 50%	186 48%	193 47%	193 48%
Timed delivery (i.e. to arrive by specific time /day)	85 21%	25 26% b	7 13%	19 25% b	** ** b	** **	44 21%	29 17%	** **	** **	** **	** **	77 20%	72 22%	79 20%	85 21%	82 20%
Standard delivery	323 79%	79 82% c	46 86% c	55 70%	** ** c	** **	177 84%	145 86%	** **	** **	** **	** **	308 80%	264 80%	310 80%	323 79%	321 80%
International delivery	68 17%	19 19%	9 17%	21 26%	** ** abc	** **	34 16% b	15 9%	** **	** **	** **	** **	62 16%	59 18%	66 17%	68 17%	68 17%
Cross-Border Delivery	5 1%	* *%	* *%	* *%	** **	** **	3 1%	1 1%	** **	** **	** **	** **	5 1%	3 1%	5 1%	5 1%	5 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	2 1%	- -%	- -%	- -%	** **	** **	* *%	* *%	** **	** **	** **	** **	2 1%	2 1%	2 1%	2 1%	2 1%
Don't Know (DO NOT READ OUT)	5 1%	2 2%	2 4%	- -%	** **	** **	2 1%	* *%	** **	** **	** **	** **	5 1%	5 1%	5 1%	5 1%	5 1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
441 407	a 280 256	b 426 394	c 134 104	*d - -	a 360 312	*b 13 12	a 60 60	b 356 319	a 81 87	*b 3 *	*a 20 22	b 73 76	a 48 41	b 313 294	c 79 73
73 18%	73 28% b	73 18%	35 33% b	** **	61 20%	** **	11 19%	54 17%	13 15%	** **	** **	10 13%	** ** bc	51 17%	9 13%
193 47%	193 75% bc	190 48%	58 56%	** **	145 46%	** **	31 51%	145 45%	42 49%	** **	** **	35 46%	** ** bc	137 47%	27 38%
85 21%	85 33% b	80 20%	35 34% b	** **	62 20%	** **	19 32% b	54 17%	17 20%	** **	** **	13 17%	** ** c	60 20%	11 16%
323 79%	183 71%	323 82% a	88 84% a	** **	249 80%	** **	39 66%	261 82% a	53 61%	** **	** **	51 66%	** **	240 82%	52 72%
68 17%	56 22%	66 17%	68 66% ab	** **	47 15%	** **	11 18%	44 14%	23 27%	** **	** **	19 25%	** **	52 18%	8 11%
5 1%	4 2%	5 1%	5 5% b	** **	5 2%	** **	* *%	5 1%	* *%	** **	** **	* *%	** **	5 2%	* *%
- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	** **	- -%	** **	- -%	- -%
2 1%	* *%	2 1%	- -%	** **	2 1%	** **	* *%	2 1%	- -%	** **	** **	- -%	** **	* *%	2 3% b
5 1%	- -%	* *%	- -%	** **	5 1%	** **	2 3%	3 1%	2 2%	** **	** **	2 3%	** **	3 1%	2 3%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 76 (continuation)

Page 1126

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	441	a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	407	60	17	360	256	185	323	165	83	119	54	179	115
		75	19	312	246	161	256	140	66	102	44	148	85
Urgent delivery - on the same day or a specific time the next day	73	11	**	59	47	26	43	32	12	22	4	26	11
	18%	14%	**	19%	19%	16%	17%	27%	18%	22%	10%	18%	13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	193	33	**	155	112	81	125	10	34	56	23	73	35
	47%	44%	**	49%	45%	50%	49%	45%	51%	55%	52%	49%	41%
Timed delivery (i.e. to arrive by specific time /day)	85	15	**	66	43	41	52	5	14	26	6	33	10
	21%	20%	**	21%	18%	26% a	20%	23%	21%	25% d	15%	22% d	12%
Standard delivery	323	56	**	250	193	130	203	23	46	79	34	118	74
	79%	75%	**	80%	79%	81%	79%	99% acd	69%	77%	76%	79%	87%
International delivery	68	16	**	50	37	32	37	4	13	19	6	22	9
	17%	22%	**	16%	15%	20%	15%	16%	19%	19%	14%	15%	10%
Cross-Border Delivery	5	2	**	3	2	3	3	*	*	*	*	1	*
	1%	2%	**	1%	1%	2%	1%	%	%	%	%	1%	%
Other (PLEASE SPECIFY)	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	-	**	2	2	*	*	-	-	-	-	-	*
	1%	-%	**	1%	1%	%	%	-%	-%	-%	-%	-%	%
Don't Know (DO NOT READ OUT)	5	-	**	3	4	*	2	2	2	2	2	2	2
	1%	-%	**	1%	2%	%	1%	-%	3%	2%	5%	1%	3%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

Significance Level: 95%

Unweighted total

Weighted total

Urgent delivery - on the same day or a specific time the next day

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (i.e. to arrive by specific time /day)

Standard delivery

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
441	94	200	29	97	441
407	82	171	23	106	407
73	10	31	**	22	73
18%	12%	18%	**	21%	18%
193	28	96	**	48	193
47%	34%	56% a	**	46%	47%
85	13	36	**	19	85
21%	16%	21%	**	18%	21%
323	69	130	**	87	323
79%	83%	76%	**	82%	79%
68	15	25	**	19	68
17%	18%	15%	**	18%	17%
5	2	*	**	2	5
1%	2%	*%	**	2%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
2	-	2	**	-	2
1%	-%	1%	**	-%	1%
5	2	2	**	*	5
1%	3%	1%	**	*%	1%

Columns Tested: a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
473	451	13	6	**	21	191	110	**	**	15
84%	84%	94% a	98% ad	**	94% a	83%	84%	**	**	97% ab
38	38	*	*	**	1	17	6	**	**	*
7%	7% be	2%	1%	**	2%	7%	5%	**	**	2%
7	7	-	-	**	-	5	2	**	**	-
1%	1%	-%	-%	**	-%	2%	2%	**	**	-%
45	44	*	*	**	1	17	13	**	**	*
8%	8% ce	4%	1%	**	3%	7%	10% e	**	**	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the same day it was received

Open only the things that look important on the same day

Open only parcels on the same day

Put things I've received aside until I have time to open them

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
473	**	**	39	**	**	82	67	**	**	405	25	24	19
84%	**	**	73%	**	**	78%	87%	cf	**	84% c	80%	89% c	91% cf
38	**	**	4	**	**	17	2	**	**	33	3	2	1
7%	**	**	8%	**	**	16%	3%	**	**	7%	8%	7%	4%
						begjm							
7	**	**	-	**	**	-	-	**	**	7	-	-	-
1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
					cfgjklm								
45	**	**	10	**	**	6	8	**	**	40	4	1	1
8%	**	**	19%	**	**	6%	11%	**	**	8%	11%	4%	4%
			ethjlm										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Q3. When you receive post or parcels in the mail, do you normally...
Base: All

Significance Level: 95%
Unweighted total
Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
473	**	**	43	**	**	71	68	**	**	404	25	22	21
84%	**	**	84%	**	**	74%	92%	**	**	84%	76%	89%	92%
							afk	afk		f		fk	afk
38	**	**	4	**	**	13	2	**	**	33	3	2	1
7%	**	**	8%	**	**	13%	3%	**	**	7%	8%	7%	4%
						eg							
7	**	**	-	**	**	-	-	**	**	7	-	-	-
1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
					cfghijklm								
45	**	**	4	**	**	12	4	**	**	38	6	1	1
8%	**	**	8%	**	**	13%	6%	**	**	8%	17%	4%	4%
	h					h					hilm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the same day it was received

Open only the things that look important on the same day

Open only parcels on the same day

Put things I've received aside until I have time to open them

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
473	**	48	**	55	145	**	**	164	319	153	420	53	436	**
84%	**	85%	**	82%	86%	**	**	84%	83%	85%	83%	92% a	84%	**
38	**	2	**	8	10	**	**	11	23	15	36	2	31	**
7%	**	4%	**	12%	6%	**	**	6%	6%	8%	7%	4%	6%	**
7	**	-	**	-	2	**	**	5	4	3	7	-	7	**
1%	**	-%	**	-%	1%	**	**	2%	1%	1%	1%	-%	1%	**
45	**	6	**	4	11	**	**	15	36	9	43	3	43	**
8%	**	11%	**	7%	7%	**	**	8%	9%	5%	8%	5%	8%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

Significance Level: 95%
Unweighted total
Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150	
	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81	
473	293	69	106	394	66	**	**	**	**	**	**	461	**	189	205	78	
84%	81%	85%	93% ab	82%	100% ai	**	**	**	**	**	**	84%	**	76%	88% a	97% ab	
38	31	5	2	38	*	**	**	**	**	**	**	38	**	27	11	*	
7%	9% c	6%	2%	8% b	*% b	**	**	**	**	**	**	7% b	**	11% bc	5% c	*% c	
7	5	2	-	7	-	**	**	**	**	**	**	7	**	5	2	-	
1%	1%	3%	-%	1%	-%	**	**	**	**	**	**	1%	**	2%	1%	-%	
45	33	5	5	43	*	**	**	**	**	**	**	43	**	29	14	2	
8%	9%	6%	5%	9% b	*% b	**	**	**	**	**	**	8% b	**	11% c	6%	3%	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the same day it was received

Open only the things that look important on the same day

Open only parcels on the same day

Put things I've received aside until I have time to open them

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
473	262	165	300	155	113	315	275	**	**	**	**	**	**	149	**	**	**	**	**	**	**	
	85%	87%	85%	88%	92%	87%	85%	**	**	**	**	**	**	89%	**	**	**	**	**	**	**	
38					ac																	
	15	11	19	9	5	15	19	**	**	**	**	**	**	9	**	**	**	**	**	**	**	
7%	5%	6%	5%	5%	4%	4%	6%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**	
7	2	-	2	2	-	4	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**	
	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	
45	28	14	33	9	4	26	28	**	**	**	**	**	**	7	**	**	**	**	**	**	**	
	9%	7%	9%	5%	4%	7%	9%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	
	e		e				a															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Q3. When you receive post or parcels in the mail, do you normally...
Base: All

Significance Level: 95%
Unweighted total
Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
473	117	77	69	34	**	60	**	**	**	**	104	**	40	417	56
84%	83%	85%	90%	84%	**	92%	**	**	**	**	90%	**	83%	83%	90%
						b									
38	9	6	3	*	**	2	**	**	**	**	3	**	6	34	4
7%	6%	6%	4%	*%	**	3%	**	**	**	**	3%	**	13%	7%	7%
	d	d					acd						a		
7	2	-	-	-	**	-	**	**	**	**	2	**	-	7	-
1%	2%	-%	-%	-%	**	-%	**	**	**	**	2%	**	-%	1%	-%
							a								
45	13	8	5	7	**	3	**	**	**	**	7	**	2	43	2
8%	9%	9%	6%	16%	**	5%	**	**	**	**	6%	**	4%	9%	3%
				c											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%
Unweighted total
Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	b	a	b	a	b	c	*d
563	387	25	146	53	382	30	144	55	120	354	61	-
563	331	21	134	41	324	28	125	50	97	280	39	-
473	279	**	116	39	274	**	107	48	91	237	38	**
84%	84%	**	86%	95%	85%	**	85%	96% a	95% b	85%	98% b	**
38	17	**	7	2	15	**	7	2	1	15	1	**
7%	5%	**	5%	5%	5%	** a	6%	4%	1% a	5% a	2%	**
7	2	**	2	-	2	**	2	-	-	2	-	**
1%	1%	**	2%	-%	1%	**	2%	-%	-%	1%	-%	**
45	33	**	9	-	33	**	9	-	4	26	-	**
8%	10%	**	7%	-%	10%	**	7% b	-%	5%	9% c	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the
same day it was received

Open only the things
that look important on
the same day

Open only parcels on the
same day

Put things I've received
aside until I have time
to open them

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
473	77	139	**	**	111	112	**	**	245	150	127	227	189	**
84%	92%	86%	**	**	91%	90%	**	**	85%	87%	89%	84%	87%	**
38	4	11	**	**	6	3	**	**	15	9	5	14	9	**
7%	5%	7%	**	**	5%	2%	**	**	5%	5%	4%	5%	4%	**
			a											
7	-	-	**	**	2	2	**	**	2	-	2	2	2	**
1%	-%	-%	**	**	2%	2%	**	**	1%	-%	2% b	1%	1%	**
45	2	12	**	**	2	7	**	**	28	14	9	27	18	**
8%	3%	7%	**	**	2%	5%	**	**	10%	8%	6%	10%	8%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
		107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
Open everything on the same day it was received	473	98	52	75	**	**	223	192	**	**	**	**	426	320	426	349	454
	84%	92%	87%	92%	b	b	85%	88%	**	**	**	**	85%	84%	84%	86%	84%
Open only the things that look important on the same day	38	*	3	4	**	**	14	10	**	**	**	**	34	24	36	26	38
	7%	*%	5%	5%	**	**	5%	5%	**	**	**	**	7%	6%	7%	6%	7%
		a	a	a													
Open only parcels on the same day	7	2	2	-	**	**	2	2	**	**	**	**	7	4	7	4	4
	1%	2%	4%	-%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Put things I've received aside until I have time to open them	45	7	2	2	**	**	25	13	**	**	**	**	37	32	39	28	45
	8%	6%	4%	3%	**	**	9%	6%	**	**	**	**	7%	8%	8%	7%	8%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	-	433	17	71	456	103	*	25	90	49	413	101
Open everything on the same day it was received	473	245	428	84	369	**	66	375	93	**	**	83	44	350	79
	84%	88%	84%	74%	85%	**	93%	82%	91%	**	**	92%	90%	85%	78%
	c	c					b						c		
Open only the things that look important on the same day	38	17	36	11	25	**	1	33	7	**	**	7	*	26	12
	7%	6%	7%	10%	6%	**	1%	7%	7%	**	**	8%	%	6%	12%
														ab	
Open only parcels on the same day	7	4	7	4	7	**	-	7	-	**	**	-	-	7	-
	1%	2%	1%	4%	2%	**	-%	2%	-%	**	**	-%	-%	2%	-%
				b											
Put things I've received aside until I have time to open them	45	12	39	13	32	**	4	41	2	**	**	-	5	30	10
	8%	4%	8%	12%	7%	**	6%	9%	2%	**	**	-%	10%	7%	10%
				a											

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the same day it was received

Open only the things that look important on the same day

Open only parcels on the same day

Put things I've received aside until I have time to open them

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
473	75	**	371	266	206	282	29	132	70	96	39	156	92
84%	86%	**	83%	82%	87%	87%	85%	88%	95% abc	90%	84%	89%	86%
38	4	**	33	26	12	13	4	7	*	2	3	7	7
7%	4%	**	7%	8%	5%	4%	12% ad	5% d	*%	2%	7%	4%	7%
7	-	**	7	4	3	2	-	2	-	2	2	-	2
1%	-%	**	2%	1%	1%	1%	-%	1%	-%	2% c	5% c	-%	2% c
45	8	**	37	28	17	28	1	9	3	7	2	12	6
8%	10%	**	8%	9%	7%	9%	3%	6%	4%	6%	5%	7%	6%

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

Q3. When you receive post or parcels in the mail, do you normally...

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Open everything on the same day it was received

Open only the things that look important on the same day

Open only parcels on the same day

Put things I've received aside until I have time to open them

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
473	90	194	**	132	473
84%	89%	81%	**	83%	84%
			abd		
38	1	23	**	10	38
7%	1%	10%	**	6%	7%
		a		a	
7	-	4	**	-	7
1%	-%	2%	**	-%	1%
45	11	18	**	17	45
8%	10%	8%	**	10%	8%
	c			c	

Columns Tested: a,b,c,d

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
63	a	*b	*c	*d	*e	*a	*b	*c	*d	*e
90	48	10	2	3	15	22	12	2	2	5
	89	1	*	*	1	38	21	2	4	*
43	**	**	**	**	**	**	**	**	**	**
47%	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**
30%	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**
14	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNG3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
63	3	2	9	-	5	15	5	3	4	46	8	6	3
90	8	5	15	-	9	23	10	3	7	80	6	3	2
43	**	**	**	**	**	**	**	**	**	**	**	**	**
47%	**	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**
30%	**	**	**	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
14	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
63	7	1	6	2	3	16	3	3	4	45	9	6	3
90	17	3	8	2	7	25	6	3	7	77	8	3	2
	**	**	**	**	**	**	**	**	**	**	**	**	**
43	**	**	**	**	**	**	**	**	**	**	**	**	**
47%	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**
30%	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**
14	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
63	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	1	4	-	8	18	2	6	24	39	24	60	3	59	4
Weighted total	2	8	-	12	23	2	11	31	63	27	86	5	81	9
43	**	**	**	**	**	**	**	**	**	**	40	**	40	**
47%	**	**	**	**	**	**	**	**	**	**	47%	**	49%	**
27	**	**	**	**	**	**	**	**	**	**	25	**	23	**
30%	**	**	**	**	**	**	**	**	**	**	29%	**	28%	**
7	**	**	**	**	**	**	**	**	**	**	7	**	7	**
8%	**	**	**	**	**	**	**	**	**	**	8%	**	9%	**
14	**	**	**	**	**	**	**	**	**	**	14	**	12	**
16%	**	**	**	**	**	**	**	**	**	**	16%	**	15%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Q₄. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (Q₃=2-4)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	63	a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	a	*b	*c
Weighted total	90	49	7	6	59	2	2	-	-	-	-	-	61	2	36	23	4
		69	12	7	88	*	2	-	-	-	-	-	88	2	61	27	3
As soon as possible - likely the following day	43	**	**	**	40	**	**	**	**	**	**	**	40	**	**	**	**
	47%	**	**	**	46%	**	**	**	**	**	**	**	46%	**	**	**	**
Within a few days of receiving them	27	**	**	**	27	**	**	**	**	**	**	**	27	**	**	**	**
	30%	**	**	**	30%	**	**	**	**	**	**	**	30%	**	**	**	**
At the end of the week /within the week	7	**	**	**	7	**	**	**	**	**	**	**	7	**	**	**	**
	8%	**	**	**	8%	**	**	**	**	**	**	**	8%	**	**	**	**
At least a week later	14	**	**	**	14	**	**	**	**	**	**	**	14	**	**	**	**
	16%	**	**	**	16%	**	**	**	**	**	**	**	16%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -

likely the following day

Within a few days of

receiving them

At the end of the week

/within the week

At least a week later

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
63	a	*b	c	*d	*e	f	a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
90	36	22	40	15	12	36	36	3	-	1	-	-	-	14	1	-	-	-	-	-	-
	45	25	54	20	9	45	49	3	-	2	-	-	-	18	2	-	-	-	-	-	-
43	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -

likely the following day

Within a few days of

receiving them

At the end of the week

/within the week

At least a week later

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
63	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
15	15	12	7	5	1	5	4	4	2	-	9	-	6	58	5
90	24	14	7	7	2	5	9	4	2	-	12	-	8	84	6
43	**	**	**	**	**	**	**	**	**	**	**	**	**	38	**
47%	**	**	**	**	**	**	**	**	**	**	**	**	**	46%	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**	27	**
30%	**	**	**	**	**	**	**	**	**	**	**	**	**	32%	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**	7	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
14	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**	14%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNG3=2-4)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Unweighted total	63	39	13	2	38	2	13	2	6	35	1	-
Weighted total	90	52	18	2	50	4	18	2	5	43	1	-
As soon as possible - likely the following day	43	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**
Within a few days of receiving them	27	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**
At the end of the week /within the week	7	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
At least a week later	14	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	a	*b	*c
63	5	20	2	-	6	10	1	-	36	21	13	33	24	-
90	6	23	4	-	11	12	2	-	45	23	16	43	29	-
43	**	**	**	**	**	**	**	**	**	**	**	**	**	**
47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**	**
30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
14	**	**	**	**	**	**	**	**	**	**	**	**	**	**
16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
63 90	^a 8 9	^b 7 8	^c 3 7	^d - -	^e - -	^a 29 41	^b 24 25	^a 2 *	^b - -	^c 1 2	^d - -	^a 55 78	^b 43 60	^c 57 82	^d 45 59	^e 62 88
43 47%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	39 50%	** **	41 50%	** **	43 49%
27 30%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	24 31%	** **	24 30%	** **	27 30%
7 8%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	5 6%	** **	5 6%	** **	4 5%
14 16%	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	** **	10 13%	** **	12 15%	** **	14 16%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	^a 63	^b 25	^c 57	^d 20	^a 46	^b 2	^a 5	^b 56	^a 7	^b -	^a 3	^b 6	^a 5	^b 44	^c 14
Weighted total	90	34	82	29	64	2	5	81	9	-	4	7	5	63	22
As soon as possible - likely the following day	43	**	41	**	**	**	**	38	**	**	**	**	**	**	**
	47%	**	50%	**	**	**	**	47%	**	**	**	**	**	**	**
Within a few days of receiving them	27	**	24	**	**	**	**	27	**	**	**	**	**	**	**
	30%	**	30%	**	**	**	**	33%	**	**	**	**	**	**	**
At the end of the week /within the week	7	**	5	**	**	**	**	7	**	**	**	**	**	**	**
	8%	**	6%	**	**	**	**	9%	**	**	**	**	**	**	**
At least a week later	14	**	12	**	**	**	**	9	**	**	**	**	**	**	**
	16%	**	15%	**	**	**	**	11%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Q⁴NQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (Q³NQ3=2-4)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
63	*a 8	*b 1	c 54	a 41	*b 22	a 35	*b 5	*c 14	*d 4	*a 9	*b 7	*c 15	*d 13
90	12	1	77	59	31	43	5	18	3	11	8	19	16
43	**	**	37	**	**	**	**	**	**	**	**	**	**
47%	**	**	49%	**	**	**	**	**	**	**	**	**	**
27	**	**	27	**	**	**	**	**	**	**	**	**	**
30%	**	**	34%	**	**	**	**	**	**	**	**	**	**
7	**	**	7	**	**	**	**	**	**	**	**	**	**
8%	**	**	9%	**	**	**	**	**	**	**	**	**	**
14	**	**	6	**	**	**	**	**	**	**	**	**	**
16%	**	**	8%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?

Base: All who don't open everything on the same day (QNQ3=2-4)

Significance Level: 95%

Unweighted total

Weighted total

As soon as possible -
likely the following day

Within a few days of
receiving them

At the end of the week
/within the week

At least a week later

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
63	9	34	-	17	63
90	12	45	-	26	90
43	**	**	**	**	43
47%	**	**	**	**	47%
27	**	**	**	**	27
30%	**	**	**	**	30%
7	**	**	**	**	7
8%	**	**	**	**	8%
14	**	**	**	**	14
16%	**	**	**	**	16%

Columns Tested: a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
34	32	1	*	**	2	23	3	**	**	1
6%	6%	10%	5%	**	8%	10%	2%	**	**	5%
						b				
56	52	2	1	**	4	19	4	**	**	*
10%	10%	16%	25%	**	18%	8%	3%	**	**	2%
		a	a		a			be		
113	107	3	2	**	6	40	24	**	**	2
20%	20%	21%	31%	**	25%	17%	18%	**	**	14%
			a	a						
161	155	4	1	**	6	61	48	**	**	11
29%	29%	28%	20%	**	25%	26%	37%	**	**	74%
						c	c			abc
190	185	3	1	**	5	83	51	**	**	1
34%	34%	23%	15%	**	20%	36%	39%	**	**	6%
	bce					e	e	e		
10	9	*	*	**	1	4	*	**	**	-
2%	2%	2%	3%	**	3%	2%	~%	**	**	-%
								abe		

Columns Tested: a,b,c,d,e - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Always	34	**	**	2	**	**	8	*	**	**	26	4	3	*
	6%	**	**	4%	**	**	8%	*%	**	**	5%	14%	11%	1%
			g			g	g					ghjm	gm	
Very often	56	**	**	7	**	**	13	4	**	**	45	3	5	3
	10%	**	**	12%	**	**	12%	6%	**	**	9%	9%	18%	15%
				e			e		e				egj	e
Sometimes	113	**	**	15	**	**	19	13	**	**	95	6	10	2
	20%	**	**	28%	**	**	18%	16%	**	**	20%	18%	38%	10%
				m		m							bfgjkm	
Not very often	161	**	**	7	**	**	29	42	**	**	138	8	6	10
	29%	**	**	13%	**	**	28%	54%	**	**	28%	24%	22%	47%
				c		c	c	bcefhjkl			c			cfjkl
Never	190	**	**	23	**	**	36	14	**	**	170	11	3	6
	34%	**	**	43%	**	**	34%	19%	**	**	35%	35%	11%	27%
			l	gl		l	gl		l		gl	gl		l
N/A / Don't know / Can't remember	10	**	**	-	**	**	*	4	**	**	10	-	*	*
	2%	**	**	-%	**	**	*%	5%	**	**	2%	-%	*%	*%
							f	f						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
34	**	**	2	**	**	2	*	**	**	26	4	3	*
6%	**	**	4%	**	**	2%	*%	**	**	5%	13%	11%	1%
	fghjm										fghjm	fghm	
56	**	**	7	**	**	10	4	**	**	46	3	4	3
10%	**	**	13%	**	**	11%	6%	**	**	10%	8%	15%	13%
											e		
113	**	**	13	**	**	17	15	**	**	94	6	9	4
20%	**	**	25%	**	**	18%	20%	**	**	19%	17%	38%	19%
											afgijkm		
161	**	**	13	**	**	23	40	**	**	136	10	6	10
29%	**	**	25%	**	**	24%	54%	**	**	28%	29%	24%	42%
							acefhijkl						afjl
190	**	**	17	**	**	43	12	**	**	170	11	3	6
34%	**	**	33%	**	**	45%	17%	**	**	35%	32%	12%	24%
	gl		l		gl	glm		l	gl	gl	gl		
10	**	**	-	**	**	*	2	**	**	10	-	*	*
2%	**	**	-%	**	**	*%	3%	**	**	2%	-%	*%	*%
					fk				k				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

6%

Very often

56

10%

Sometimes

113

20%

Not very often

161

29%

Never

190

34%

N/A / Don't know / Can't

remember

10

2%

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
34	**	4	**	2	8	**	**	9	23	10	32	1	31	**
6%	**	8%	**	4%	5%	**	**	5%	6%	6%	6%	2%	6%	**
56	**	9	**	6	20	**	**	14	45	11	47	9	56	**
10%	**	16%	**	8%	12%	**	**	7%	12%	6%	9%	16%	11%	**
		h							b					
113	**	7	**	15	37	**	**	43	64	49	99	14	103	**
20%	**	12%	**	22%	22%	**	**	22%	17%	27%	20%	24%	20%	**
		a							a					
161	**	16	**	20	42	**	**	63	109	52	149	12	144	**
29%	**	29%	**	30%	25%	**	**	32%	28%	29%	29%	21%	28%	**
190	**	20	**	22	59	**	**	63	133	57	169	21	173	**
34%	**	35%	**	32%	35%	**	**	32%	35%	32%	33%	36%	33%	**
N/A / Don't know / Can't remember	**	*	**	3	2	**	**	3	9	*	10	*	10	**
	**	*%	**	4%	1%	**	**	1%	2%	*%	2%	*%	2%	**
									b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Always	34	11	3	19	25	6	**	**	**	**	**	**	31	**	13	11	9
	6%	3%	4%	17%	5%	9%	**	**	**	**	**	**	6%	**	5%	5%	11%
			ab														b
Very often	56	31	13	12	44	11	**	**	**	**	**	**	54	**	10	34	12
	10%	9%	16%	10%	9%	16%	**	**	**	**	**	**	10%	**	4%	15%	15%
			a			a										a	a
Sometimes	113	76	18	20	101	12	**	**	**	**	**	**	113	**	51	50	13
	20%	21%	22%	17%	21%	18%	**	**	**	**	**	**	21%	**	20%	22%	16%
Not very often	161	100	34	25	145	15	**	**	**	**	**	**	161	**	61	84	16
	29%	28%	43%	22%	30%	23%	**	**	**	**	**	**	29%	**	25%	36%	19%
			ac													ac	
Never	190	137	12	36	158	22	**	**	**	**	**	**	180	**	110	48	32
	34%	38%	15%	32%	33%	33%	**	**	**	**	**	**	33%	**	44%	21%	39%
		b		b											b		b
N/A / Don't know / Can't remember	10	7	*	2	9	*	**	**	**	**	**	**	10	**	4	5	*
	2%	2%	*%	2%	2%	1%	**	**	**	**	**	**	2%	**	2%	2%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Q5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
34	27	21	28	17	14	25	25	**	**	**	**	**	**	15	**	**	**	**	**	**	**
6%	9%	11%	8%	10%	11%	7%	8%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
	a						a														
56	30	22	35	21	16	42	31	**	**	**	**	**	**	21	**	**	**	**	**	**	**
10%	10%	11%	10%	12%	13%	12%	10%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
	a						a														
113	73	35	81	35	29	76	72	**	**	**	**	**	**	34	**	**	**	**	**	**	**
20%	24%	18%	23%	20%	24%	21%	22%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
161	95	68	111	54	33	103	108	**	**	**	**	**	**	53	**	**	**	**	**	**	**
29%	31%	36%	31%	31%	27%	29%	33%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
	f						b														
190	77	44	94	47	29	111	84	**	**	**	**	**	**	42	**	**	**	**	**	**	**
34%	25%	23%	26%	27%	24%	31%	26%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**
	b																				
10	5	*	5	2	*	3	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
2%	2%	*%	1%	1%	*%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
34	9	7	11	2	**	6	**	**	**	**	13	**	4	33	*
6%	6%	7%	15%	4%	**	9%	**	**	**	**	11%	**	8%	7%	*%
			ad						b					b	
56	7	8	7	12	**	7	**	**	**	**	11	**	10	45	10
10%	5%	9%	9%	29%	**	11%	**	**	**	**	9%	**	20%	9%	17%
			abc										a		
113	30	20	21	9	**	19	**	**	**	**	22	**	10	102	12
20%	21%	22%	28%	21%	**	29%	**	**	**	**	19%	**	22%	20%	19%
			d			d		d							
161	42	37	19	13	**	20	**	**	**	**	32	**	19	138	24
29%	30%	41%	24%	33%	**	31%	**	**	**	**	27%	**	40%	27%	38%
		c													
190	51	17	18	5	**	14	**	**	**	**	40	**	4	173	17
34%	36%	19%	24%	13%	**	21%	**	**	**	**	34%	**	9%	35%	27%
	bcd								a		c				
10	2	2	*	*	**	*	**	**	**	**	*	**	*	10	-
2%	2%	2%	*%	*%	**	*%	**	**	**	**	*%	**	1%	2%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
Always	34	28	**	16	1	28	**	16	6	25	4	**
	6%	8%	**	12%	2%	9%	**	13%	6%	9%	11%	**
				b				b				
Very often	56	34	**	11	10	34	**	11	7	29	5	**
	10%	10%	**	8%	24%	10%	**	9%	7%	10%	14%	**
				a				a				
Sometimes	113	78	**	29	6	78	**	26	25	70	10	**
	20%	24%	**	22%	13%	24%	**	21%	26%	25%	26%	**
Not very often	161	100	**	35	19	98	**	31	40	86	10	**
	29%	30%	**	26%	46%	30%	**	25%	41%	31%	25%	**
				a				a	bc			
Never	190	86	**	41	6	81	**	38	19	66	9	**
	34%	26%	**	30%	14%	25%	**	31%	20%	24%	24%	**
				b								
N/A / Don't know / Can't remember	10	5	**	2	-	5	**	2	*	5	*	**
	2%	1%	**	2%	-%	1%	**	2%	-%	2%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Always	34	10	18	**	**	7	13	**	**	27	21	16	20	18	**
	6%	12%	11%	**	**	6%	10%	**	**	9%	12%	11%	7%	8%	**
Very often	56	10	20	**	**	17	15	**	**	27	21	16	26	15	**
	10%	12%	12%	**	**	14%	12%	**	**	9%	12%	11%	10%	7%	**
Sometimes	113	12	27	**	**	23	23	**	**	72	32	24	66	56	**
	20%	14%	16%	**	**	19%	19%	**	**	25%	18%	17%	25%	26%	**
Not very often	161	36	62	**	**	40	38	**	**	88	59	44	81	70	**
	29%	44%	38%	**	**	33%	31%	**	**	30%	34%	31%	30%	32%	**
Never	190	15	35	**	**	33	33	**	**	71	41	41	73	56	**
	34%	18%	21%	**	**	27%	26%	**	**	25%	24%	28%	27%	26%	**
N/A / Don't know / Can't remember	10	*	*	**	**	2	2	**	**	5	*	2	5	3	**
	2%	*%	*%	**	**	2%	2%	**	**	2%	*%	2%	2%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
		107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
Always	34	10	7	7	**	**	22	16	**	**	**	**	30	23	30	26	29
	6%	10%	12%	9%	**	**	8%	7%	**	**	**	**	6%	6%	6%	6%	5%
			d			d											
Very often	56	16	1	9	**	**	27	12	**	**	**	**	53	45	53	52	56
	10%	15%	2%	11%	**	**	10%	6%	**	**	**	**	10%	12%	10%	13%	10%
		b		b	b		b										
Sometimes	113	21	15	18	**	**	57	60	**	**	**	**	103	80	103	80	113
	20%	20%	25%	22%	**	**	21%	28%	**	**	**	**	21%	21%	20%	20%	21%
				ace													
Not very often	161	31	27	29	**	**	76	72	**	**	**	**	141	111	143	112	154
	29%	29%	45%	36%	**	**	29%	33%	**	**	**	**	28%	29%	28%	28%	28%
		e	ade	de													
Never	190	28	9	19	**	**	75	52	**	**	**	**	167	115	169	130	181
	34%	26%	15%	23%	**	**	28%	24%	**	**	**	**	33%	30%	33%	32%	33%
					b												
N/A / Don't know / Can't remember	10	*	*	*	**	**	7	5	**	**	**	**	9	7	9	7	10
	2%	*%	1%	*%	**	**	3%	2%	**	**	**	**	2%	2%	2%	2%	2%
					abcd												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
34	16	31	9	**	25	**	9	24	5	**	**	5	5	24	4
6%	6%	6%	8%	**	6%	**	13%	5%	4%	**	**	5%	11%	6%	4%
							b								
56	42	51	14	**	42	**	8	40	18	**	**	13	9	43	4
10%	15%	10%	12%	**	10%	**	12%	9%	18%	**	**	14%	17%	10%	4%
	b												c		
113	52	104	25	**	82	**	9	97	15	**	**	15	12	82	19
20%	19%	20%	23%	**	19%	**	13%	21%	15%	**	**	17%	24%	20%	19%
161	74	144	33	**	121	**	16	134	35	**	**	33	12	126	23
29%	27%	28%	29%	**	28%	**	23%	29%	35%	**	**	37%	25%	31%	22%
190	90	171	26	**	153	**	28	152	29	**	**	24	11	128	51
34%	32%	34%	23%	**	35%	**	40%	33%	29%	**	**	26%	23%	31%	50%
	c	c													ab
10	5	9	6	**	9	**	*	9	-	**	**	-	-	9	*
2%	2%	2%	6%	**	2%	**	*%	2%	-%	**	**	-%	-%	2%	*%
			ab												

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	151	74	108	46	175	108
Always	34	7	**	27	14	19	24	3	17	4	10	16	14
	6%	8%	**	6%	4%	8%	7%	9%	11%	4%	22%	9%	13%
											ac		a
Very often	56	9	**	44	28	27	35	1	17	17	1	23	5
	10%	10%	**	10%	9%	12%	11%	2%	11%	16%	3%	13%	5%
							b		b	bd		bd	
Sometimes	113	20	**	89	64	49	76	6	32	24	14	45	27
	20%	23%	**	20%	20%	21%	23%	17%	21%	22%	31%	26%	25%
Not very often	161	24	**	125	96	65	108	15	39	29	10	50	36
	29%	28%	**	28%	30%	27%	33%	42%	26%	27%	21%	28%	33%
							c						
Never	190	27	**	154	118	72	78	10	43	34	10	39	26
	34%	31%	**	34%	36%	30%	24%	29%	28%	31%	22%	23%	24%
N/A / Don't know / Can't remember	10	-	**	10	5	5	5	-	2	*	*	2	*
	2%	-%	**	2%	2%	2%	1%	-%	2%	-%	1%	1%	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

Significance Level: 95%

Unweighted total

Weighted total

Always

Very often

Sometimes

Not very often

Never

N/A / Don't know / Can't remember

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
34	8	16	**	9	34
6%	7%	7%	**	6%	6%
56	14	24	**	15	56
10%	14%	10%	**	10%	10%
	c				
113	28	39	**	36	113
20%	28%	16%	**	23%	20%
	b				
161	27	72	**	38	161
29%	26%	30%	**	24%	29%
		abd			
190	26	85	**	58	190
34%	25%	35%	**	37%	34%
			a		
10	*	5	**	2	10
2%	*%	2%	**	1%	2%

Columns Tested: a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
532	276	156	61	39	256	131	94	29	20	54
527	506	13	5	3	22	219	129	27	15	15
13	13	*	*	**	*	5	3	**	**	-
3%	3%	1%	5%	**	2%	2%	3%	**	**	-%
295	281	9	3	**	15	125	67	**	**	10
56%	56%	68%	65%	**	67%	57%	52%	**	**	68%
	a				a					
130	125	3	1	**	5	60	30	**	**	4
25%	25%	23%	24%	**	23%	28%	23%	**	**	24%
7	7	-	-	**	-	1	3	**	**	-
1%	1%	-%	-%	**	-%	*%	2%	**	**	-%
15	15	*	*	**	*	5	6	**	**	1
3%	3%	1%	1%	**	1%	2%	5%	**	**	6%
67	66	1	*	**	1	22	19	**	**	*
13%	13%	7%	6%	**	6%	10%	15%	**	**	2%
	be						e			

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
532	16	28	51	23	45	78	54	34	21	350	68	61	53
527	27	51	45	30	52	95	71	52	28	452	31	25	20
13	**	**	2	**	**	*	2	**	**	12	-	*	1
3%	**	**	5%	**	**	*%	3%	**	**	3%	-%	*%	4%
295	**	**	25	**	**	49	38	**	**	244	21	19	11
56%	**	**	56%	**	**	52%	53%	**	**	54%	67%	74%	58%
											ej	celgj	
130	**	**	7	**	**	25	25	**	**	119	4	4	3
25%	**	**	15%	**	**	27%	35%	**	**	26%	12%	15%	15%
					cklm	k	cklm			kl			
7	**	**	2	**	**	-	-	**	**	4	2	-	1
1%	**	**	5%	**	**	-%	-%	**	**	1%	6%	-%	4%
			j								fj		j
15	**	**	-	**	**	6	-	**	**	13	1	1	*
3%	**	**	-%	**	**	7%	-%	**	**	3%	3%	4%	1%
67	**	**	9	**	**	14	6	**	**	58	4	2	4
13%	**	**	19%	**	**	15%	9%	**	**	13%	12%	7%	18%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
532	a	*b	c	*d	e	f	g	h	i	j	k	l	m
527	36	17	50	18	32	69	51	37	35	345	69	64	54
	61	30	45	23	36	81	70	53	49	449	33	24	22
13	**	**	**	**	**	-	2	**	**	12	-	*	1
3%	**	**	**	**	**	-%	3%	**	**	3%	-%	-%	4%
295	**	**	**	**	**	43	32	**	**	246	21	17	11
56%	**	**	**	**	**	53%	46%	**	**	55%	63%	72%	52%
	egi							egi		e	e	efgijm	
130	**	**	**	**	**	24	28	**	**	117	4	4	5
25%	**	**	**	**	**	29%	39%	**	**	26%	12%	16%	24%
					ckl	k	cjkl			k			
7	**	**	**	**	**	-	-	**	**	4	2	-	1
1%	**	**	**	**	**	-%	-%	**	**	1%	5%	-%	4%
			j								j		
15	**	**	**	**	**	6	-	**	**	13	1	1	*
3%	**	**	**	**	**	8%	-%	**	**	3%	3%	4%	-%
						g							
67	**	**	**	**	**	8	8	**	**	56	6	2	4
13%	**	**	**	**	**	10%	12%	**	**	13%	17%	7%	16%
								ahl					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
532	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	8	60	13	66	133	21	35	196	340	192	454	78	504	28
Weighted total	527	52	10	64	153	16	35	191	355	172	479	49	482	45
13	**	3	**	*	1	**	**	10	7	6	10	3	12	**
3%	**	5%	**	*%	1%	**	**	5%	2%	4%	2%	6%	3%	**
		e						e						
295	**	23	**	41	97	**	**	99	192	103	266	30	265	**
56%	**	45%	**	63%	63%	**	**	52%	54%	60%	56%	61%	55%	**
		b		b	bh									
130	**	16	**	17	36	**	**	42	84	45	118	12	119	**
25%	**	31%	**	27%	24%	**	**	22%	24%	26%	25%	25%	25%	**
7	**	-	**	4	1	**	**	1	4	3	6	1	6	**
1%	**	-%	**	7%	1%	**	**	%	1%	2%	1%	2%	1%	**
				beh										
15	**	2	**	2	3	**	**	4	9	6	15	-	14	**
3%	**	4%	**	3%	2%	**	**	2%	2%	3%	3%	-%	3%	**
67	**	8	**	*	15	**	**	35	58	9	64	3	65	**
13%	**	14%	**	*%	10%	**	**	18%	16%	5%	13%	7%	13%	**
		d			d		d	de	b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
13	6	2	5	10	3	**	**	**	**	**	**	13	**	3	7	3
3%	2%	3%	5%	2%	4%	**	**	**	**	**	**	3%	**	1%	3%	4%
295	188	37	66	255	34	**	**	**	**	**	**	289	**	140	115	41
56%	55%	49%	62%	56%	58%	**	**	**	**	**	**	56%	**	56%	55%	57%
130	80	22	27	108	16	**	**	**	**	**	**	124	**	60	48	22
25%	24%	30%	26%	24%	28%	**	**	**	**	**	**	24%	**	24%	23%	31%
7	6	-	1	7	-	**	**	**	**	**	**	7	**	5	2	-
1%	2%	-%	1%	2%	-%	**	**	**	**	**	**	1%	**	2%	1%	-%
15	11	3	1	12	3	**	**	**	**	**	**	15	**	4	8	3
3%	3%	4%	1%	3%	5%	**	**	**	**	**	**	3%	**	2%	4%	4%
67	48	10	6	64	3	**	**	**	**	**	**	67	**	35	29	3
13%	14%	14%	6%	14%	5%	**	**	**	**	**	**	13%	**	14%	14%	4%
	c	c		b								b		c	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 80 (continuation)

Page 1172

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
532	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
527	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
13	8	*	8	*	6	8	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
3%	3%	*%	2%	*%	5%	2%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
	bd		b		bd	b	a														
295	165	109	189	98	67	186	178	**	**	**	**	**	**	93	**	**	**	**	**	**	**
56%	56%	62%	57%	62%	58%	55%	59%	**	**	**	**	**	**	62%	**	**	**	**	**	**	**
	a						a														
130	70	45	81	42	24	98	69	**	**	**	**	**	**	39	**	**	**	**	**	**	**
25%	24%	26%	24%	27%	21%	29%	23%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
	e					e	b														
7	5	-	5	1	1	3	5	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	2%	-%	2%	1%	1%	1%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	b		b																		
15	8	8	11	7	3	10	10	**	**	**	**	**	**	7	**	**	**	**	**	**	**
3%	3%	4%	3%	5%	3%	3%	3%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
67	39	14	39	9	15	35	37	**	**	**	**	**	**	9	**	**	**	**	**	**	**
13%	13%	8%	12%	6%	13%	10%	12%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
	bd		d		d		b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	38	3	61	30	39	24	4	106	10	42	501	27
6am - 8.59am	13	3	*	2	3	**	*	**	**	**	**	*	**	*	13	**
	3%	2%	*%	3%	7%	**	*%	**	**	**	**	*%	**	*%	3%	**
				b												
9am - 11.59am	295	70	42	51	22	**	39	**	**	**	**	66	**	26	279	**
	56%	53%	50%	70%	59%	**	64%	**	**	**	**	62%	**	64%	56%	**
				ab												
12pm - 2.59pm	130	26	35	10	7	**	16	**	**	**	**	27	**	10	123	**
	25%	20%	41%	14%	20%	**	27%	**	**	**	**	26%	**	25%	25%	**
			acd													
3pm - 5.59pm	7	5	-	-	-	**	1	**	**	**	**	-	**	1	6	**
	1%	4%	-%	-%	-%	**	1%	**	**	**	**	-%	**	2%	1%	**
		b														
6pm - 5.59am	15	5	3	2	*	**	3	**	**	**	**	4	**	3	15	**
	3%	4%	4%	3%	*%	**	5%	**	**	**	**	4%	**	7%	3%	**
							cd									
Don't know	67	22	4	8	5	**	2	**	**	**	**	8	**	1	65	**
	13%	17%	5%	11%	14%	**	3%	**	**	**	**	8%	**	2%	13%	**
		b			b											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
6am - 8.59am	13	8	*	**	8	**	*	**	-	8	-	**
	3%	2%	**	**	2%	**	1%	**	-	3%	-	**
9am - 11.59am	295	189	80	**	184	**	75	**	50	152	20	**
	56%	57%	60%	**	57%	**	60%	**	54%	57%	58%	**
12pm - 2.59pm	130	79	38	**	76	**	33	**	22	61	7	**
	25%	24%	28%	**	24%	**	26%	**	24%	23%	21%	**
3pm - 5.59pm	7	5	-	**	5	**	1	**	2	3	-	**
	1%	2%	-	**	2%	**	1%	**	2%	1%	-	**
			a									
6pm - 5.59am	15	11	7	**	11	**	7	**	5	8	3	**
	3%	3%	6%	**	3%	**	6%	**	6%	3%	9%	**
											b	
Don't know	67	39	9	**	39	**	9	**	12	37	4	**
	13%	12%	7%	**	12%	**	7%	**	13%	14%	13%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
6am - 8.59am	13	*	*	**	**	*	*	**	**	8	*	*	6	2	**
	3%	*%	*%	**	**	*%	*%	**	**	3%	*%	*%	2%	1%	**
										b					
9am - 11.59am	295	40	87	**	**	57	64	**	**	162	106	86	153	129	**
	56%	57%	58%	**	**	53%	56%	**	**	56%	61%	60%	57%	59%	**
12pm - 2.59pm	130	19	41	**	**	37	33	**	**	68	45	39	66	46	**
	25%	28%	27%	**	**	34%	29%	**	**	23%	26%	27%	25%	21%	**
3pm - 5.59pm	7	-	-	**	**	1	1	**	**	5	-	1	5	-	**
	1%	-%	-%	**	**	1%	1%	**	**	2%	-%	1%	2%	-%	**
										b			b		
6pm - 5.59am	15	7	8	**	**	7	7	**	**	8	8	7	8	7	**
	3%	9%	5%	**	**	7%	7%	**	**	3%	4%	5%	3%	3%	**
Don't know	67	4	14	**	**	6	9	**	**	39	14	9	31	32	**
	13%	6%	10%	**	**	5%	8%	**	**	13%	8%	6%	12%	15%	**
										c					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	532	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
6am - 8.59am	13	*	*	*	**	**	6	2	**	**	**	**	11	8	11	3	11
	3%	9%	7%	8%	**	**	2%	1%	**	**	**	**	2%	2%	2%	1%	2%
9am - 11.59am	295	60	36	45	**	**	151	123	**	**	**	**	257	180	260	212	283
	56%	59%	67%	60%	**	**	57%	57%	**	**	**	**	54%	51%	55%	56%	56%
12pm - 2.59pm	130	25	11	16	**	**	66	55	**	**	**	**	121	96	121	91	123
	25%	24%	20%	21%	**	**	25%	25%	**	**	**	**	26%	27%	25%	24%	24%
3pm - 5.59pm	7	1	-	1	**	**	4	-	**	**	**	**	7	4	7	3	7
	1%	1%	0%	1%	**	**	2%	0%	**	**	**	**	1%	1%	1%	1%	1%
				ab			b										
6pm - 5.59am	15	7	*	7	**	**	8	5	**	**	**	**	15	13	15	15	15
	3%	7%	9%	10%	**	**	3%	2%	**	**	**	**	3%	4%	3%	4%	3%
		b		b													
Don't know	67	9	7	6	**	**	29	32	**	**	**	**	62	50	62	55	67
	13%	9%	13%	8%	**	**	11%	15%	**	**	**	**	13%	14%	13%	14%	13%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
532	278	491	127	-	454	17	67	465	63	3	14	60	54	380	97
527	253	475	94	-	433	17	71	456	72	*	15	65	45	387	96
13	*	9	*	**	11	**	*	13	2	**	**	2	3	10	*
3%	*%	.2%	*%	**	2%	**	*%	3%	3%	**	**	3%	6%	3%	*%
	a												c		
295	144	261	53	**	258	**	31	265	46	**	**	41	21	212	63
56%	57%	55%	56%	**	60%	**	43%	58%	64%	**	**	63%	46%	55%	66%
							a								ab
130	67	123	21	**	103	**	26	104	16	**	**	14	14	99	18
25%	26%	26%	23%	**	24%	**	36%	23%	23%	**	**	22%	30%	26%	18%
							b								
7	1	7	1	**	5	**	1	6	1	**	**	1	-	5	2
1%	*%	1%	1%	**	1%	**	1%	1%	1%	**	**	1%	-%	1%	2%
15	13	15	6	**	10	**	3	12	-	**	**	*	2	10	2
3%	5%	3%	7%	**	2%	**	4%	3%	-%	**	**	*%	5%	3%	2%
67	29	60	13	**	47	**	11	56	6	**	**	6	6	51	11
13%	12%	13%	14%	**	11%	**	15%	12%	9%	**	**	10%	13%	13%	11%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
6am - 8.59am	13	-	13	7	6	8	3	*	*	*	*	3	2
	3%	-%	3%	2%	3%	3%	12%	1%	1%	1%	1%	2%	2%
							acd						
9am - 11.59am	295	45	237	168	127	172	10	88	36	65	32	102	59
	56%	65%	55%	55%	57%	56%	43%	62%	59%	62%	77%	60%	60%
							b				cd		
12pm - 2.59pm	130	14	110	78	52	74	5	39	17	30	4	40	17
	25%	20%	25%	26%	23%	24%	23%	28%	28%	28%	10%	23%	17%
										bd		b	
3pm - 5.59pm	7	1	6	6	1	3	-	-	-	-	-	3	-
	1%	1%	1%	2%	1%	1%	-%	-%	-%	-%	-%	2%	-%
6pm - 5.59am	15	-	15	8	7	11	1	5	3	5	1	8	5
	3%	-%	3%	2%	3%	3%	4%	5%	5%	5%	2%	4%	5%
Don't know	67	9	53	37	30	39	4	9	5	6	5	16	16
	13%	13%	12%	12%	14%	13%	18%	6%	8%	5%	11%	9%	16%
						c	c						a

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
532	105	242	34	129	532
527	92	221	31	154	527
13	8	*	**	-	13
3%	8%	*%	**	-%	3%
	bd		bd		
295	51	131	**	84	295
56%	56%	59%	**	55%	56%
130	25	43	**	48	130
25%	27%	20%	**	31%	25%
			b		
7	1	3	**	3	7
1%	1%	1%	**	2%	1%
15	*	5	**	5	15
3%	*%	2%	**	3%	3%
		abd			
67	7	38	**	14	67
13%	8%	17%	**	9%	13%
	acd				

Columns Tested: a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	1 *%	1 *%	- -%	* 1%	** **	* *%	1 *%	- -%	** **	** **	- -%
Fairly Dissatisfied	16 3%	16 3%	* 3%	* 2%	** **	1 3%	8 3%	2 2%	** **	** **	* *%
Neither Satisfied Nor Dissatisfied	75 14%	73 14% b	1 6%	1 14%	** **	2 9%	32 14%	24 19%	** **	** **	3 21%
Fairly Satisfied	183 35%	176 35%	4 33%	2 36%	** **	7 33%	77 35% e	50 39% e	** **	** **	2 13%
Very Satisfied	250 47%	238 47%	8 58% a	2 46%	** **	12 55%	101 46%	53 41%	** **	** **	10 66% ab
Don't Know (DO NOT READ OUT)	2 *%	2 *%	- -%	- -%	** **	- -%	- -%	- -%	** **	** **	- -%
NET: Satisfied	433 82%	414 82%	12 91% a	4 83%	** **	19 88%	179 82%	103 80%	** **	** **	12 78%
NET: Dissatisfied	17 3%	17 3%	* 3%	* 4%	** **	1 3%	8 4%	2 2%	** **	** **	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very Dissatisfied	1 *%	**	**	*	**	**	-	-	**	**	*	1 3%	-	-
		**	**	%	**	**	-%	-%	**	**	%	j	-%	-%
Fairly Dissatisfied	16 3%	**	**	2	**	**	*	2	**	**	14	-	3	-
		**	**	5%	**		%	3%	**	**	3%	-%	11%	-%
						fkm							fjkm	
Neither Satisfied Nor Dissatisfied	75 14%	**	**	15	**	**	10	6	**	**	67	5	2	1
		**	**	32%	**	**	11%	9%	**	**	15%	17%	7%	5%
				efgjlm								m		
Fairly Satisfied	183 35%	**	**	11	**	**	38	25	**	**	163	10	6	4
		**	**	25%	**	**	40%	35%	**	**	36%	33%	24%	21%
						m	lm				m			
Very Satisfied	250 47%	**	**	15	**	**	46	38	**	**	206	14	15	15
		**	**	33%	**	**	49%	53%	**	**	46%	47%	59%	74%
							c	c					ce	cefgghjk
Don't Know (DO NOT READ OUT)	2 *%	**	**	2	**	**	-	-	**	**	2	-	-	-
		**	**	5%	**	**	-%	-%	**	**	*%	-%	-%	-%
				j										
NET: Satisfied	433 82%	**	**	26	**	**	84	63	**	**	369	24	21	19
		**	**	58%	**	**	89%	88%	**	**	82%	80%	82%	95%
						c	c	c	c		c	c	c	cejkl
NET: Dissatisfied	17 3%	**	**	2	**	**	*	2	**	**	14	1	3	-
		**	**	5%	**	**	%	3%	**	**	3%	3%	11%	-%
						fm							fjm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Very Dissatisfied	1	**	**	**	**	**	-	-	**	**	*	1	-	-
	*%	**	**	**	**	**	-%	-%	**	**	*%	3%	-%	-%
Fairly Dissatisfied	16	**	**	**	**	**	*	2	**	**	14	-	3	-
	3%	**	**	**	**	**	*%	3%	**	**	3%	-%	11%	-%
Neither Satisfied Nor Dissatisfied	75	**	**	**	**	**				fkm		afhjkm		
	14%	**	**	**	**	**	10	6	**	**	63	7	1	3
		**	**	aefgjl	**	**	13%	9%	**	**	14%	23%	5%	14%
Fairly Satisfied	183	**	**	**	**	**	34	32	**	**	163	10	6	4
	35%	**	**	**	**	**	42%	46%	**	**	36%	31%	25%	19%
Very Satisfied	250	m				cklm	lm	lm			m			
	47%	**	**	**	**	**	34	29	**	**	207	14	14	15
		**	**	**	**	**	42%	42%	**	**	46%	44%	59%	67%
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	2	-	**	**	2	-	-	-
	*%	**	**	**	**	**	3%	-%	**	**	*%	-%	-%	-%
NET: Satisfied	433	**	**	**	**	**	68	62	**	**	370	24	20	19
	82%	cik	**	**	**	**	84%	88%	**	**	82%	75%	84%	86%
							c	c			c		c	c
NET: Dissatisfied	17	**	**	**	**	**	*	2	**	**	14	1	3	-
	3%	**	**	**	**	**	*%	3%	**	**	3%	3%	11%	-%
						f			fm			afhjm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?**Base: All using RM (QV4=1)**

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	8	60	13	66	133	21	35	196	340	192	454	78	504	28
Weighted total	527	52	10	64	153	16	35	191	355	172	479	49	482	45
Very Dissatisfied	1	**	-	**	-	**	**	*	*	1	1	-	*	**
%	**	-%	**	-%	-%	**	**	%	%	1%	%	-%	%	**
Fairly Dissatisfied	16	**	5	**	2	7	**	2	16	*	13	3	15	**
%	**	9%	**	4%	5%	**	**	1%	5%	%	3%	6%	3%	**
		h			h				b					
Neither Satisfied Nor Dissatisfied	75	**	5	**	11	13	**	33	53	21	66	9	73	**
%	**	11%	**	17%	9%	**	**	17%	15%	12%	14%	18%	15%	**
							e							
Fairly Satisfied	183	**	13	**	25	63	**	61	125	58	169	14	168	**
%	**	25%	**	39%	41%	**	**	32%	35%	34%	35%	29%	35%	**
					b									
Very Satisfied	250	**	29	**	26	69	**	93	159	91	227	23	224	**
%	**	56%	**	41%	45%	**	**	49%	45%	53%	48%	46%	46%	**
Don't Know (DO NOT READ OUT)	2	**	-	**	-	-	**	2	2	-	2	-	2	**
%	**	-%	**	-%	-%	**	**	1%	1%	-%	%	-%	%	**
NET: Satisfied	433	**	42	**	51	132	**	154	284	150	396	37	392	**
%	**	81%	**	80%	87%	**	**	81%	80%	87%	83%	76%	81%	**
									a					
NET: Dissatisfied	17	**	5	**	2	7	**	2	16	1	14	3	15	**
%	**	9%	**	4%	5%	**	**	1%	5%	1%	3%	6%	3%	**
		h			h				b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	1	-	*	1	1	-	**	**	**	**	**	**	1	**	-	1	-
	*%	-%	*%	1%	*%	-%	**	**	**	**	**	**	-%	**	-%	*%	-%
Fairly Dissatisfied	16	8	1	7	9	5	**	**	**	**	**	**	14	**	8	*	7
	3%	2%	1%	7%	2%	9%	**	**	**	**	**	**	3%	**	3%	*%	11%
			a	a		ai									b		ab
Neither Satisfied Nor Dissatisfied	75	49	13	10	66	6	**	**	**	**	**	**	72	**	33	33	9
	14%	15%	18%	9%	14%	11%	**	**	**	**	**	**	14%	**	13%	16%	13%
Fairly Satisfied	183	106	29	45	162	18	**	**	**	**	**	**	180	**	82	80	21
	35%	31%	39%	43%	36%	30%	**	**	**	**	**	**	35%	**	33%	38%	29%
			a	a													
Very Satisfied	250	174	31	42	216	30	**	**	**	**	**	**	246	**	123	94	34
	47%	51%	42%	40%	47%	51%	**	**	**	**	**	**	48%	**	50%	45%	48%
		c															
Don't Know (DO NOT READ OUT)	2	2	-	-	2	-	**	**	**	**	**	**	2	**	2	-	-
	*%	1%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	1%	-%	-%
NET: Satisfied	433	281	60	88	379	48	**	**	**	**	**	**	426	**	205	174	55
	82%	83%	81%	83%	83%	81%	**	**	**	**	**	**	83%	**	83%	83%	77%
NET: Dissatisfied	17	8	1	8	10	5	**	**	**	**	**	**	15	**	8	1	7
	3%	2%	1%	8%	2%	9%	**	**	**	**	**	**	3%	**	3%	1%	11%
			ab	ab		ai											ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	1	1	*	1	1	*	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	*%	*%	*%	*%	1%	*%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Fairly Dissatisfied	16	10	5	10	7	5	8	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	3%	3%	3%	3%	5%	4%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	75	45	28	51	14	17	45	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	14%	15%	16%	15%	9%	15%	15%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
Fairly Satisfied	183	96	65	111	62	29	99	**	**	**	**	**	**	59	**	**	**	**	**	**	**
	35%	33%	37%	33%	39%	25%	33%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**
Very Satisfied	250	142	79	159	73	65	151	**	**	**	**	**	**	71	**	**	**	**	**	**	**
	47%	48%	45%	48%	47%	56%	50%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Satisfied	433	238	144	271	135	93	250	**	**	**	**	**	**	130	**	**	**	**	**	**	**
	82%	81%	82%	81%	86%	81%	82%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**
NET: Dissatisfied	17	11	5	11	8	5	9	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	3%	4%	3%	3%	5%	4%	3%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
532	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
527	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
	132	84	74	38	3	61	30	39	24	4	106	10	42	501	27
1	1	-	-	*	**	1	**	**	**	**	-	**	1	1	**
*%	1%	-%	-%	*%	**	1%	**	**	**	**	-%	**	2%	%	**
16	9	1	*	*	**	-	**	**	**	**	7	**	-	14	**
3%	7%	1%	1%	*%	**	-%	**	**	**	**	7%	**	-%	3%	**
	bcd							abc			c				
75	15	16	13	6	**	4	**	**	**	**	12	**	2	73	**
14%	11%	19%	18%	17%	**	7%	**	**	**	**	11%	**	6%	15%	**
183	40	38	23	11	**	22	**	**	**	**	45	**	12	171	**
35%	30%	45%	31%	30%	**	36%	**	**	**	**	43%	**	30%	34%	**
		acd				d	d	d							
250	68	29	37	20	**	34	**	**	**	**	42	**	26	240	**
47%	51%	35%	51%	52%	**	56%	**	**	**	**	39%	**	62%	48%	**
	b		b	b		c						a			
2	-	-	-	-	**	-	**	**	**	**	-	**	-	2	**
*%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	%	**
433	108	67	60	31	**	56	**	**	**	**	87	**	38	411	**
82%	81%	80%	81%	82%	**	92%	**	**	**	**	82%	**	92%	82%	**
						d	d	d							
17	10	1	*	*	**	1	**	**	**	**	7	**	1	15	**
3%	7%	1%	1%	1%	**	1%	**	**	**	**	7%	**	2%	3%	**
	bcd							abc							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 81 (continuation)

Page 1187

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	1	**	1	**	1	**	1	**	1	1	1	**
	*%	*%	1%	**	*%	**	1%	**	1%	*%	3%	**
Fairly Dissatisfied	16	**	7	**	10	**	7	**	4	8	4	**
	3%	**	6%	**	3%	**	6%	**	5%	3%	13% b	**
Neither Satisfied Nor Dissatisfied	75	**	14	**	47	**	11	**	10	42	2	**
	14%	**	10%	**	14%	**	9%	**	11%	16%	7%	**
Fairly Satisfied	183	**	53	**	111	**	49	**	28	90	9	**
	35%	**	40%	**	34%	**	39%	**	30%	33%	25%	**
Very Satisfied	250	**	59	**	155	**	57	**	48	127	18	**
	47%	**	44%	**	48%	**	45%	**	53%	47%	53%	**
Don't Know (DO NOT READ OUT)	2	**	-	**	-	**	-	**	-	-	-	**
	*%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
NET: Satisfied	433	**	112	**	266	**	106	**	76	217	27	**
	82%	**	83%	**	82%	**	84%	**	84%	81%	78%	**
NET: Dissatisfied	17	**	8	**	11	**	8	**	5	9	5	**
	3%	**	6%	**	3%	**	7%	**	5%	3%	15% ab	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
1	-	*	**	**	1	1	**	**	1	*	1	1	*	**
*%	-%	-%	**	**	1%	1%	**	**	-%	-%	1%	-%	-%	**
16	-	5	**	**	3	7	**	**	10	5	7	7	6	**
3%	-%	3%	**	**	3%	7%	**	**	3%	3%	5%	3%	3%	**
			ab											
75	13	25	**	**	11	10	**	**	45	28	14	41	31	**
14%	19%	17%	**	**	10%	9%	**	**	16%	16%	10%	15%	14%	**
					c									
183	28	57	**	**	46	48	**	**	96	64	51	87	81	**
35%	40%	38%	**	**	42%	42%	**	**	33%	37%	35%	32%	37%	**
							ab							
250	29	63	**	**	48	47	**	**	138	77	70	135	99	**
47%	42%	42%	**	**	44%	42%	**	**	47%	44%	49%	50%	46%	**
					c									
2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
*%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
433	57	120	**	**	94	95	**	**	234	141	121	222	180	**
82%	81%	80%	**	**	87%	84%	**	**	81%	81%	84%	82%	83%	**
17	-	5	**	**	4	8	**	**	11	5	8	8	6	**
3%	-%	3%	**	**	4%	7%	**	**	4%	3%	6%	3%	3%	**
			ab											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 81 (continuation)

Page 1189

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	1	-	1	**	**	1	*	**	**	**	**	1	1	1	1	1
	*%	1%	-%	1%	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
				ab												
Fairly Dissatisfied	16	3	2	**	**	8	6	**	**	**	**	16	13	16	11	16
	3%	3%	3%	**	**	3%	3%	**	**	**	**	3%	4%	3%	3%	3%
Neither Satisfied Nor Dissatisfied	75	11	8	**	**	37	31	**	**	**	**	69	46	69	55	75
	14%	11%	11%	**	**	14%	14%	**	**	**	**	15%	13%	15%	14%	15%
Fairly Satisfied	183	41	28	**	**	87	87	**	**	**	**	165	127	165	132	181
	35%	40%	37%	**	**	33%	40%	**	**	**	**	35%	36%	35%	35%	36%
				abc												
Very Satisfied	250	47	36	**	**	131	93	**	**	**	**	221	166	223	180	231
	47%	45%	48%	**	**	50%	43%	**	**	**	**	47%	47%	47%	47%	46%
		d	d													
Don't Know (DO NOT READ OUT)	2	-	-	**	**	-	-	**	**	**	**	-	-	-	-	2
	*%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	*%
NET: Satisfied	433	88	65	**	**	218	180	**	**	**	**	387	293	389	312	412
	82%	85%	85%	**	**	83%	83%	**	**	**	**	82%	83%	82%	82%	81%
NET: Dissatisfied	17	4	3	**	**	9	6	**	**	**	**	17	14	17	12	17
	3%	4%	4%	**	**	3%	3%	**	**	**	**	4%	4%	4%	3%	3%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	1	1	1	1	-	**	1	-	-	**	**	-	-	1	-
	*%	*%	%	1%	-%	**	1%	-%	-%	**	**	-%	-%	*%	-%
							b								
Fairly Dissatisfied	16	4	16	*	-	**	8	9	2	**	**	2	5	3	8
	3%	2%	3%	*%	-%	**	11%	2%	3%	**	**	4%	10%	1%	9%
							b						b		b
Neither Satisfied Nor Dissatisfied	75	38	65	15	-	**	22	53	12	**	**	13	15	52	8
	14%	15%	14%	15%	-%	**	31%	12%	17%	**	**	19%	33%	14%	8%
							b						bc		
Fairly Satisfied	183	90	171	41	183	**	26	158	26	**	**	24	17	132	34
	35%	35%	36%	44%	42%	**	36%	35%	36%	**	**	37%	38%	34%	36%
Very Satisfied	250	120	222	37	250	**	15	235	31	**	**	26	8	196	46
	47%	48%	47%	40%	58%	**	21%	52%	43%	**	**	40%	18%	51%	48%
							a						a		a
Don't Know (DO NOT READ OUT)	2	-	-	-	-	**	-	2	-	**	**	-	-	2	-
	*%	-%	-%	-%	-%	**	-%	*%	-%	**	**	-%	-%	1%	-%
NET: Satisfied	433	210	392	79	433	**	41	393	57	**	**	50	25	328	80
	82%	83%	83%	83%	100%	**	57%	86%	79%	**	**	77%	57%	85%	83%
							a						a		a
NET: Dissatisfied	17	5	17	1	-	**	8	9	2	**	**	2	5	4	8
	3%	2%	4%	1%	-%	**	12%	2%	3%	**	**	4%	10%	1%	9%
							b						b		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?**Base: All using RM (QV4=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	1	**	1	1	*	1	1	1	1	1	1	1	-
	-%	**	-%	-%	-%	-%	4%	1%	1%	1%	2%	1%	-%
							a						
Fairly Dissatisfied	16	**	7	10	6	8	*	7	4	3	2	4	3
	3%	**	2%	3%	3%	3%	-%	5%	7%	3%	5%	3%	3%
									a				
Neither Satisfied Nor Dissatisfied	75	**	55	48	27	47	7	12	11	9	5	23	13
	14%	**	13%	16%	12%	15%	31%	8%	17%	9%	13%	13%	13%
						c	ac		c				
Fairly Satisfied	183	**	152	109	75	105	3	54	16	39	13	49	32
	35%	**	35%	36%	33%	34%	14%	38%	26%	37%	31%	28%	32%
						b		b					
Very Satisfied	250	**	218	134	116	146	12	68	30	54	21	94	51
	47%	**	50%	44%	52%	48%	51%	48%	48%	51%	49%	55%	51%
Don't Know (DO NOT READ OUT)	2	**	2	2	-	-	-	-	-	-	-	-	-
	-%	**	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	433	**	370	242	191	251	15	122	46	93	34	143	83
	82%	**	85%	80%	85%	82%	65%	86%	74%	88%	80%	83%	83%
			a			b		bd					
NET: Dissatisfied	17	**	8	11	6	9	1	8	5	4	3	5	3
	3%	**	2%	4%	3%	3%	4%	6%	8%	4%	8%	3%	3%
			c						a				

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
532	105	242	34	129	532
527	92	221	31	154	527
1	-	1	**	-	1
%	-%	%	**	-%	%
16	3	6	**	5	16
3%	3%	3%	**	3%	3%
75	8	40	**	17	75
14%	9%	18%	**	11%	14%
		a	a		
183	35	75	**	55	183
35%	38%	34%	**	36%	35%
250	46	99	**	75	250
47%	50%	45%	**	49%	47%
2	-	-	**	2	2
%	-%	-%	**	1%	%
433	81	174	**	130	433
82%	88%	79%	**	84%	82%
	b				
17	3	7	**	5	17
3%	3%	3%	**	3%	3%

Columns Tested: a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	9 2%	9 2%	* 1%	* 4%	** 2%	* 2%	7 3%	- -%	** **	** **	* 1%
Fairly Dissatisfied	26 5%	26 5%	* 2%	* 7%	** 2%	1 4%	2 1%	11 8%	** **	** **	1 8%
								a			a
Neither Satisfied Nor Dissatisfied	77 15%	74 15%	2 13%	1 12%	** **	3 15%	34 16%	18 14%	** **	** **	5 35%
					abce						ab
Fairly Satisfied	204 39%	197 39%	4 29%	2 41%	** **	6 30%	87 40%	60 46%	** **	** **	1 8%
			bde	d	d	d	e	e			
Very Satisfied	206 39%	195 39%	7 53%	2 35%	** **	10 48%	85 39%	39 30%	** **	** **	7 48%
			ac		a	a					b
Don't Know (DO NOT READ OUT)	6 1%	5 1%	* 1%	* 1%	** **	* 2%	3 1%	2 2%	** **	** **	- -%
					a						
NET: Satisfied	410 78%	393 78%	11 82%	4 76%	** **	17 78%	172 79%	99 77%	** **	** **	8 56%
			d	d	d	d	e	e			
NET: Dissatisfied	35 7%	34 7%	* 4%	1 11%	** **	1 6%	9 4%	11 8%	** **	** **	1 9%
				b							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very Dissatisfied	9	**	**	*	**	**	2	-	**	**	7	1	1	-
	2%	**	**	*%	**	**	2%	-%	**	**	2%	3%	4%	-%
Fairly Dissatisfied	26	**	**	4	**	**	4	4	**	**	22	3	2	*
	5%	**	**	9%	**	**	4%	6%	**	**	5%	9%	7%	*%
				m								m		
Neither Satisfied Nor Dissatisfied	77	**	**	9	**	**	15	10	**	**	68	5	3	2
	15%	**	**	20%	**	**	16%	15%	**	**	15%	15%	11%	10%
Fairly Satisfied	204	**	**	13	**	**	42	29	**	**	184	8	7	5
	39%	**	**	29%	**	**	44%	41%	**	**	41%	27%	27%	25%
						klm					klm			
Very Satisfied	206	**	**	19	**	**	30	27	**	**	167	14	13	12
	39%	**	**	42%	**	**	31%	38%	**	**	37%	46%	51%	61%
													fl	efgj
Don't Know (DO NOT READ OUT)	6	**	**	*	**	**	2	-	**	**	5	*	-	1
	1%	**	**	*%	**	**	2%	-%	**	**	1%	*%	-%	4%
NET: Satisfied	410	**	**	32	**	**	72	57	**	**	350	22	20	17
	78%	**	**	71%	**	**	76%	80%	**	**	78%	73%	78%	86%
NET: Dissatisfied	35	**	**	4	**	**	6	4	**	**	29	3	3	*
	7%	**	**	9%	**	**	7%	6%	**	**	6%	11%	11%	*%
				m								m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
532	36	17	50	18	32	69	51	37	35	345	69	64	54
527	61	30	45	23	36	81	70	53	49	449	33	24	22
9	**	**	**	**	**	2	-	**	**	7	1	1	-
2%	**	**	**	**	**	3%	-%	**	**	2%	3%	4%	-%
26	**	**	**	**	**	4	4	**	**	20	3	2	2
5%	**	**	**	**	**	5%	6%	**	**	4%	8%	8%	10%
									aejh				
77	**	**	**	**	**	19	15	**	**	68	5	3	2
15%	**	**	**	**	**	23%	22%	**	**	15%	14%	12%	9%
						m							
204	**	**	**	**	**	28	25	**	**	182	10	6	5
39%	**	**	**	**	**	34%	36%	**	**	41%	32%	25%	23%
	lm		lm		fhklm			**	m	lm			
206	**	**	**	**	**	26	25	**	**	167	14	12	12
39%	**	**	**	**	**	32%	36%	**	**	37%	43%	51%	55%
								i				fij	cfij
6	**	**	**	**	**	2	-	**	**	5	*	-	1
1%	**	**	**	**	**	3%	-%	**	**	1%	*%	-%	4%
410	**	**	**	**	**	54	50	**	**	350	24	18	17
78%	**	**	**	**	**	67%	72%	**	**	78%	75%	76%	77%
	f				fgik					f			
35	**	**	**	**	**	6	4	**	**	27	3	3	2
7%	**	**	**	**	**	8%	6%	**	**	6%	11%	12%	10%
									aej		a	a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 82 (continuation)

Page 1196

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
9	**	2	**	3	1	**	**	1	8	1	8	1	8	**
2%	**	5%	**	4%	1%	**	**	1%	2%	1%	2%	2%	2%	**
		h		h			eh							
26	**	5	**	3	4	**	**	9	17	9	26	*	26	**
5%	**	10%	**	5%	3%	**	**	5%	5%	5%	6%	*%	5%	**
		e									b			
77	**	8	**	12	18	**	**	27	47	30	66	11	68	**
15%	**	15%	**	19%	12%	**	**	14%	13%	18%	14%	23%	14%	**
											a			
204	**	9	**	24	69	**	**	75	139	65	182	22	183	**
39%	**	18%	**	38%	45%	**	**	39%	39%	38%	38%	46%	38%	**
				b	b		b	b						
206	**	27	**	22	58	**	**	76	140	65	192	14	191	**
39%	**	52%	**	34%	38%	**	**	40%	39%	38%	40%	29%	40%	**
		dg						g						
6	**	-	**	*	2	**	**	3	5	1	5	*	6	**
1%	**	-%	**	*%	2%	**	**	2%	1%	1%	1%	*%	1%	**
410	**	36	**	46	127	**	**	151	279	131	373	36	374	**
78%	**	70%	**	72%	83%	**	**	79%	79%	76%	78%	74%	78%	**
					bg									
35	**	8	**	6	5	**	**	10	25	10	34	1	34	**
7%	**	15%	**	9%	3%	**	**	5%	7%	6%	7%	2%	7%	**
		eh					e							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	9	5	2	7	2	**	**	**	**	**	**	9	**	5	2	2
	2%	1%	3%	1%	4%	**	**	**	**	**	**	2%	**	2%	1%	3%
Fairly Dissatisfied	26	16	10	25	1	**	**	**	**	**	**	26	**	10	15	1
	5%	5%	14%	6%	2%	**	**	**	**	**	**	5%	**	4%	7%	2%
	c	ac													c	
Neither Satisfied Nor Dissatisfied	77	53	6	68	6	**	**	**	**	**	**	74	**	31	37	9
	15%	16%	8%	15%	10%	**	**	**	**	**	**	14%	**	12%	18%	13%
Fairly Satisfied	204	134	26	173	25	**	**	**	**	**	**	199	**	103	70	30
	39%	39%	35%	38%	43%	**	**	**	**	**	**	39%	**	42%	34%	43%
Very Satisfied	206	129	30	178	24	**	**	**	**	**	**	202	**	97	81	28
	39%	38%	40%	39%	41%	**	**	**	**	**	**	39%	**	39%	39%	39%
Don't Know (DO NOT READ OUT)	6	3	*	5	*	**	**	**	**	**	**	6	**	2	3	*
	1%	1%	*%	1%	*%	**	**	**	**	**	**	1%	**	1%	2%	*%
NET: Satisfied	410	263	56	351	49	**	**	**	**	**	**	401	**	200	151	58
	78%	77%	75%	77%	84%	**	**	**	**	**	**	78%	**	81%	72%	82%
															b	
NET: Dissatisfied	35	20	13	32	4	**	**	**	**	**	**	35	**	15	17	4
	7%	6%	17%	7%	6%	**	**	**	**	**	**	7%	**	6%	8%	5%
			ac													

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 82 (continuation)

Page 1198

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	9	*	2	2	2	*	6	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	%	1%	1%	1%	%	2%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
				a			a															
Fairly Dissatisfied	26	21	13	21	7	6	23	20	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	5%	7%	7%	6%	4%	5%	7%	7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	77	52	34	61	20	22	50	51	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	15%	18%	19%	18%	13%	19%	15%	17%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
Fairly Satisfied	204	109	64	127	66	36	137	116	**	**	**	**	**	**	61	**	**	**	**	**	**	**
	39%	37%	36%	38%	42%	32%	40%	38%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**
								a														
Very Satisfied	206	109	64	118	63	50	123	113	**	**	**	**	**	**	60	**	**	**	**	**	**	**
	39%	37%	36%	36%	40%	44%	36%	37%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**
								b														
Don't Know (DO NOT READ OUT)	6	3	*	3	*	-	2	1	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	%	1%	%	-%	1%	%	**	**	**	**	**	**	%	**	**	**	**	**	**	**
NET: Satisfied	410	217	127	245	129	87	260	229	**	**	**	**	**	**	121	**	**	**	**	**	**	**
	78%	74%	72%	74%	82%	75%	76%	75%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**
				abc																		
NET: Dissatisfied	35	22	15	24	9	6	29	22	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	7%	7%	9%	7%	6%	5%	8%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	97	85	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	38	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	9	-	-	*	2	-	**	**	**	**	2	**	-	9	**
	2%	-%	-%	*%	6%	-%	**	**	**	**	2%	**	-%	2%	**
				abc					ac						
Fairly Dissatisfied	26	6	6	4	4	2	**	**	**	**	4	**	2	24	**
	5%	5%	8%	6%	12%	4%	**	**	**	**	4%	**	6%	5%	**
Neither Satisfied Nor Dissatisfied	77	31	13	16	1	5	**	**	**	**	15	**	4	76	**
	15%	23% d	15% d	22% d	2%	8%	**	**	**	**	14%	**	11%	15%	**
Fairly Satisfied	204	43	43	27	13	22	**	**	**	**	46	**	17	195	**
	39%	33%	51% ad	37%	36%	35%	**	**	**	**	44%	**	42%	39%	**
Very Satisfied	206	50	21	26	17	32	**	**	**	**	38	**	17	191	**
	39%	38%	25%	35%	44% b	53% bc	**	**	**	**	36%	**	42%	38%	**
Don't Know (DO NOT READ OUT)	6	2	1	-	-	-	**	**	**	**	-	**	*	5	**
	1%	2%	1%	-%	-%	-%	**	**	**	**	-%	**	*%	1%	**
NET: Satisfied	410	93	64	53	30	54	**	**	**	**	84	**	35	386	**
	78%	70%	76%	72%	80%	88% d	**	**	**	**	79%	**	83%	77%	**
NET: Dissatisfied	35	6	6	4	7	2	**	**	**	**	7	**	2	33	**
	7%	5%	8%	6%	18% abc	4%	**	**	**	**	6%	**	6%	7%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 82 (continuation)

Page 1200

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	9	2	2	**	2	**	2	**	-	*	-	**
	2%	1%	2%	**	1%	**	2%	**	-%	*%	-%	**
Fairly Dissatisfied	26	21	7	**	21	**	7	**	11	19	6	**
	5%	6%	5%	**	7%	**	5%	**	12%	7%	19% b	**
Neither Satisfied Nor Dissatisfied	77	61	19	**	56	**	14	**	12	52	4	**
	15%	18%	14%	**	17%	**	12%	**	13%	19%	13%	**
Fairly Satisfied	204	127	59	**	127	**	54	**	31	97	10	**
	39%	38%	44%	**	39%	**	43%	**	35%	36%	29%	**
Very Satisfied	206	116	47	**	114	**	47	**	35	96	13	**
	39%	35%	35%	**	35%	**	38%	**	39%	36%	39%	**
Don't Know (DO NOT READ OUT)	6	3	-	**	3	**	-	**	2	3	*	**
	1%	1%	-%	**	1%	**	-%	**	2%	1%	*%	**
NET: Satisfied	410	243	106	**	241	**	102	**	67	193	23	**
	78%	73%	79%	**	74%	**	81%	**	73%	72%	68%	**
NET: Dissatisfied	35	24	9	**	24	**	9	**	11	20	6	**
	7%	7%	7%	**	7%	**	7%	**	12%	7%	19% b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 82 (continuation)

Page 1201

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very Dissatisfied	9	2	2	**	**	-	2	**	**	*	2	2	2	2	**
	2%	3%	1%	**	**	-%	2%	**	**	*%	1%	2%	1%	1%	**
											a				
Fairly Dissatisfied	26	9	13	**	**	4	7	**	**	21	13	7	19	16	**
	5%	12%	9%	**	**	4%	6%	**	**	7%	7%	5%	7%	7%	**
Neither Satisfied Nor Dissatisfied	77	13	34	**	**	14	19	**	**	52	34	19	51	43	**
	15%	18%	23%	**	**	13%	16%	**	**	18%	20%	13%	19%	20%	**
			ab												
Fairly Satisfied	204	27	48	**	**	47	48	**	**	109	64	59	102	75	**
	39%	38%	32% c	**	**	43%	43%	**	**	38%	37%	41%	38%	35%	**
Very Satisfied	206	20	52	**	**	43	38	**	**	104	60	57	95	78	**
	39%	28%	35%	**	**	39%	33%	**	**	36%	35%	40%	35%	36%	**
Don't Know (DO NOT READ OUT)	6	*	*	**	**	*	*	**	**	3	*	*	*	3	**
	1%	*%	*%	**	**	*%	*%	**	**	1%	*%	*%	*%	1% a	**
NET: Satisfied	410	47	100	**	**	89	86	**	**	213	124	116	197	153	**
	78%	66% c	67% c	**	**	83%	76%	**	**	73%	71%	81% b	73%	70%	**
NET: Dissatisfied	35	11	15	**	**	4	9	**	**	22	15	9	22	18	**
	7%	15%	10%	**	**	4%	8%	**	**	7%	9%	6%	8%	9%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	532	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	9	2	-	-	**	**	4	2	**	**	**	**	9	5	9	5	9
	2%	2%	-%	-%	**	**	2%	1%	**	**	**	**	2%	2%	2%	1%	2%
Fairly Dissatisfied	26	7	2	7	**	**	17	12	**	**	**	**	26	22	26	19	26
	5%	7%	5%	9%	**	**	6%	6%	**	**	**	**	5%	6%	5%	5%	5%
Neither Satisfied Nor Dissatisfied	77	17	14	9	**	**	49	48	**	**	**	**	74	58	74	56	77
	15%	17%	25% c	11%	**	**	19%	22%	**	**	**	**	16%	16%	16%	15%	15%
Fairly Satisfied	204	40	19	31	**	**	99	89	**	**	**	**	186	129	186	151	196
	39%	39%	36%	41%	**	**	37%	41%	**	**	**	**	39%	37%	39%	40%	39%
Very Satisfied	206	37	18	29	**	**	94	64	**	**	**	**	172	134	175	145	193
	39%	36%	34%	38%	**	**	36%	29%	**	**	**	**	36%	38%	37%	38%	38%
Don't Know (DO NOT READ OUT)	6	*	-	*	**	**	*	3	**	**	**	**	5	3	5	3	6
	1%	*%	-%	*%	**	**	*%	1%	**	**	**	**	1%	1%	1%	1%	1%
NET: Satisfied	410	77	38	60	**	**	193	153	**	**	**	**	359	263	361	296	388
	78%	75%	70%	80%	**	**	73%	70%	**	**	**	**	76%	75%	76%	78%	77%
NET: Dissatisfied	35	9	2	7	**	**	22	14	**	**	**	**	35	28	35	24	35
	7%	9%	5%	9%	**	**	8%	7%	**	**	**	**	7%	8%	7%	6%	7%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	532	278	491	127	-		67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	-		71	456	72	*	15	65	45	387	96
Very Dissatisfied	9	4	9	*	**	2	3	6	-	**	**	-	2	6	*
	2%	2%	2%	*%	**	*%	4%	1%	-%	**	**	-%	5%	2%	*%
Fairly Dissatisfied	26	15	26	7	**	9	7	20	4	**	**	4	7	13	7
	5%	6%	5%	8%	**	2%	9%	4%	6%	**	**	7%	15%	3%	8%
Neither Satisfied Nor Dissatisfied	77	46	72	20	**	44	15	62	15	**	**	15	8	52	17
	15%	18%	15%	21%	**	10%	21%	14%	21%	**	**	23%	17%	13%	18%
Fairly Satisfied	204	94	186	32	**	176	29	175	25	**	**	20	15	150	39
	39%	37%	39%	33%	**	41%	41%	38%	35%	**	**	32%	34%	39%	41%
Very Satisfied	206	94	177	35	**	197	17	188	27	**	**	25	13	163	30
	39%	37%	37%	37%	**	45%	24%	41%	38%	**	**	38%	29%	42%	31%
Don't Know (DO NOT READ OUT)	6	*	5	*	**	5	*	5	-	**	**	*	-	3	2
	1%	*%	1%	*%	**	1%	*%	1%	-%	**	**	*%	-%	1%	2%
NET: Satisfied	410	188	363	67	**	373	47	363	52	**	**	45	28	313	69
	78%	74%	76%	70%	**	86%	65%	80%	73%	**	**	70%	63%	81%	72%
NET: Dissatisfied	35	19	35	8	**	11	10	26	4	**	**	4	9	19	7
	7%	8%	7%	8%	**	3%	14%	6%	6%	**	**	7%	20%	5%	8%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	9	**	9	8	1	2	-	2	2	-	-	*	*
	2%	**	2%	3%	*%	1%	-%	2%	4%	-%	-%	*%	*%
Fairly Dissatisfied	26	**	22	22	5	19	*	5	5	5	*	13	6
	5%	**	5%	7%	2%	6%	*%	3%	8%	4%	*%	8%	6%
Neither Satisfied Nor Dissatisfied	77	**	62	44	33	58	10	19	7	16	9	28	17
	15%	**	14%	15%	15%	19%	45%	13%	11%	15%	20%	16%	17%
Fairly Satisfied	204	**	160	111	93	114	5	61	28	41	18	64	37
	39%	**	37%	37%	41%	37%	23%	43%	45%	38%	43%	37%	37%
Very Satisfied	206	**	177	117	89	110	7	56	20	45	15	66	37
	39%	**	41%	38%	40%	36%	31%	39%	33%	42%	36%	38%	37%
Don't Know (DO NOT READ OUT)	6	**	5	2	3	3	*	*	*	*	-	*	2
	1%	**	1%	1%	2%	1%	*%	*%	*%	*%	-%	*%	2%
NET: Satisfied	410	**	337	228	182	224	12	117	48	85	33	130	74
	78%	**	77%	75%	81%	73%	54%	82%	78%	81%	79%	76%	75%
NET: Dissatisfied	35	**	31	30	6	21	*	7	7	5	*	13	6
	7%	**	7%	10%	3%	7%	*%	5%	11%	4%	*%	8%	6%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	9	3	6	**	*
	2%	3%	3%	**	*%
	d				
Fairly Dissatisfied	26	*	8	**	14
	5%	*%	4%	**	9%
			ab	ab	5%
Neither Satisfied Nor Dissatisfied	77	19	35	**	14
	15%	21%	16%	**	9%
		d			
Fairly Satisfied	204	22	89	**	70
	39%	23%	40%	**	45%
			a		a
Very Satisfied	206	46	81	**	55
	39%	50%	36%	**	36%
		bd			
Don't Know (DO NOT READ OUT)	6	2	2	**	1
	1%	2%	1%	**	1%
NET: Satisfied	410	68	170	**	125
	78%	73%	77%	**	81%
NET: Dissatisfied	35	3	14	**	14
	7%	3%	6%	**	9%
			a		7%

Columns Tested: a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
532 527	a 276 506	b 156 13	c 61 5	d 39 3	e 256 22	a 131 219	b 94 129	*c 29 27	*d 20 15	e 54 15
	6 1%	6 1%	* %	* 5%	** %	* 2%	5 2%	- -%	** **	* 1%
20 4%	19 4%	* 2%	* 4%	** %	* 2%	9 4%	4 3%	** **	** **	3 19% ab
	66 13%	64 13%	1 6%	* 9%	** %	2 9%	25 12%	14 11%	** **	* 1%
209 40%	202 40%	4 34%	2 40%	** %	7 33%	92 42%	57 44%	** **	** **	7 45%
	222 42%	210 42%	8 57%	2 43%	** %	11 53%	84 38%	54 42%	** **	5 34%
4 1%	4 1%	- -%	- -%	** %	* 1%	2 1%	- -%	** **	** **	- -%
	431 82%	412 82%	12 92%	4 82%	** %	19 86%	177 81%	111 86%	** **	12 79%
26 5%	25 5%	* 2%	* 9%	** %	1 4%	14 7%	4 3%	** **	** **	3 20% ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
532	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
527	16	28	51	23	45	78	54	34	21	350	68	61	53
	27	51	45	30	52	95	71	52	28	452	31	25	20
6	**	**	2	**	**	-	*	**	**	5	-	2	-
1%	**	**	5%	**	**	-%	%	**	**	1%	-%	7%	-%
			j								fjk		
20	**	**	2	**	**	4	2	**	**	16	3	*	-
4%	**	**	5%	**	**	4%	3%	**	**	4%	11%	%	-%
											ejlm		
66	**	**	11	**	**	11	6	**	**	62	2	1	1
13%	**	**	24%	**	**	11%	9%	**	**	14%	6%	4%	5%
			gklm		lm					l			
209	**	**	11	**	**	38	35	**	**	187	9	9	4
40%	**	**	24%	**	**	40%	50%	**	**	41%	28%	38%	21%
					m	m	ckm	m		ckm			
222	**	**	17	**	**	42	28	**	**	177	17	13	15
42%	**	**	38%	**	**	44%	39%	**	**	39%	55%	51%	74%
											j		cefghjkl
4	**	**	2	**	**	-	-	**	**	4	-	-	-
1%	**	**	5%	**	**	-%	-%	**	**	1%	-%	-%	-%
			j										
431	**	**	28	**	**	80	63	**	**	364	25	22	19
82%	**	**	62%	**	**	85%	88%	**	**	81%	82%	89%	95%
					c	c	c	c	c	c	c	c	cejkl
26	**	**	4	**	**	4	2	**	**	21	3	2	-
5%	**	**	10%	**	**	4%	3%	**	**	5%	11%	7%	-%
			em								ejm	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
532	36	17	50	18	32	69	51	37	35	345	69	64	54
527	61	30	45	23	36	81	70	53	49	449	33	24	22
6	**	**	**	**	**	-	*	**	**	5	-	2	-
1%	**	**	**	**	**	-%	*%	**	**	1%	-%	7%	-%
			j									fjkm	
20	**	**	**	**	**	4	2	**	**	16	3	*	-
4%	**	**	**	**	**	5%	3%	**	**	4%	11%	1%	-%
											jim		
66	**	**	**	**	**	10	9	**	**	62	2	1	1
13%	**	**	**	**	**	13%	12%	**	**	14%	6%	4%	4%
			klm						klm	l			
209	**	**	**	**	**	32	34	**	**	185	9	9	6
40%	**	**	**	**	**	40%	48%	**	**	41%	26%	36%	29%
	ckm						ckm			k			
222	**	**	**	**	**	32	25	**	**	176	19	12	15
42%	**	**	**	**	**	40%	36%	**	**	39%	57%	51%	67%
							i				acfgij	i	acetfgij
4	**	**	**	**	**	2	-	**	**	4	-	-	-
1%	**	**	**	**	**	3%	-%	**	**	1%	-%	-%	-%
431	**	**	**	**	**	64	59	**	**	361	27	21	21
82%	**	**	**	**	**	79%	85%	**	**	81%	84%	88%	96%
	c				c		c	c		c	c	cl	ctijk
26	**	**	**	**	**	4	2	**	**	21	3	2	-
5%	**	**	**	**	**	5%	3%	**	**	5%	11%	8%	-%
			m						m		jm	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1209

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
Unweighted total	532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
Weighted total	527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
Very Dissatisfied	6	**	2	**	*	2	**	**	*	6	*	5	1	5	**
	1%	**	4%	**	%	1%	**	**	%	2%	%	1%	2%	1%	**
			^h					^h							
Fairly Dissatisfied	20	**	2	**	3	3	**	**	8	11	8	19	1	18	**
	4%	**	5%	**	4%	2%	**	**	4%	3%	5%	4%	2%	4%	**
Neither Satisfied Nor Dissatisfied	66	**	7	**	10	13	**	**	32	49	17	56	10	60	**
	13%	**	14%	**	15%	8%	**	**	17%	14%	10%	12%	21%	12%	**
						^e			^e				^a		
Fairly Satisfied	209	**	13	**	26	68	**	**	72	132	77	187	22	188	**
	40%	**	25%	**	40%	45%	**	**	37%	37%	45%	39%	44%	39%	**
						^b		^b							
Very Satisfied	222	**	27	**	26	65	**	**	77	153	69	207	15	207	**
	42%	**	52%	**	41%	42%	**	**	41%	43%	40%	43%	31%	43%	**
										^b		^b			
Don't Know (DO NOT READ OUT)	4	**	-	**	-	2	**	**	2	4	-	4	*	4	**
	1%	**	-%	**	-%	2%	**	**	1%	1%	-%	1%	%	1%	**
NET: Satisfied	431	**	40	**	52	133	**	**	149	285	146	394	37	394	**
	82%	**	77%	**	81%	87%	**	**	78%	80%	85%	82%	75%	82%	**
						^h									
NET: Dissatisfied	26	**	5	**	3	5	**	**	8	18	8	24	2	23	**
	5%	**	9%	**	4%	3%	**	**	4%	5%	5%	5%	4%	5%	**
								^e							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1210

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	6	3	*	3	3	**	**	**	**	**	**	6	**	3	*	3
	1%	1%	*%	1%	5%	**	**	**	**	**	**	1%	**	1%	*%	5%
					ai											b
Fairly Dissatisfied	20	11	4	17	3	**	**	**	**	**	**	20	**	5	12	3
	4%	3%	6%	4%	5%	**	**	**	**	**	**	4%	**	2%	6%	4%
Neither Satisfied Nor Dissatisfied	66	46	8	56	8	**	**	**	**	**	**	63	**	33	22	10
	13%	14%	11%	12%	13%	**	**	**	**	**	**	12%	**	14%	11%	15%
Fairly Satisfied	209	130	35	185	19	**	**	**	**	**	**	204	**	105	81	24
	40%	38%	47%	41%	32%	**	**	**	**	**	**	40%	**	42%	39%	33%
Very Satisfied	222	148	27	191	27	**	**	**	**	**	**	218	**	100	91	31
	42%	44%	36%	42%	45%	**	**	**	**	**	**	42%	**	40%	44%	44%
Don't Know (DO NOT READ OUT)	4	2	-	4	-	**	**	**	**	**	**	4	**	2	2	-
	1%	1%	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	1%	-%
NET: Satisfied	431	278	62	376	45	**	**	**	**	**	**	422	**	204	172	55
	82%	82%	83%	82%	77%	**	**	**	**	**	**	82%	**	82%	82%	77%
NET: Dissatisfied	26	14	5	20	6	**	**	**	**	**	**	26	**	8	12	6
	5%	4%	6%	4%	10%	**	**	**	**	**	**	5%	**	3%	6%	9%
					ai											a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	6	*	2	2	3	*	4	2	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*%	1%	1%	2%	*%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
				a																		
Fairly Dissatisfied	20	16	11	18	6	2	15	18	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	4%	5%	6%	5%	4%	2%	4%	6%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
			e																			
Neither Satisfied Nor Dissatisfied	66	39	18	41	13	17	39	29	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	13%	13%	10%	12%	8%	15%	11%	9%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
								a														
Fairly Satisfied	209	120	81	140	66	40	148	129	**	**	**	**	**	**	61	**	**	**	**	**	**	**
	40%	41%	46%	42%	42%	35%	43%	42%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**
			e																			
Very Satisfied	222	119	64	131	69	55	133	126	**	**	**	**	**	**	67	**	**	**	**	**	**	**
	42%	40%	36%	39%	44%	48%	39%	41%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**
					bf			b														
Don't Know (DO NOT READ OUT)	4	-	-	-	-	-	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	-%	-%	-%	-%	-%	1%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Satisfied	431	239	145	272	135	95	281	255	**	**	**	**	**	**	128	**	**	**	**	**	**	**
	82%	81%	82%	82%	86%	83%	82%	84%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**
NET: Dissatisfied	26	16	14	20	9	3	19	20	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	5%	5%	8%	6%	6%	2%	6%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
			e																			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1212

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	3	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	6	2	*	-	**	*	**	**	**	**	3	**	*	6	**
	1%	2%	*%	-%	**	*%	**	**	**	**	3%	**	*%	1%	**
Fairly Dissatisfied	20	4	-	10	4	1	**	**	**	**	5	**	1	18	**
	4%	3%	-%	13%	12%	1%	**	**	**	**	5%	**	2%	3%	**
Neither Satisfied Nor Dissatisfied	66	24	8	6	3	3	**	**	**	**	11	**	3	64	**
	13%	18%	9%	8%	9%	5%	**	**	**	**	10%	**	6%	13%	**
Fairly Satisfied	209	40	59	25	12	28	**	**	**	**	42	**	22	199	**
	40%	30%	70%	34%	33%	46%	**	**	**	**	40%	**	52%	40%	**
Very Satisfied	222	62	17	33	18	29	**	**	**	**	45	**	16	210	**
	42%	47%	21%	45%	47%	47%	**	**	**	**	43%	**	39%	42%	**
Don't Know (DO NOT READ OUT)	4	-	-	-	**	-	**	**	**	**	-	**	-	4	**
	1%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	1%	**
NET: Satisfied	431	102	77	58	30	56	**	**	**	**	87	**	38	409	**
	82%	77%	91%	79%	79%	93%	**	**	**	**	82%	**	91%	82%	**
NET: Dissatisfied	26	6	*	10	4	1	**	**	**	**	8	**	1	24	**
	5%	5%	*%	13%	12%	2%	**	**	**	**	8%	**	3%	5%	**
		b		ab	b			ab							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1213

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	6	2	3	**	*	**	3	**	-	*	-	**
	1%	1%	2%	**	*%	**	3%	**	-%	*%	-%	**
Fairly Dissatisfied	20	18	6	**	18	**	6	**	8	11	3	**
	4%	5%	4%	**	6%	**	5%	**	8%	4%	9%	**
Neither Satisfied Nor Dissatisfied	66	41	13	**	39	**	10	**	10	39	5	**
	13%	12%	10%	**	12%	**	8%	**	11%	15%	15%	**
Fairly Satisfied	209	138	58	**	136	**	56	**	35	107	11	**
	40%	42%	43%	**	42%	**	45%	**	38%	40%	32%	**
Very Satisfied	222	131	54	**	131	**	49	**	39	111	15	**
	42%	40%	40%	**	40%	**	39%	**	43%	41%	44%	**
Don't Know (DO NOT READ OUT)	4	-	-	**	-	**	-	**	-	-	-	**
	1%	-%	-%	**	-%	**	-%	**	-%	-%	-%	**
NET: Satisfied	431	269	112	**	267	**	106	**	74	218	26	**
	82%	81%	84%	**	82%	**	84%	**	81%	81%	76%	**
NET: Dissatisfied	26	20	9	**	18	**	9	**	8	11	3	**
	5%	6%	7%	**	6%	**	7%	**	8%	4%	9%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1214

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
6	2	2	**	**	1	3	**	**	*	2	3	2	*	**
1%	3%	2%	**	**	1%	3%	**	**	*%	1%	2%	1%	*%	**
			ab								a			
20	7	9	**	**	4	3	**	**	16	11	6	13	13	**
4%	10%	6%	**	**	3%	3%	**	**	5%	7%	4%	5%	6%	**
66	7	18	**	**	10	12	**	**	39	18	13	31	29	**
13%	10%	12%	**	**	10%	11%	**	**	13%	11%	9%	12%	13%	**
			ab											
209	35	67	**	**	45	48	**	**	118	81	56	115	88	**
40%	49% c	45% c	**	**	42%	42%	**	**	41%	47%	39%	43%	41%	**
222	20	53	**	**	48	47	**	**	117	60	65	108	87	**
42%	28%	36%	**	**	44%	42%	**	**	40%	35%	46% b	40%	40%	**
4	-	-	**	**	-	-	**	**	-	-	-	-	-	**
1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
431	54	120	**	**	93	95	**	**	235	141	121	223	175	**
82%	77%	80% c	**	**	86%	84%	**	**	81%	82%	84%	83%	80%	**
26	9	11	**	**	4	6	**	**	16	14	9	15	14	**
5%	12%	7%	**	**	4%	6%	**	**	6%	8%	6%	6%	6%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	532	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	6 1%	3 3%	1 2%	- -%	**	**	5 2%	1 1%	**	**	**	**	6 1%	3 1%	6 1%	5 1%	6 1%
Fairly Dissatisfied	20 4%	3 3%	2 4%	6 8%	**	**	11 4%	11 5%	**	**	**	**	19 4%	14 4%	19 4%	17 4%	20 4%
Neither Satisfied Nor Dissatisfied	66 13%	11 11%	6 10%	8 10%	**	**	30 11%	29 13%	**	**	**	**	64 13%	48 14%	64 13%	50 13%	66 13%
Fairly Satisfied	209 40%	41 40%	24 45%	28 37%	**	**	105 40%	97 45%	**	**	**	**	192 41%	135 38%	192 40%	147 39%	202 40%
Very Satisfied	222 42%	45 43%	21 39%	35 46%	**	**	112 42%	80 37%	**	**	**	**	190 40%	151 43%	192 40%	159 42%	207 41%
Don't Know (DO NOT READ OUT)	4 1%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	2 *%	- -%	2 *%	- -%	4 1%
NET: Satisfied	431 82%	86 83%	45 83%	62 82%	**	**	217 82%	177 81%	**	**	**	**	382 81%	287 81%	384 81%	306 81%	409 81%
NET: Dissatisfied	26 5%	6 6%	3 6%	6 8%	**	**	16 6%	12 6%	**	**	**	**	25 5%	17 5%	25 5%	22 6%	26 5%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	532	278	491	127	-		67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	-		71	456	72	*	15	65	45	387	96
Very Dissatisfied	6	3	6	2	**	*	3	3	2	**	**	2	2	1	3
	1%	1%	1%	2%	**	%	5%	1%	3%	**	**	3%	5%	%	3%
							b						b		b
Fairly Dissatisfied	20	9	19	4	**	5	7	13	7	**	**	7	4	13	2
	4%	3%	4%	4%	**	1%	9%	3%	10%	**	**	11%	10%	3%	2%
							b						bc		
Neither Satisfied Nor Dissatisfied	66	38	62	15	**	29	15	51	5	**	**	5	10	43	13
	13%	15%	13%	15%	**	7%	21%	11%	7%	**	**	8%	22%	11%	14%
							b						b		
Fairly Satisfied	209	101	191	39	**	182	31	177	23	**	**	21	15	161	33
	40%	40%	40%	42%	**	42%	44%	39%	32%	**	**	32%	33%	42%	35%
Very Satisfied	222	102	195	34	**	215	15	207	35	**	**	30	14	166	42
	42%	40%	41%	37%	**	50%	21%	45%	49%	**	**	46%	31%	43%	44%
							a								
Don't Know (DO NOT READ OUT)	4	-	2	-	**	2	-	4	-	**	**	-	-	2	2
	1%	-%	%	-%	**	1%	-%	1%	-%	**	**	-%	-%	1%	2%
NET: Satisfied	431	203	386	74	**	397	46	385	58	**	**	50	28	327	75
	82%	80%	81%	78%	**	92%	65%	84%	80%	**	**	78%	63%	85%	78%
							a						a		a
NET: Dissatisfied	26	12	25	6	**	5	10	16	9	**	**	9	7	14	5
	5%	5%	5%	6%	**	1%	14%	3%	13%	**	**	14%	15%	4%	5%
							b						bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 83 (continuation)

Page 1217

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	6	**	3	5	2	2	2	3	2	1	*	*	*
	1%	**	1%	1%	1%	1%	9%	2%	4%	1%	*%	*%	*%
							ac		a				
Fairly Dissatisfied	20	**	13	13	7	18	1	6	6	3	3	9	5
	4%	**	3%	4%	3%	6%	4%	4%	9%	3%	8%	5%	5%
Neither Satisfied Nor Dissatisfied	66	**	53	43	23	36	5	11	8	8	5	20	8
	13%	**	12%	14%	10%	12%	24%	8%	13%	8%	13%	12%	8%
							ac						
Fairly Satisfied	209	**	169	122	87	126	7	58	23	40	16	67	41
	40%	**	39%	40%	39%	41%	32%	41%	37%	38%	37%	39%	41%
Very Satisfied	222	**	193	119	103	125	7	64	23	53	18	76	46
	42%	**	44%	39%	46%	41%	31%	45%	37%	50%	42%	44%	46%
Don't Know (DO NOT READ OUT)	4	**	4	2	2	-	-	-	-	-	-	-	-
	1%	**	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	431	**	362	241	190	251	15	122	46	93	33	143	86
	82%	**	83%	79%	85%	82%	63%	86%	74%	88%	79%	83%	87%
			a			b		bd					
NET: Dissatisfied	26	**	16	17	9	20	3	9	8	4	4	9	5
	5%	**	4%	6%	4%	7%	13%	6%	13%	4%	9%	5%	5%
			c										

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	6	1	5	**	*
	1%	1%	2%	**	*%
Fairly Dissatisfied	20	5	8	**	4
	4%	5%	4%	**	3%
Neither Satisfied Nor Dissatisfied	66	12	25	**	16
	13%	13%	11%	**	11%
Fairly Satisfied	209	21	102	**	68
	40%	22%	46%	**	44%
			a	a	
Very Satisfied	222	54	79	**	63
	42%	59%	36%	**	41%
		bd			
Don't Know (DO NOT READ OUT)	4	-	2	**	2
	1%	-%	1%	**	1%
NET: Satisfied	431	75	181	**	131
	82%	81%	82%	**	85%
NET: Dissatisfied	26	6	14	**	4
	5%	6%	6%	**	3%

Columns Tested: a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	6 1%	6 1%	* 1%	- -%	** **	* 1%	5 2%	- -%	** **	** **	- -%
Fairly Dissatisfied	38 7%	38 7%	1 4%	- -%	** **	1 3%	24 11%	10 8%	** **	** **	* *%
		ce					e				
Neither Satisfied Nor Dissatisfied	47 9%	45 9%	1 5%	* 5%	** **	1 7%	24 11%	13 10%	** **	** **	* 3%
Fairly Satisfied	142 27%	137 27%	3 21%	1 27%	** **	5 23%	58 27%	36 28%	** **	** **	3 22%
Very Satisfied	156 30%	147 29%	5 42% a	2 43% a	** **	9 42% a	49 23%	44 34%	** **	** **	9 62% ab
Don't Know (DO NOT READ OUT)	138 26%	133 26%	4 27%	1 25%	** **	6 25%	57 26%	27 21%	** **	** **	2 13%
NET: Satisfied	298 56%	284 56%	8 63%	4 70% a	** **	14 64%	108 49%	79 61%	** **	** **	12 83% ab
NET: Dissatisfied	45 8%	44 9%	1 5%	- -%	** **	1 3%	29 13%	10 8%	** **	** **	* *%
		ce					e				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very Dissatisfied	6	**	**	-	**	**	4	-	**	**	4	2	*	-
	1%	**	**	-%	**	**	4%	-%	**	**	1%	6%	*%	-%
							j				j			
Fairly Dissatisfied	38	**	**	4	**	**	4	-	**	**	36	1	1	1
	7%	**	**	9%	**	**	4%	-%	**	**	8%	3%	4%	4%
				g		g			g		g			
Neither Satisfied Nor Dissatisfied	47	**	**	2	**	**	2	12	**	**	41	4	1	1
	9%	**	**	5%	**	**	2%	17%	**	**	9%	12%	4%	5%
						cfim		cfim			f	f		
Fairly Satisfied	142	**	**	13	**	**	29	23	**	**	123	9	6	4
	27%	**	**	28%	**	**	31%	32%	**	**	27%	30%	23%	22%
Very Satisfied	156	**	**	17	**	**	26	23	**	**	131	10	7	7
	30%	**	**	38%	**	**	27%	33%	**	**	29%	34%	26%	37%
Don't Know (DO NOT READ OUT)	138	**	**	9	**	**	29	13	**	**	116	5	11	6
	26%	**	**	19%	**	**	31%	18%	**	**	26%	16%	43%	32%
							k						cgjk	k
NET: Satisfied	298	**	**	30	**	**	55	46	**	**	254	20	12	12
	56%	**	**	67%	**	**	58%	65%	**	**	56%	64%	49%	59%
NET: Dissatisfied	45	**	**	4	**	**	8	-	**	**	40	3	1	1
	8%	**	**	9%	**	**	9%	-%	**	**	9%	9%	4%	4%
				g		g	g		g		g	g		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Very Dissatisfied	6 1%	**	**	**	**	**	4 5%	- -%	**	**	4 1%	2 5%	*	- -%
							j					j		
Fairly Dissatisfied	38 7%	**	**	**	**	**	2 3%	- -%	**	**	37 8%	1 3%	*	1 4%
		fgkim		fgkl		fgl			gl	gl	gl			
Neither Satisfied Nor Dissatisfied	47 9%	**	**	**	**	**	5 6%	12 18%	**	**	41 9%	4 11%	1 4%	1 4%
								clfm						
Fairly Satisfied	142 27%	**	**	**	**	**	26 32%	23 33%	**	**	123 27%	9 28%	6 25%	4 20%
Very Satisfied	156 30%	**	**	**	**	**	24 29%	21 30%	**	**	130 29%	10 32%	6 25%	10 44%
													cehjl	
Don't Know (DO NOT READ OUT)	138 26%	**	**	**	**	**	21 26%	13 19%	**	**	114 25%	7 21%	11 45%	6 29%
												ctgjk		
NET: Satisfied	298 56%	**	**	**	**	**	49 61%	44 63%	**	**	252 56%	20 60%	12 50%	14 63%
							e						e	
NET: Dissatisfied	45 8%	**	**	**	**	**	6 8%	- -%	**	**	41 9%	3 8%	*	1 4%
		glm		gl		gl	g		gl	g	gl	g		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
6	**	-	**	*	-	**	**	5	2	4	6	-	5	**
1%	**	-%	**	*%	-%	**	**	3%	1%	2%	1%	-%	1%	**
38	*	*	**	5	13	**	**	18	26	13	35	3	38	**
7%	**	*%	**	8%	9%	**	**	9%	7%	8%	7%	7%	8%	**
				b	b			b						
47	**	5	**	7	14	**	**	16	30	17	42	5	39	**
9%	**	10%	**	11%	9%	**	**	8%	8%	10%	9%	10%	8%	**
				9										
142	**	7	**	18	43	**	**	52	94	48	117	25	126	**
27%	**	13%	**	29%	28%	**	**	27%	27%	28%	25%	51% a	26%	**
				b	b		b	b						
156	**	18	**	19	41	**	**	59	103	52	146	10	144	**
30%	**	34%	**	30%	27%	**	**	31%	29%	30%	30%	20%	30%	**
138	**	22	**	14	42	**	**	41	100	38	132	6	130	**
26%	**	42%	**	21%	27%	**	**	22%	28%	22%	28%	12%	27%	**
		dh									b			
298	**	25	**	38	84	**	**	111	198	100	263	35	270	**
56%	**	48%	**	59%	55%	**	**	58%	56%	58%	55%	71% a	56%	**
45	**	*	**	5	13	**	**	23	28	17	41	3	44	**
8%	**	*%	**	8%	9%	**	**	12%	8%	10%	9%	7%	9%	**
				b	b			b						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	6 1%	5 2%	- -%	1 1%	6 1%	- -%	**	**	**	**	**	**	6 1%	**	1 *%	5 2%	- -%
Fairly Dissatisfied	38 7%	28 8%	4 6%	6 6%	31 7%	5 8%	**	**	**	**	**	**	36 7%	**	25 10%	5 3%	8 11%
Neither Satisfied Nor Dissatisfied	47 9%	28 8%	9 11%	11 10%	42 9%	5 8%	**	**	**	**	**	**	47 9%	**	24 10%	18 9%	5 7%
Fairly Satisfied	142 27%	96 28%	17 22%	29 28%	127 28%	15 25%	**	**	**	**	**	**	142 28%	**	68 27%	59 28%	15 21%
Very Satisfied	156 30%	98 29%	19 25%	34 32%	125 27%	22 37%	**	**	**	**	**	**	146 28%	**	56 22%	69 33%	31 44%
Don't Know (DO NOT READ OUT)	138 26%	84 25%	26 35%	25 23%	126 28%	13 21%	**	**	**	**	**	**	138 27%	**	74 30%	51 25%	13 18%
NET: Satisfied	298 56%	195 57%	35 47%	63 60%	252 55%	36 62%	**	**	**	**	**	**	288 56%	**	123 50%	129 62%	46 65%
NET: Dissatisfied	45 8%	33 10%	4 6%	7 7%	37 8%	5 8%	**	**	**	**	**	**	42 8%	**	26 11%	10 5%	8 11%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 84 (continuation)

Page 1224

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	6	6	4	6	1	2	3	6	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	2%	2%	2%	1%	2%	1%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Fairly Dissatisfied	38	15	6	17	5	5	24	13	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	7%	5%	3%	5%	3%	5%	7%	4%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
								a														
Neither Satisfied Nor Dissatisfied	47	23	20	28	15	9	31	26	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	9%	8%	11%	8%	9%	8%	9%	8%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
Fairly Satisfied	142	78	47	88	46	29	94	81	**	**	**	**	**	**	46	**	**	**	**	**	**	**
	27%	27%	26%	26%	29%	25%	28%	27%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**
Very Satisfied	156	93	49	107	48	33	99	98	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	30%	32%	28%	32%	31%	29%	29%	32%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	138	79	51	86	43	36	90	81	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	26%	27%	29%	26%	27%	31%	26%	27%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
NET: Satisfied	298	171	96	195	95	62	193	178	**	**	**	**	**	**	90	**	**	**	**	**	**	**
	56%	58%	54%	59%	60%	54%	57%	59%	**	**	**	**	**	**	60%	**	**	**	**	**	**	**
NET: Dissatisfied	45	21	10	23	6	8	27	19	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	8%	7%	6%	7%	3%	7%	8%	6%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
							d	a														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	3	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	6	2	2	2	*	1	**	**	**	**	-	**	1	6	**
	1%	1%	3%	3%	*%	1%	**	**	**	**	-%	**	2%	1%	**
Fairly Dissatisfied	38	12	2	1	*	1	**	**	**	**	4	**	1	38	**
	7%	9%	3%	2%	*%	2%	**	**	**	**	4%	**	2%	7%	**
		cd													
Neither Satisfied Nor Dissatisfied	47	6	15	6	1	4	**	**	**	**	11	**	2	44	**
	9%	4%	17%	9%	3%	6%	**	**	**	**	10%	**	5%	9%	**
			ad												
Fairly Satisfied	142	40	25	15	8	16	**	**	**	**	34	**	10	136	**
	27%	30%	29%	21%	22%	26%	**	**	**	**	32%	**	23%	27%	**
							acd								
Very Satisfied	156	41	24	24	18	22	**	**	**	**	31	**	14	148	**
	30%	31%	28%	32%	47%	36%	**	**	**	**	29%	**	35%	29%	**
				abc		c			bc						
Don't Know (DO NOT READ OUT)	138	32	17	25	10	17	**	**	**	**	26	**	14	129	**
	26%	24%	20%	34%	28%	29%	**	**	**	**	25%	**	32%	26%	**
				b		d	d	bd							
NET: Satisfied	298	81	49	39	26	38	**	**	**	**	65	**	24	283	**
	56%	61%	58%	53%	69%	62%	**	**	**	**	62%	**	58%	57%	**
				c		c	c		c						
NET: Dissatisfied	45	13	4	3	*	2	**	**	**	**	4	**	2	44	**
	8%	10%	5%	5%	*%	3%	**	**	**	**	4%	**	4%	9%	**
		d													

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 84 (continuation)

Page 1226

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	6	6	1	**	6	**	1	**	1	6	1	**
	1%	2%	1%	**	2%	**	1%	**	1%	2%	3%	**
Fairly Dissatisfied	38	15	4	**	13	**	5	**	1	13	1	**
	7%	5%	3%	**	4%	**	4%	**	1%	5%	3%	**
Neither Satisfied Nor Dissatisfied	47	28	15	**	28	**	15	**	10	23	*	**
	9%	8%	11%	**	9%	**	12%	**	11%	9%	%	**
			b				b		c	c		
Fairly Satisfied	142	88	42	**	88	**	40	**	21	71	9	**
	27%	27%	31%	**	27%	**	32%	**	23%	26%	25%	**
Very Satisfied	156	107	36	**	102	**	33	**	27	92	16	**
	30%	32%	27%	**	32%	**	27%	**	29%	34%	46%	**
			a				a				a	
Don't Know (DO NOT READ OUT)	138	86	37	**	86	**	32	**	31	64	8	**
	26%	26%	28%	**	27%	**	26%	**	34%	24%	24%	**
									b			
NET: Satisfied	298	195	78	**	190	**	73	**	48	162	24	**
	56%	59%	58%	**	59%	**	58%	**	52%	61%	71%	**
									a		a	
NET: Dissatisfied	45	21	5	**	19	**	5	**	2	19	2	**
	8%	6%	3%	**	6%	**	4%	**	2%	7%	5%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 84 (continuation)

Page 1227

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very Dissatisfied	6 1%	- -%	4 3%	** **	** **	1 1%	1 1%	** **	** **	6 2%	4 2%	1 1%	3 1%	5 2%	** **
Fairly Dissatisfied	38 7%	3 5%	6 4%	** ab	** **	5 4%	4 4%	** ab	** **	13 5%	6 3%	1 1%	13 5%	6 3%	** **
Neither Satisfied Nor Dissatisfied	47 9%	10 14% c	20 13% c	** **	** **	9 9%	14 12%	** **	** **	23 8%	20 11%	15 10%	25 9%	19 9%	** **
Fairly Satisfied	142 27%	21 30%	36 24%	** **	** **	27 25%	35 30%	** **	** **	78 27%	47 27%	42 29%	74 27%	59 27%	** **
Very Satisfied	156 30%	15 21%	47 32%	** a	** **	35 32%	35 31%	** **	** **	91 31%	48 28%	47 33%	86 32%	74 34%	** **
Don't Know (DO NOT READ OUT)	138 26%	22 31% c	37 25% c	** **	** **	31 28% c	25 22%	** **	** **	79 27%	49 28%	37 26%	68 25%	54 25%	** **
NET: Satisfied	298 56%	36 51%	83 55%	** ab	** **	63 58%	70 61%	** **	** **	169 58%	95 55%	89 62%	160 59%	134 61%	** **
NET: Dissatisfied	45 8%	3 5%	10 7%	** ab	** **	6 5%	5 5%	** ab	** **	19 7% c	10 6% c	2 1%	16 6%	11 5%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 84 (continuation)

Page 1228

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	6	1	-	1	**	3	5	**	**	**	**	6	5	6	3	6
	1%	1%	-%	1%	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
				ab												
Fairly Dissatisfied	38	2	*	2	**	14	9	**	**	**	**	38	22	38	28	38
	7%	2%	*%	3%	**	5%	4%	**	**	**	**	8%	6%	8%	8%	8%
				abc												
Neither Satisfied Nor Dissatisfied	47	11	2	5	**	29	23	**	**	**	**	42	30	42	33	45
	9%	10%	5%	7%	**	11%	11%	**	**	**	**	9%	9%	9%	9%	9%
Fairly Satisfied	142	32	18	20	**	65	64	**	**	**	**	131	99	131	106	142
	27%	31%	34%	26%	**	25%	29%	**	**	**	**	28%	28%	28%	28%	28%
Very Satisfied	156	35	18	26	**	94	68	**	**	**	**	132	101	134	115	149
	30%	34%	33%	34%	**	36%	31%	**	**	**	**	28%	29%	28%	30%	29%
Don't Know (DO NOT READ OUT)	138	23	15	22	**	59	50	**	**	**	**	124	95	124	93	125
	26%	22%	28%	29%	**	22%	23%	**	**	**	**	26%	27%	26%	25%	25%
		d	d	d												
NET: Satisfied	298	67	36	46	**	159	132	**	**	**	**	262	200	265	221	291
	56%	65%	68%	60%	**	60%	60%	**	**	**	**	55%	57%	56%	58%	58%
NET: Dissatisfied	45	3	*	3	**	17	14	**	**	**	**	45	27	45	32	45
	8%	3%	*%	4%	**	6%	6%	**	**	**	**	9%	8%	9%	8%	9%
				abc												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	6	1	6	1	3	**	3	3	-	**	**	-	*	6	*
	1%	*%	1%	1%	1%	**	4%	1%	-%	**	**	-%	*%	2%	*%
Fairly Dissatisfied	38	17	38	9	19	**	7	32	4	**	**	4	3	24	12
	7%	7%	8%	9%	4%	**	10%	7%	5%	**	**	6%	6%	6%	12% b
Neither Satisfied Nor Dissatisfied	47	24	42	7	26	**	10	37	3	**	**	3	7	30	11
	9%	10%	9%	7%	6%	**	13%	8%	4%	**	**	4%	15%	8%	11%
Fairly Satisfied	142	75	131	29	131	**	22	120	20	**	**	20	12	109	21
	27%	29%	28%	31%	30%	**	31%	26%	28%	**	**	30%	26%	28%	22%
Very Satisfied	156	62	136	30	138	**	17	139	24	**	**	19	15	114	27
	30%	24%	29%	31%	32%	**	24%	30%	34%	**	**	30%	33%	29%	28%
Don't Know (DO NOT READ OUT)	138	75	121	20	116	**	13	125	21	**	**	19	9	105	25
	26%	30%	26%	21%	27%	**	18%	27%	30%	**	**	29%	19%	27%	26%
NET: Satisfied	298	136	267	59	269	**	39	259	44	**	**	39	27	223	48
	56%	54%	56%	62%	62%	**	54%	57%	61%	**	**	60%	59%	58%	51%
NET: Dissatisfied	45	18	45	10	22	**	10	35	4	**	**	4	3	30	12
	8%	7%	9%	10%	5%	**	14%	8%	5%	**	**	6%	6%	8%	12%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	6	**	6	5	1	4	1	1	1	1	1	1	3
	1%	**	1%	2%	*%	1%	4%	1%	1%	1%	2%	1%	3%
Fairly Dissatisfied	38	**	30	24	14	13	5	1	3	1	*	4	*
	7%	**	7%	8%	6%	4%	21%	1%	4%	1%	1%	2%	*%
						c	acd						
Neither Satisfied Nor Dissatisfied	47	**	42	35	12	20	2	13	10	8	2	11	8
	9%	**	10%	11%	5%	7%	10%	9%	16%	8%	6%	6%	8%
				b					a				
Fairly Satisfied	142	**	115	78	65	86	5	42	20	29	15	47	32
	27%	**	26%	26%	29%	28%	23%	30%	32%	28%	35%	27%	32%
Very Satisfied	156	**	128	90	66	102	7	43	20	34	13	54	35
	30%	**	29%	30%	29%	33%	31%	30%	32%	32%	32%	31%	35%
Don't Know (DO NOT READ OUT)	138	**	115	72	66	81	3	43	9	33	10	56	20
	26%	**	26%	24%	30%	26%	12%	30%	14%	31%	25%	32%	20%
						bd		bd				d	
NET: Satisfied	298	**	243	167	130	188	12	85	40	63	28	101	68
	56%	**	56%	55%	58%	61%	54%	60%	64%	60%	67%	59%	68%
NET: Dissatisfied	45	**	36	29	15	17	6	2	3	2	1	5	3
	8%	**	8%	10%	7%	6%	24%	1%	6%	2%	3%	3%	3%
						c	acd						

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	6	2	1	**	3
	1%	2%	1%	**	2%
Fairly Dissatisfied	38	5	22	**	7
	7%	5%	10%	**	4%
Neither Satisfied Nor Dissatisfied	47	5	21	**	10
	9%	5%	10%	**	6%
Fairly Satisfied	142	15	58	**	50
	27%	17%	26%	**	33%
			a	a	
Very Satisfied	156	43	61	**	40
	30%	47%	27%	**	26%
		bcd			
Don't Know (DO NOT READ OUT)	138	22	59	**	44
	26%	24%	27%	**	29%
NET: Satisfied	298	58	118	**	90
	56%	63%	53%	**	59%
NET: Dissatisfied	45	7	23	**	10
	8%	7%	10%	**	6%

Columns Tested: a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	3 1%	3 1%	* 1%	- -%	** **	* 1%	1 *%	- -%	** **	** **	- -%
Fairly Dissatisfied	12 2%	11 2%	* 1%	- -%	** **	* 2%	10 4%	1 1%	** **	** **	* *%
					bce						
Neither Satisfied Nor Dissatisfied	35 7%	34 7%	1 5%	* 6%	** **	1 5%	17 8%	6 5%	** **	** **	* 2%
Fairly Satisfied	145 27%	140 28%	3 22%	1 27%	** **	5 23%	65 30%	38 29%	** **	** **	5 37%
Very Satisfied	182 34%	172 34%	6 45% a	2 47%	** **	10 46% a	65 30%	54 42%	** **	** **	7 48% a
Don't Know (DO NOT READ OUT)	151 29%	146 29%	3 26%	1 20%	** **	5 24%	61 28% e	30 23%	** **	** **	2 13%
NET: Satisfied	326 62%	311 62%	9 66%	4 74%	** **	15 69%	130 60%	92 71%	** **	** **	13 85% a
NET: Dissatisfied	15 3%	14 3%	* 2%	- -%	** **	* 2% c	11 5%	1 1%	** **	** **	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
532	16	28	51	23	45	78	54	34	21	350	68	61	53
527	27	51	45	30	52	95	71	52	28	452	31	25	20
3	**	**	-	**	**	*	-	**	**	2	1	*	-
1%	**	**	-%	**	**	*%	-%	**	**	1%	3%	*%	-%
12	**	**	-	**	**	-	-	**	**	10	1	1	-
2%	**	**	-%	**	**	-%	-%	**	**	2%	3%	4%	-%
					cfgjm			f					
35	**	**	4	**	**	2	6	**	**	32	3	*	*
7%	**	**	9%	**	**	2%	9%	**	**	7%	9%	1%	*%
			lm		flm		lm				lm		
145	**	**	13	**	**	21	23	**	**	127	7	6	5
27%	**	**	29%	**	**	22%	32%	**	**	28%	22%	23%	26%
182	**	**	17	**	**	38	30	**	**	151	13	8	9
34%	**	**	38%	**	**	40%	42%	**	**	33%	43%	33%	47%
						e	e				eh		eh
151	**	**	11	**	**	33	13	**	**	130	6	10	5
29%	**	**	24%	**	**	35%	18%	**	**	29%	21%	39%	27%
						g						gk	
326	**	**	30	**	**	59	52	**	**	278	20	14	14
62%	**	**	67%	**	**	62%	74%	**	**	62%	64%	56%	72%
						e						e	
15	**	**	-	**	**	*	-	**	**	12	2	1	-
3%	**	**	-%	**	**	*%	-%	**	**	3%	6%	4%	-%
					cfgjm						f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
532	36	17	50	18	32	69	51	37	35	345	69	64	54	
527	61	30	45	23	36	81	70	53	49	449	33	24	22	
3	**	**	**	**	**	*	-	**	**	2	1	*	-	
1%	**	**	**	**	**	*%	-%	**	**	1%	3%	*%	-%	
									j					
12	**	**	**	**	**	-	-	**	**	11	1	*	-	
2%	**	**	**	**	**	-%	-%	**	**	2%	3%	1%	-%	
					ctfgijlm			f						
35	**	**	**	**	**	4	6	**	**	32	3	*	*	
7%	**	**	**	**	**	6%	9%	**	**	7%	8%	1%	*%	
	m		lm				lm	lm	lm		lm			
145	**	**	**	**	**	22	21	**	**	125	7	6	7	
27%	**	**	**	**	**	27%	30%	**	**	28%	20%	25%	33%	
182	**	**	**	**	**	30	28	**	**	151	13	8	9	
34%	**	**	**	**	**	37%	40%	**	**	34%	40%	32%	42%	
						e	e			e	e		e	
151	**	**	**	**	**	25	15	**	**	128	9	10	5	
29%	**	**	**	**	**	31%	22%	**	**	28%	26%	41%	25%	
											gi			
326	**	**	**	**	**	51	48	**	**	276	20	14	17	
62%	**	**	**	**	**	63%	69%	**	**	62%	60%	57%	75%	
							e					ehil		
15	**	**	**	**	**	*	-	**	**	13	2	*	-	
3%	**	**	**	**	**	*%	-%	**	**	3%	5%	1%	-%	
					ctfgijlm			f						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
3	**	-	**	2	*	**	**	-	2	1	3	-	2	**
1%	**	-%	**	4%	*%	**	**	-%	1%	1%	1%	-%	*%	**
				eh										
12	**	-	**	*	3	**	**	8	10	2	8	3	12	**
2%	**	-%	**	*%	2%	**	**	4%	3%	1%	2%	7% a	2%	**
35	**	7	**	5	11	**	**	12	20	15	30	5	30	**
7%	**	14%	**	7%	7%	**	**	6%	6%	9%	6%	10%	6%	**
		gh												
145	**	5	**	16	45	**	**	54	96	49	123	22	128	**
27%	**	9%	**	26% b	29% b	**	** b	28% b	27%	28%	26%	45% a	27%	**
182	**	20	**	22	52	**	**	67	121	60	169	13	165	**
34%	**	39%	**	34%	34%	**	**	35%	34%	35%	35%	26%	34%	**
151	**	20	**	19	42	**	**	50	106	46	146	6	144	**
29%	**	38%	**	29%	27%	**	**	26%	30%	27%	30% b	12%	30%	**
326	**	25	**	39	97	**	**	121	217	109	291	35	294	**
62%	**	48%	**	60%	63% b	**	**	63% b	61%	63%	61%	71%	61%	**
15	**	-	**	2	3	**	**	8	12	3	11	3	14	**
3%	**	-%	**	4%	2%	**	**	4%	3%	2%	2%	7% a	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	3 1%	2 1%	- -%	1 1%	3 1%	- -%	**	**	**	**	**	**	3 1%	**	2 1%	1 *%	- -%
Fairly Dissatisfied	12 2%	11 3%	* *%	* *%	11 3%	* *%	**	**	**	**	**	**	12 2%	**	8 3%	4 2%	* *%
Neither Satisfied Nor Dissatisfied	35 7%	20 6%	3 5%	11 11%	28 6%	5 8%	**	**	**	**	**	**	32 6%	**	17 7%	11 5%	7 10%
Fairly Satisfied	145 27%	96 28%	18 24%	30 29%	130 28%	14 25%	**	**	**	**	**	**	144 28%	**	69 28%	61 29%	15 21%
Very Satisfied	182 34%	113 33%	26 34%	39 37%	145 32%	27 46%	**	**	**	**	**	**	173 33%	**	72 29%	74 35%	36 51%
Don't Know (DO NOT READ OUT)	151 29%	97 28%	28 37%	25 23%	139 30%	12 21%	**	**	**	**	**	**	151 29%	**	80 32%	59 28%	12 17%
NET: Satisfied	326 62%	209 62%	43 58%	69 65%	275 60%	42 71%	**	**	**	**	**	**	317 61%	**	141 57%	134 64%	51 72%
NET: Dissatisfied	15 3%	14 4%	* *%	1 1%	15 3%	* *%	**	**	**	**	**	**	15 3%	**	10 4%	5 2%	* *%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	3	3	*	3	1	-	2	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	1%	*%	1%	1%	-%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Fairly Dissatisfied	12	6	*	6	*	3	5	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	2%	*%	2%	*%	2%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
		b				bd			a													
Neither Satisfied Nor Dissatisfied	35	17	13	19	16	4	31	17	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	7%	6%	7%	6%	10%	4%	9%	5%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
				e	e		e															
Fairly Satisfied	145	81	51	90	47	28	90	86	**	**	**	**	**	**	47	**	**	**	**	**	**	**
	27%	27%	29%	27%	30%	25%	26%	28%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
Very Satisfied	182	107	55	123	48	42	117	108	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	34%	36%	31%	37%	31%	36%	34%	36%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	151	81	57	92	45	38	96	86	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	29%	27%	32%	28%	29%	33%	28%	28%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
							b		b													
NET: Satisfied	326	188	106	213	96	70	206	194	**	**	**	**	**	**	91	**	**	**	**	**	**	**
	62%	64%	60%	64%	61%	61%	61%	64%	**	**	**	**	**	**	60%	**	**	**	**	**	**	**
NET: Dissatisfied	15	9	*	9	1	3	7	7	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	3%	3%	*%	3%	1%	2%	2%	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
		b		b		b	b		a													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	3	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	3	-	-	*	**	1	**	**	**	**	-	**	1	3	**
	1%	2%	-%	1%	**	1%	**	**	**	**	-%	**	2%	1%	**
Fairly Dissatisfied	12	6	-	*	**	-	**	**	**	**	*	**	-	12	**
	2%	4%	-%	1%	**	-%	**	**	**	**	1%	**	-%	2%	**
	bc														
Neither Satisfied Nor Dissatisfied	35	6	7	5	1	4	**	**	**	**	13	**	2	32	**
	7%	4%	8%	7%	3%	6%	**	**	**	**	13%	**	5%	6%	**
Fairly Satisfied	145	38	30	14	8	17	**	**	**	**	31	**	12	138	**
	27%	29%	36%	18%	21%	28%	**	**	**	**	30%	**	28%	28%	**
	cd					d									
Very Satisfied	182	48	27	28	18	21	**	**	**	**	33	**	13	174	**
	34%	36%	31%	38%	48%	34%	**	**	**	**	31%	**	30%	35%	**
	b					bc									
Don't Know (DO NOT READ OUT)	151	31	21	27	10	18	**	**	**	**	28	**	14	142	**
	29%	24%	25%	37%	27%	30%	**	**	**	**	27%	**	34%	28%	**
	a					d									
NET: Satisfied	326	86	57	41	26	38	**	**	**	**	64	**	24	312	**
	62%	65%	67%	56%	69%	62%	**	**	**	**	61%	**	59%	62%	**
						c									
NET: Dissatisfied	15	9	-	*	*	1	**	**	**	**	*	**	1	15	**
	3%	7%	-%	1%	1%	1%	**	**	**	**	1%	**	2%	3%	**
	bcd														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	3	3	1	**	3	**	1	**	1	3	1	**
	1%	1%	1%	**	1%	**	1%	**	1%	1%	3%	**
Fairly Dissatisfied	12	6	-	**	6	**	-	**	*	6	-	**
	2%	2%	-%	**	2%	**	-%	**	*%	2%	-%	**
Neither Satisfied Nor Dissatisfied	35	19	15	**	19	**	15	**	10	14	*	**
	7%	6%	12%	**	6%	**	12%	**	11%	5%	1%	**
Fairly Satisfied	145	90	41	**	86	**	39	**	21	76	8	**
	27%	27%	30%	**	26%	**	31%	**	23%	28%	25%	**
Very Satisfied	182	121	38	**	118	**	35	**	28	103	17	**
	34%	37%	28%	**	37%	**	28%	**	30%	38%	48%	**
Don't Know (DO NOT READ OUT)	151	92	39	**	92	**	35	**	31	66	8	**
	29%	28%	29%	**	28%	**	28%	**	34%	25%	24%	**
NET: Satisfied	326	211	79	**	204	**	74	**	49	179	25	**
	62%	64%	59%	**	63%	**	59%	**	54%	67%	73%	**
NET: Dissatisfied	15	9	1	**	9	**	1	**	1	9	1	**
	3%	3%	1%	**	3%	**	1%	**	1%	3%	3%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very Dissatisfied	3 1%	- -%	* %	** **	** **	1 1%	1 1%	** **	** **	3 1%	* %	1 1%	3 1%	* %	** **
Fairly Dissatisfied	12 2%	* *%	* %	** **	** **	* *%	* *%	** **	** **	6 2%	* *%	* *%	3 1%	3 2%	** **
Neither Satisfied Nor Dissatisfied	35 7%	9 13% c	11 7%	** **	** **	10 9%	15 13%	** **	** **	17 6%	13 8%	13 9%	17 6%	13 6%	** **
Fairly Satisfied	145 27%	23 32%	43 29%	** **	** **	32 29%	34 30%	** **	** **	80 28%	51 29%	42 30%	80 30%	58 27%	** **
Very Satisfied	182 34%	17 24%	53 35% a	** ** ab	** **	34 31%	37 32%	** **	** **	103 35%	54 31%	47 33%	94 35%	87 40%	** **
Don't Know (DO NOT READ OUT)	151 29%	22 31% c	43 29% c	** **	** **	32 29%	27 24%	** **	** **	81 28%	55 32%	40 28%	73 27%	56 26%	** **
NET: Satisfied	326 62%	40 56%	96 64%	** ** ab	** **	66 61%	71 62%	** **	** **	183 63%	105 61%	90 63%	175 65%	145 67%	** **
NET: Dissatisfied	15 3%	* *%	* %	** **	** **	1 1%	1 1%	** **	** **	9 3%	* *%	1 1%	6 2%	4 2%	** **
										b					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 85 (continuation)

Page 1241

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	3	1	-	1	**	3	*	**	**	**	**	3	3	3	1	3
	1%	1%	-%	1%	**	1%	*%	**	**	**	**	1%	1%	1%	*%	1%
				ab												
Fairly Dissatisfied	12	*	*	*	**	3	3	**	**	**	**	12	9	12	8	12
	2%	*%	*%	*%	**	1%	2%	**	**	**	**	2%	2%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	35	11	2	6	**	18	15	**	**	**	**	32	30	32	27	35
	7%	11%	5%	7%	**	7%	7%	**	**	**	**	7%	9%	7%	7%	7%
Fairly Satisfied	145	32	15	20	**	75	65	**	**	**	**	137	95	137	106	142
	27%	31%	28%	26%	**	28%	30%	**	**	**	**	29%	27%	29%	28%	28%
Very Satisfied	182	34	19	27	**	101	82	**	**	**	**	156	118	158	139	173
	34%	33%	36%	36%	**	38%	38%	**	**	**	**	33%	34%	33%	37%	34%
Don't Know (DO NOT READ OUT)	151	26	17	22	**	64	52	**	**	**	**	133	96	133	97	140
	29%	25%	31%	30%	**	24%	24%	**	**	**	**	28%	27%	28%	26%	28%
			d	d												
NET: Satisfied	326	66	34	47	**	176	148	**	**	**	**	292	214	295	245	316
	62%	64%	64%	62%	**	67%	68%	**	**	**	**	62%	61%	62%	65%	62%
				c												
NET: Dissatisfied	15	1	*	1	**	6	4	**	**	**	**	15	12	15	9	15
	3%	1%	*%	1%	**	2%	2%	**	**	**	**	3%	3%	3%	2%	3%
				ab												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 85 (continuation)

Page 1242

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	3	1	3	1	*	**	1	2	-	**	**	-	-	1	2
	1%	*%	1%	1%	*%	**	1%	1%	-%	**	**	-%	-%	*%	2%
Fairly Dissatisfied	12	6	12	*	1	**	1	11	1	**	**	1	3	7	2
	2%	2%	2%	*%	*%	**	1%	2%	1%	**	**	1%	6%	2%	3%
Neither Satisfied Nor Dissatisfied	35	22	32	8	19	**	10	25	3	**	**	3	7	18	10
	7%	9%	7%	9%	4%	**	14%	5%	4%	**	**	4%	15%	5%	10%
Fairly Satisfied	145	74	136	33	123	**	18	127	20	**	**	22	10	111	23
	27%	29%	29%	35%	28%	**	25%	28%	28%	**	**	34%	23%	29%	24%
Very Satisfied	182	72	163	33	169	**	23	158	26	**	**	19	16	136	30
	34%	28%	34%	35%	39%	**	32%	35%	37%	**	**	30%	36%	35%	31%
Don't Know (DO NOT READ OUT)	151	78	128	20	121	**	18	133	22	**	**	20	10	114	28
	29%	31%	27%	21%	28%	**	26%	29%	31%	**	**	31%	21%	30%	29%
NET: Satisfied	326	146	299	66	292	**	41	285	46	**	**	41	26	247	53
	62%	58%	63%	70%	67%	**	58%	63%	64%	**	**	64%	58%	64%	56%
NET: Dissatisfied	15	7	15	1	1	**	2	13	1	**	**	1	3	8	5
	3%	3%	3%	1%	*%	**	3%	3%	1%	**	**	1%	6%	2%	5%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 85 (continuation)

Page 1243

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	3	**	3	3	*	1	1	1	1	1	1	1	*
	1%	**	1%	1%	*%	1%	4%	1%	1%	1%	2%	1%	*%
Fairly Dissatisfied	12	**	9	4	8	6	3	*	-	*	*	3	1
	2%	**	2%	1%	4%	2%	11%	*%	-%	*%	*%	2%	1%
Neither Satisfied Nor Dissatisfied	35	**	28	30	5	17	2	11	13	8	2	10	6
	7%	**	6%	10%	2%	5%	10%	8%	20%	8%	6%	6%	6%
Fairly Satisfied	145	**	115	82	63	84	8	41	18	27	12	44	25
	27%	**	27%	27%	28%	27%	33%	29%	29%	25%	28%	25%	25%
Very Satisfied	182	**	155	102	80	114	7	45	20	35	15	57	44
	34%	**	36%	34%	36%	37%	31%	32%	32%	33%	35%	33%	44%
Don't Know (DO NOT READ OUT)	151	**	125	83	68	85	3	44	11	35	12	58	24
	29%	**	29%	27%	30%	28%	11%	31%	17%	33%	29%	34%	24%
NET: Satisfied	326	**	270	184	143	198	15	86	38	62	26	101	69
	62%	**	62%	60%	64%	65%	64%	61%	61%	59%	63%	59%	69%
NET: Dissatisfied	15	**	12	7	8	7	4	1	1	1	1	4	1
	3%	**	3%	2%	4%	2%	15%	1%	1%	1%	2%	2%	1%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	3	-	1	**	2
	1%	-%	*%	**	1%
Fairly Dissatisfied	12	*	3	**	3
	2%	*%	2%	**	2%
			ab		
Neither Satisfied Nor Dissatisfied	35	3	16	**	7
	7%	3%	7%	**	5%
			ad		
Fairly Satisfied	145	17	60	**	50
	27%	18%	27%	**	32%
			a	a	
Very Satisfied	182	52	71	**	44
	34%	56%	32%	**	28%
		bcd			
Don't Know (DO NOT READ OUT)	151	20	71	**	48
	29%	22%	32%	**	31%
NET: Satisfied	326	68	131	**	93
	62%	74%	59%	**	61%
		bd			
NET: Dissatisfied	15	*	4	**	5
	3%	*%	2%	**	3%
			ab		

Columns Tested: a,b,c,d

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	15	15	*	*	**	*	12	1	**	**	-
	3%	3%	2%	5%	**	2%	6%	1%	**	**	-%
Fairly Dissatisfied	38	38	*	-	**	*	16	14	**	**	1
	7%	7%	2%	-%	**	2%	7%	11%	**	**	6%
		bce									
Neither Satisfied Nor Dissatisfied	67	64	1	1	**	3	27	17	**	**	3
	13%	13%	11%	15%	**	12%	12%	13%	**	**	21%
Fairly Satisfied	171	165	4	2	**	7	80	33	**	**	2
	32%	33%	34%	29%	**	30%	36%	25%	**	**	12%
		e					e				
Very Satisfied	182	173	5	2	**	9	62	48	**	**	9
	34%	34%	37%	42%	**	40%	28%	37%	**	**	58%
											ab
Don't Know (DO NOT READ OUT)	54	51	2	*	**	3	22	16	**	**	*
	10%	10%	15%	9%	**	14%	10%	13%	**	**	3%
NET: Satisfied	353	338	9	4	**	15	142	81	**	**	10
	67%	67%	70%	71%	**	70%	65%	62%	**	**	70%
NET: Dissatisfied	54	53	1	*	**	1	28	15	**	**	1
	10%	10%	4%	5%	**	4%	13%	12%	**	**	6%
		be									

Columns Tested: a,b,c,d,e - a,b,c,d,e

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very Dissatisfied	15	**	**	2	**	**	4	-	**	**	14	1	1	-
	3%	**	**	5%	**	**	4%	-%	**	**	3%	3%	4%	-%
Fairly Dissatisfied	38	**	**	4	**	**	6	6	**	**	34	2	2	1
	7%	**	**	9%	**	**	7%	9%	**	**	7%	6%	7%	4%
Neither Satisfied Nor Dissatisfied	67	**	**	6	**	**	8	4	**	**	58	5	2	1
	13%	**	**	14%	**	**	9%	6%	**	**	13%	17%	8%	5%
Fairly Satisfied	171	**	**	9	**	m	38	31	**	**	149	9	8	4
	32%	**	**	20%	**	**	40%	44%	**	**	33%	30%	33%	21%
Very Satisfied	182	**	**	17	**	**	28	21	**	**	152	10	8	11
	34%	**	**	38%	**	**	29%	29%	**	**	34%	34%	33%	56%
Don't Know (DO NOT READ OUT)	54	**	**	7	**	**	10	8	**	**	44	3	4	3
	10%	**	**	14%	**	**	11%	12%	**	**	10%	9%	14%	14%
NET: Satisfied	353	**	**	26	**	**	66	52	**	**	301	20	17	15
	67%	**	**	58%	**	**	69%	74%	**	**	67%	64%	66%	77%
NET: Dissatisfied	54	**	**	6	**	**	10	6	**	**	47	3	3	1
	10%	**	**	14%	**	**	11%	9%	**	**	10%	9%	11%	4%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Very Dissatisfied	15 3%	**	**	**	**	**	4 5%	- -%	**	**	14 3%	1 3%	1 4%	- -%
Fairly Dissatisfied	38 7%	**	**	**	**	**	6 8%	6 9%	**	**	34 8%	2 5%	2 8%	1 4%
Neither Satisfied Nor Dissatisfied	67 13%	**	**	**	**	**	8 10%	7 9%	**	**	59 13%	5 16%	1 5%	1 4%
Fairly Satisfied	171 32%	**	**	**	**	**	34 42%	27 39%	**	**	147 33%	9 28%	9 36%	6 29%
Very Satisfied	182 34%	**	**	**	**	**	24 29%	21 30%	**	**	152 34%	10 32%	8 31%	11 50%
Don't Know (DO NOT READ OUT)	54 10%	**	**	**	**	**	4 5%	9 13%	**	**	42 9%	5 15%	4 15%	3 13%
NET: Satisfied	353 67%	**	**	**	**	**	58 71%	48 69%	**	**	299 67%	20 60%	16 68%	18 79%
NET: Dissatisfied	54 10%	**	**	**	**	**	10 13%	6 9%	**	**	47 11%	3 8%	3 12%	1 4%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1248

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
532 527	*a 8 6	b 60 52	*c 13 10	d 66 64	e 133 153	*f 21 16	g 35 35	h 196 191	a 340 355	b 192 172	a 454 479	b 78 49	a 504 482	*b 28 45
	15 3%	** 2 4%	** **	* **	2 1%	** **	** **	10 5%	11 3%	5 3%	15 3%	* **	15 3%	** **
38 7%	** **	4 8%	** **	5 7%	10 6%	** **	** **	15 8%	20 5%	19 11% a	36 8%	2 4%	38 8%	** **
	67 13%	** 19%	** **	17 27% egh	17 11%	** **	** **	19 10%	50 14%	17 10%	64 13%	3 7%	62 13%	** **
171 32%	** **	8 15%	** **	21 33% b	54 35% b	** **	** **	65 34% b	105 29%	67 39% a	154 32%	18 36%	147 31%	** **
	182 34%	** 38%	** **	15 23%	52 34%	** **	** deh	67 35%	131 37%	50 29%	163 34%	19 38%	173 36%	** **
54 10%	** **	8 15%	** **	6 10%	18 12%	** **	** **	15 8%	39 11%	15 8%	47 10%	7 14%	47 10%	** **
	353 67%	** 53%	** **	36 56%	106 69% b	** **	** bd	132 69% bd	236 66%	117 68%	317 66%	36 75%	320 66%	** **
54 10%	** **	7 13%	** **	5 7%	12 8%	** **	** **	25 13%	30 9%	23 14%	52 11%	2 5%	53 11%	** **

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1249

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	515	12	248	209	71
Very Dissatisfied	15	11	1	3	13	2	**	**	**	**	**	15	**	9	4	2
	3%	3%	1%	3%	3%	4%	**	**	**	**	**	3%	**	4%	2%	3%
Fairly Dissatisfied	38	22	6	8	31	5	**	**	**	**	**	36	**	15	15	8
	7%	7%	8%	8%	7%	9%	**	**	**	**	**	7%	**	6%	7%	11%
Neither Satisfied Nor Dissatisfied	67	40	18	10	61	6	**	**	**	**	**	67	**	31	30	6
	13%	12%	24%	9%	13%	10%	**	**	**	**	**	13%	**	12%	15%	8%
			ac													
Fairly Satisfied	171	115	26	28	159	9	**	**	**	**	**	168	**	95	64	12
	32%	34%	35%	26%	35%	16%	**	**	**	**	**	33%	**	38%	31%	18%
					b							b		c	c	
Very Satisfied	182	116	15	48	148	28	**	**	**	**	**	175	**	72	76	34
	34%	34%	20%	45%	32%	47%	**	**	**	**	**	34%	**	29%	36%	48%
		b		ab		ai										ab
Don't Know (DO NOT READ OUT)	54	35	9	10	45	9	**	**	**	**	**	54	**	26	19	9
	10%	10%	12%	9%	10%	15%	**	**	**	**	**	10%	**	10%	9%	12%
NET: Satisfied	353	232	41	75	306	37	**	**	**	**	**	344	**	167	140	46
	67%	68%	55%	71%	67%	63%	**	**	**	**	**	67%	**	67%	67%	65%
		b		b												
NET: Dissatisfied	54	33	7	11	44	7	**	**	**	**	**	51	**	24	19	10
	10%	10%	9%	11%	10%	13%	**	**	**	**	**	10%	**	10%	9%	14%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1250

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	15	4	3	4	3	2	3	4	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	1%	2%	1%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Fairly Dissatisfied	38	23	20	27	8	10	33	21	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	7%	8%	11%	8%	5%	9%	10%	7%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
			d																			
Neither Satisfied Nor Dissatisfied	67	47	30	47	25	17	47	47	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	13%	16%	17%	14%	16%	15%	14%	15%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
				b																		
Fairly Satisfied	171	92	59	104	54	33	112	98	**	**	**	**	**	**	53	**	**	**	**	**	**	**
	32%	31%	33%	31%	34%	29%	33%	32%	**	**	**	**	**	**	36%	**	**	**	**	**	**	**
Very Satisfied	182	101	55	119	58	34	118	109	**	**	**	**	**	**	53	**	**	**	**	**	**	**
	34%	34%	31%	36%	37%	30%	35%	36%	**	**	**	**	**	**	36%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	54	27	10	31	10	19	28	25	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	10%	9%	6%	9%	6%	16%	8%	8%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
				ab	cd				a													
NET: Satisfied	353	193	114	223	112	67	230	207	**	**	**	**	**	**	107	**	**	**	**	**	**	**
	67%	66%	64%	67%	71%	58%	67%	68%	**	**	**	**	**	**	71%	**	**	**	**	**	**	**
				e			e															
NET: Dissatisfied	54	27	23	31	11	12	36	25	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	10%	9%	13%	9%	7%	11%	11%	8%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
			d																			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	132	84	74	38	3	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	15 3%	1 1%	2 3%	1 1%	* **	1 1%	** **	** **	** **	** **	2 2%	** **	1 2%	15 3%	** **
Fairly Dissatisfied	38 7%	7 5%	11 14%	7 10%	- **	1 1%	** **	** **	** **	** **	8 8%	** **	- -%	38 8%	** **
Neither Satisfied Nor Dissatisfied	67 13%	20 15%	8 10%	11 15%	8 20%	6 11%	** **	** **	** **	** **	18 17%	** **	7 17%	67 13%	** **
Fairly Satisfied	171 32%	41 31%	32 38%	18 25%	11 29%	22 37%	** **	** **	** **	** **	32 30%	** **	17 41%	168 34%	** **
Very Satisfied	182 34%	51 39%	23 27%	28 38%	15 40%	28 46%	** **	** **	** **	** **	39 37%	** **	14 34%	165 33%	** **
Don't Know (DO NOT READ OUT)	54 10%	12 9%	8 9%	8 10%	4 10%	2 4%	** **	** **	** **	** **	7 7%	** **	2 6%	47 9%	** **
NET: Satisfied	353 67%	93 70%	55 65%	47 63%	26 69%	50 83%	** **	** **	** **	** **	71 67%	** **	31 75%	333 67%	** **
NET: Dissatisfied	54 10%	8 6%	14 16%	8 11%	* **	2 3%	** **	** **	** **	** **	10 10%	** **	1 2%	54 11%	** **

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1252

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	15	4	3	**	4	**	3	**	1	4	1	**
	3%	1%	2%	**	1%	**	2%	**	1%	2%	3%	**
Fairly Dissatisfied	38	25	8	**	23	**	6	**	9	18	-	**
	7%	8%	6%	**	7%	**	4%	**	10%	7%	-%	**
Neither Satisfied Nor Dissatisfied	67	47	23	**	47	**	23	**	17	44	1	**
	13%	14%	17%	**	15%	**	18%	**	18%	17%	3%	**
Fairly Satisfied	171	104	50	**	102	**	48	**	25	82	11	**
	32%	31%	37%	**	31%	**	39%	**	27%	31%	31%	**
Very Satisfied	182	119	43	**	116	**	41	**	34	96	17	**
	34%	36%	32%	**	36%	**	33%	**	38%	36%	49%	**
Don't Know (DO NOT READ OUT)	54	31	7	**	31	**	5	**	6	22	5	**
	10%	9%	5%	**	10%	**	4%	**	6%	8%	14%	**
NET: Satisfied	353	223	93	**	218	**	89	**	59	179	27	**
	67%	67%	69%	**	67%	**	71%	**	65%	67%	80%	**
NET: Dissatisfied	54	29	11	**	27	**	9	**	10	23	1	**
	10%	9%	8%	**	8%	**	7%	**	11%	8%	3%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1253

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very Dissatisfied	15	*	3	**	**	1	3	**	**	4	3	3	2	3	**
	3%	*%	2%	**	**	1%	3%	**	**	1%	2%	2%	1%	2%	**
Fairly Dissatisfied	38	10	17	**	**	7	6	**	**	21	17	6	20	12	**
	7%	14%	12%	**	**	7%	5%	**	**	7%	10% c	4%	7%	6%	**
Neither Satisfied Nor Dissatisfied	67	12	25	**	**	15	18	**	**	47	29	22	44	42	**
	13%	17%	16%	**	**	14%	16%	**	**	16%	17%	15%	16%	19%	**
Fairly Satisfied	171	25	45	**	**	35	35	**	**	92	59	49	89	59	**
	32%	35%	30%	**	**	33%	30%	**	**	32%	34%	34%	33%	27%	**
Very Satisfied	182	18	49	**	**	40	45	**	**	99	55	54	90	84	**
	34%	26%	33%	**	**	37%	40%	**	**	34%	32%	38%	33%	38%	**
				ab											
Don't Know (DO NOT READ OUT)	54	5	10	**	**	9	7	**	**	26	10	9	25	18	**
	10%	7%	7%	**	**	9%	6%	**	**	9%	6%	7%	9%	8%	**
NET: Satisfied	353	43	95	**	**	75	80	**	**	191	114	103	179	142	**
	67%	62%	63%	**	**	70%	70%	**	**	66%	66%	72%	66%	66%	**
				ab											
NET: Dissatisfied	54	10	20	**	**	8	9	**	**	25	21	9	22	15	**
	10%	14%	14%	**	**	8%	8%	**	**	9%	12%	6%	8%	7%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1254

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	15	3	-	1	**	4	3	**	**	**	**	13	6	13	9	15
	3%	3%	-%	1%	**	2%	2%	**	**	**	**	3%	2%	3%	2%	3%
				b												
Fairly Dissatisfied	38	1	1	5	**	20	17	**	**	**	**	36	29	36	33	38
	7%	1%	2%	6%	**	7%	8%	**	**	**	**	8%	8%	8%	9%	8%
			a													
Neither Satisfied Nor Dissatisfied	67	22	10	15	**	40	39	**	**	**	**	67	59	67	56	67
	13%	22%	19%	20%	**	15%	18%	**	**	**	**	14%	17%	14%	15%	13%
Fairly Satisfied	171	30	17	20	**	78	62	**	**	**	**	159	114	159	126	169
	32%	29%	32%	26%	**	30%	28%	**	**	**	**	34%	32%	33%	33%	33%
Very Satisfied	182	40	22	30	**	98	82	**	**	**	**	151	113	154	125	164
	34%	39%	42%	39%	**	37%	38%	**	**	**	**	32%	32%	32%	33%	32%
Don't Know (DO NOT READ OUT)	54	7	3	5	**	23	16	**	**	**	**	46	30	47	31	52
	10%	7%	5%	7%	**	9%	7%	**	**	**	**	10%	9%	10%	8%	10%
NET: Satisfied	353	70	40	50	**	177	143	**	**	**	**	310	227	312	251	334
	67%	67%	74%	66%	**	67%	66%	**	**	**	**	66%	65%	66%	66%	66%
NET: Dissatisfied	54	4	1	6	**	24	20	**	**	**	**	50	36	50	41	54
	10%	4%	2%	7%	**	9%	9%	**	**	**	**	10%	10%	10%	11%	11%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1255

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	532	278	491	127	-	454	17	67	465	63	3	14	60	54	97
Weighted total	527	253	475	94	-	433	17	71	456	72	*	15	65	45	96
Very Dissatisfied	15	4	13	1	**	8	**	5	10	*	**	**	*	2	2
	3%	2%	3%	1%	**	2%	**	7%	2%	%	**	**	%	5%	2%
Fairly Dissatisfied	38	20	36	9	**	19	**	10	28	5	**	**	5	2	12
	7%	8%	8%	9%	**	4%	**	14%	6%	6%	**	**	7%	5%	12%
Neither Satisfied Nor Dissatisfied	67	38	67	15	**	48	**	3	63	6	**	**	6	8	11
	13%	15%	14%	16%	**	11%	**	5%	14%	8%	**	**	9%	18%	11%
Fairly Satisfied	171	89	159	27	**	157	**	28	144	17	**	**	17	16	34
	32%	35%	33%	28%	**	36%	**	39%	32%	24%	**	**	27%	36%	35%
Very Satisfied	182	82	156	35	**	164	**	20	161	34	**	**	26	10	29
	34%	32%	33%	37%	**	38%	**	29%	35%	47%	**	**	41%	23%	31%
Don't Know (DO NOT READ OUT)	54	20	44	7	**	37	**	5	49	11	**	**	11	6	8
	10%	8%	9%	8%	**	9%	**	6%	11%	15%	**	**	16%	13%	8%
NET: Satisfied	353	171	315	62	**	321	**	48	305	51	**	**	43	26	63
	67%	68%	66%	66%	**	74%	**	67%	67%	71%	**	**	67%	59%	66%
NET: Dissatisfied	54	24	50	10	**	27	**	15	38	5	**	**	5	4	14
	10%	9%	10%	10%	**	6%	**	21%	8%	7%	**	**	7%	10%	15%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 86 (continuation)

Page 1256

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	15	2	13	10	5	4	1	3	3	1	1	1	2
	3%	3%	3%	3%	2%	1%	5%	2%	5%	1%	2%	1%	2%
Fairly Dissatisfied	38	8	30	27	11	21	4	6	7	5	1	7	3
	7%	11%	7%	9%	5%	7%	19%	4%	12%	4%	2%	4%	3%
Neither Satisfied Nor Dissatisfied	67	4	60	49	18	45	1	23	15	19	6	26	15
	13%	6%	14%	16%	8%	15%	2%	16%	24%	18%	15%	15%	15%
Fairly Satisfied	171	14	150	100	71	94	6	50	18	37	14	55	31
	32%	20%	34%	33%	32%	31%	26%	35%	29%	35%	33%	32%	31%
Very Satisfied	182	29	142	89	93	111	6	51	18	39	20	61	44
	34%	42%	33%	29%	41%	36%	27%	36%	30%	37%	48%	36%	44%
Don't Know (DO NOT READ OUT)	54	12	39	28	25	31	5	9	*	5	*	21	5
	10%	17%	9%	9%	11%	10%	21%	7%	1%	5%	1%	12%	5%
NET: Satisfied	353	44	292	189	164	205	12	101	36	76	34	116	74
	67%	62%	67%	62%	73%	67%	53%	71%	59%	72%	81%	68%	75%
NET: Dissatisfied	54	10	44	37	17	25	5	9	10	6	2	8	5
	10%	14%	10%	12%	7%	8%	24%	6%	17%	5%	4%	5%	5%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	15	5	6	**	4
	3%	5%	3%	**	3%
Fairly Dissatisfied	38	3	21	**	8
	7%	3%	9%	**	5%
		a	a		
Neither Satisfied Nor Dissatisfied	67	12	31	**	13
	13%	13%	14%	**	9%
Fairly Satisfied	171	15	79	**	60
	32%	16%	36%	**	39%
		a			a
Very Satisfied	182	50	65	**	51
	34%	54%	30%	**	33%
		bcd			
Don't Know (DO NOT READ OUT)	54	7	19	**	17
	10%	8%	9%	**	11%
NET: Satisfied	353	65	144	**	111
	67%	71%	65%	**	72%
				c	
NET: Dissatisfied	54	8	27	**	12
	10%	8%	12%	**	8%

Columns Tested: a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	13 3%	13 3%	* 1%	- -%	** 1%	* 1%	6 3%	3 2%	** *	** *	- -%
Fairly Dissatisfied	30 6%	30 6%	* 1%	* 3%	** *	1 2%	12 6%	9 7%	** *	** *	3 21% ab
Neither Satisfied Nor Dissatisfied	53 10%	51 10%	1 7%	1 13%	** *	2 9%	33 15% e	9 7%	** *	** *	* 2%
Fairly Satisfied	125 24%	120 24%	3 22%	1 27%	** *	5 22%	62 29% e	31 24% e	** *	** *	1 6%
Very Satisfied	250 47%	239 47%	8 58% a	2 47%	** *	12 54%	80 37%	69 53% a	** *	** *	10 67% a
Don't Know (DO NOT READ OUT)	56 11%	53 11%	1 11%	1 10%	** *	3 12%	25 12%	8 7%	** *	** *	* 3%
NET: Satisfied	375 71%	359 71%	10 80% ad	4 74%	** *	16 76%	142 65%	100 78% a	** *	** *	11 74%
NET: Dissatisfied	43 8%	43 8% be	* 2%	* 3%	** *	1 3%	18 8%	11 9%	** *	** *	3 21% ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
532	16	28	51	23	45	78	54	34	21	350	68	61	53
527	27	51	45	30	52	95	71	52	28	452	31	25	20
13	**	**	-	**	**	2	-	**	**	11	1	1	-
3%	**	**	-%	**	**	2%	-%	**	**	3%	3%	4%	-%
					cfghjkm								
30	**	**	4	**	**	4	2	**	**	27	2	1	*
6%	**	**	9%	**	**	4%	3%	**	**	6%	6%	4%	*%
			m										
53	**	**	7	**	**	11	4	**	**	47	4	*	3
10%	**	**	15%	**	**	11%	6%	**	**	10%	12%	*%	14%
			l			l				l	l		l
125	**	**	15	**	**	19	17	**	**	110	4	5	7
24%	**	**	34%	**	**	20%	23%	**	**	24%	13%	18%	33%
			k					fjkl		k			k
250	**	**	15	**	**	42	38	**	**	211	18	13	8
47%	**	**	33%	**	**	44%	53%	**	**	47%	58%	53%	40%
							c				c	c	
56	**	**	4	**	**	17	10	**	**	45	3	5	3
11%	**	**	9%	**	**	18%	14%	**	**	10%	9%	21%	13%
						eh	h					ehjk	h
375	**	**	30	**	**	61	55	**	**	321	22	18	15
71%	**	**	67%	**	**	64%	77%	**	**	71%	71%	71%	73%
								cefjkl					
43	**	**	4	**	**	6	2	**	**	39	3	2	*
8%	**	**	9%	**	**	7%	3%	**	**	9%	9%	7%	*%
			m		gm					m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Very Dissatisfied	13	**	**	**	**	**	4	-	**	**	11	1	1	-
	3%	**	**	**	**	**	5%	-%	**	**	3%	3%	4%	-%
Fairly Dissatisfied	30	**	**	**	**	**	4	2	**	**	27	2	1	*
	6%	**	**	**	**	**	5%	3%	**	**	6%	5%	4%	*%
		m		m						em				
Neither Satisfied Nor Dissatisfied	53	**	**	**	**	**	6	6	**	**	46	4	*	3
	10%	**	**	**	**	**	8%	9%	**	**	10%	11%	1%	12%
		l		l				l			l	l		l
Fairly Satisfied	125	**	**	**	**	**	19	15	**	**	111	4	4	7
	24%	**	**	**	**	**	24%	22%	**	**	25%	12%	16%	30%
				jkl					kl		k			k
Very Satisfied	250	**	**	**	**	**	34	38	**	**	210	18	13	10
	47%	**	**	**	**	**	42%	54%	**	**	47%	54%	53%	46%
						c	c	c	c		c	c	c	c
Don't Know (DO NOT READ OUT)	56	**	**	**	**	**	13	8	**	**	43	5	5	3
	11%	**	**	**	**	**	16%	12%	**	**	10%	15%	22%	12%
		h					h	h			h	hj	h	h
NET: Satisfied	375	**	**	**	**	**	54	53	**	**	320	22	17	17
	71%	**	**	**	**	**	66%	76%	**	**	71%	66%	69%	76%
									actijkl					
NET: Dissatisfied	43	**	**	**	**	**	8	2	**	**	39	3	2	*
	8%	**	**	**	**	**	10%	3%	**	**	9%	8%	8%	*%
		m		m			m			gm	m	m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 87 (continuation)

Page 1261

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
	^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
13		2	**	2	5	**		3	10	3	12	1	10	**
3%	**	4%	**	4%	3%	**	**	1%	3%	2%	3%	2%	2%	**
30	**	5	**	4	6	**	**	12	14	16	22	8	30	**
6%	**	10%	**	7%	4%	**	**	6%	4%	10% a	5%	17% a	6%	**
53	**	4	**	10	13	**	**	22	40	13	49	4	48	**
10%	**	9%	**	16%	9%	**	**	12%	11%	8%	10%	9%	10%	**
125	**	12	**	13	37	**	**	45	88	37	113	11	109	**
24%	**	22%	**	20%	24%	**	**	24%	25%	21%	24%	23%	23%	**
250	**	25	**	26	76	**	**	93	173	77	232	18	235	**
47%	**	48%	**	41%	50%	**	**	48%	49%	45%	48%	38%	49%	**
56	**	3	**	8	16	**	**	16	31	25	50	5	50	**
11%	**	7%	**	13%	10%	**	**	8%	9%	14% a	11%	11%	10%	**
							bh							
375	**	37	**	39	113	**	**	138	261	114	345	30	344	**
71%	**	71%	**	61%	74%	**	**	72%	73%	66%	72% b	61%	71%	**
43	**	7	**	7	11	**	**	15	24	20	34	9	40	**
8%	**	14%	**	10%	7%	**	**	8%	7%	11%	7%	19% a	8%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	13	4	-	8	-	**	**	**	**	**	**	8	**	4	4	5
	3%	1%	-%	2%	-%	**	**	**	**	**	**	2%	**	2%	2%	7%
			ab													ab
Fairly Dissatisfied	30	14	8	22	5	**	**	**	**	**	**	27	**	7	15	8
	6%	4%	10%	5%	9%	**	**	**	**	**	**	5%	**	3%	7%	11%
			a													a
Neither Satisfied Nor Dissatisfied	53	38	7	41	12	**	**	**	**	**	**	53	**	34	7	12
	10%	11%	9%	9%	20%	**	**	**	**	**	**	10%	**	14%	4%	17%
					ai									b		b
Fairly Satisfied	125	77	21	109	13	**	**	**	**	**	**	122	**	62	47	16
	24%	23%	28%	24%	23%	**	**	**	**	**	**	24%	**	25%	23%	22%
Very Satisfied	250	171	35	228	21	**	**	**	**	**	**	249	**	110	118	22
	47%	50%	47%	50%	35%	**	**	**	**	**	**	48%	**	45%	56%	31%
		c		b								b		c	ac	
Don't Know (DO NOT READ OUT)	56	35	4	48	8	**	**	**	**	**	**	56	**	30	18	8
	11%	10%	6%	10%	14%	**	**	**	**	**	**	11%	**	12%	8%	11%
NET: Satisfied	375	248	56	337	34	**	**	**	**	**	**	371	**	172	165	38
	71%	73%	75%	74%	58%	**	**	**	**	**	**	72%	**	70%	79%	54%
		c		b								b		c	ac	
NET: Dissatisfied	43	19	8	31	5	**	**	**	**	**	**	36	**	12	19	13
	8%	5%	10%	7%	9%	**	**	**	**	**	**	7%	**	5%	9%	18%
			a													ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 87 (continuation)

Page 1263

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent									
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h		
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2		
Weighted total	527	294	177	333	158	115	379	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*		
Very Dissatisfied	13	8	2	8	8	5	10	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**		
	3%	3%	1%	2%	5%	4%	3%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**		
				b	b																			
Fairly Dissatisfied	30	24	15	24	11	12	25	21	**	**	**	**	**	**	8	**	**	**	**	**	**	**		
	6%	8%	9%	7%	7%	11%	7%	7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**		
								a																
Neither Satisfied Nor Dissatisfied	53	27	14	31	20	10	32	26	**	**	**	**	**	**	20	**	**	**	**	**	**	**		
	10%	9%	8%	9%	12%	9%	9%	8%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**		
Fairly Satisfied	125	58	44	75	30	29	77	69	**	**	**	**	**	**	27	**	**	**	**	**	**	**		
	24%	20%	25%	23%	19%	25%	23%	23%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**		
Very Satisfied	250	143	85	158	80	42	161	148	**	**	**	**	**	**	79	**	**	**	**	**	**	**		
	47%	49%	48%	47%	51%	37%	47%	49%	**	**	**	**	**	**	53%	**	**	**	**	**	**	**		
		e	e	e	e		e																	
Don't Know (DO NOT READ OUT)	56	35	16	37	10	16	36	34	**	**	**	**	**	**	10	**	**	**	**	**	**	**		
	11%	12%	9%	11%	6%	14%	11%	11%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**		
		d			d																			
NET: Satisfied	375	201	129	233	110	71	238	217	**	**	**	**	**	**	107	**	**	**	**	**	**	**		
	71%	68%	73%	70%	70%	62%	70%	72%	**	**	**	**	**	**	71%	**	**	**	**	**	**	**		
			e																					
NET: Dissatisfied	43	32	18	32	19	17	35	26	**	**	**	**	**	**	14	**	**	**	**	**	**	**		
	8%	11%	10%	10%	12%	15%	10%	9%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**		
								a																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	97	85	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	38	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	13	6	-	2	-	1	**	**	**	**	7	**	1	13	**
	3%	4%	-%	3%	-%	1%	**	**	**	**	7%	**	2%	3%	**
	b								ab						
Fairly Dissatisfied	30	9	4	7	4	1	**	**	**	**	11	**	-	28	**
	6%	7%	4%	10%	12%	1%	**	**	**	**	10%	**	-%	6%	**
											c				
Neither Satisfied Nor Dissatisfied	53	12	10	4	5	9	**	**	**	**	14	**	5	51	**
	10%	9%	12%	6%	13%	14%	**	**	**	**	13%	**	13%	10%	**
Fairly Satisfied	125	31	23	8	10	11	**	**	**	**	17	**	10	120	**
	24%	24%	28%	11%	28%	19%	**	**	**	**	16%	**	24%	24%	**
		c	c	c	c										
Very Satisfied	250	61	38	42	16	35	**	**	**	**	53	**	20	233	**
	47%	46%	45%	57%	41%	58%	**	**	**	**	50%	**	47%	47%	**
			d	d		d									
Don't Know (DO NOT READ OUT)	56	12	10	10	2	4	**	**	**	**	4	**	6	56	**
	11%	9%	12%	14%	6%	7%	**	**	**	**	4%	**	14%	11%	**
							c						a		
NET: Satisfied	375	93	61	50	26	46	**	**	**	**	70	**	30	353	**
	71%	70%	72%	68%	69%	76%	**	**	**	**	66%	**	71%	70%	**
						d	d	d							
NET: Dissatisfied	43	15	4	9	4	2	**	**	**	**	18	**	1	41	**
	8%	11%	4%	13%	12%	3%	**	**	**	**	17%	**	2%	8%	**
			b	b					abc		c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	13	8	8	**	5	**	5	**	1	8	3	**
	3%	2%	6%	**	2%	**	4%	**	1%	3%	9%	**
											ab	
Fairly Dissatisfied	30	24	11	**	24	**	11	**	6	22	6	**
	6%	7%	8%	**	8%	**	8%	**	7%	8%	19%	**
											ab	
Neither Satisfied Nor Dissatisfied	53	31	19	**	31	**	19	**	15	22	4	**
	10%	9%	14%	**	10%	**	15%	**	16%	8%	11%	**
			b				b		b			
Fairly Satisfied	125	73	29	**	71	**	22	**	11	51	8	**
	24%	22%	22%	**	22%	**	17%	**	13%	19%	24%	**
			b									
Very Satisfied	250	158	57	**	155	**	58	**	51	130	8	**
	47%	48%	43%	**	48%	**	47%	**	56%	49%	25%	**
			a				a		c	c		
Don't Know (DO NOT READ OUT)	56	37	10	**	37	**	10	**	7	34	4	**
	11%	11%	7%	**	11%	**	8%	**	7%	13%	12%	**
NET: Satisfied	375	231	87	**	226	**	80	**	63	182	17	**
	71%	70%	65%	**	70%	**	64%	**	69%	68%	49%	**
			a				a		c	c		
NET: Dissatisfied	43	32	19	**	30	**	16	**	7	30	10	**
	8%	10%	14%	**	9%	**	13%	**	8%	11%	28%	**
			b								ab	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 87 (continuation)

Page 1266

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
13	-	2	**	**	3	8	**	**	8	2	8	6	7	**
3%	-%	1%		**	3%	7%	**	**	3%	1%	6%	2%	3%	**
			ab								b			
30	4	15	**	**	6	10	**	**	24	15	8	20	15	**
6%	6%	10%	**	**	6%	9%	**	**	8%	9%	6%	8%	7%	**
53	6	12	**	**	15	13	**	**	27	13	20	26	16	**
10%	9%	8%	**	**	13%	12%	**	**	9%	8%	14%	10%	7%	**
125	19	39	**	**	19	25	**	**	56	44	28	61	51	**
24%	27%	26%	**	**	17%	22%	**	**	19%	25%	20%	23%	23%	**
			b			a								
250	40	67	**	**	61	52	**	**	141	82	72	124	108	**
47%	57%	45%	**	**	57%	46%	**	**	49%	48%	50%	46%	50%	**
	c	c			c	c								
56	1	14	**	**	4	6	**	**	35	16	8	33	20	**
11%	2%	9%	**	**	4%	5%	**	**	12%	9%	5%	12%	9%	**
		a							c					
375	59	106	**	**	80	77	**	**	196	126	100	185	159	**
71%	84%	71%	**	**	74%	68%	**	**	68%	73%	70%	69%	73%	**
	bc													
43	4	18	**	**	10	18	**	**	32	18	16	26	22	**
8%	6%	12%	**	**	9%	16%	**	**	11%	10%	11%	10%	10%	**
			ab											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	13	6	7	1	**	6	7	**	**	**	**	13	11	13	13	13
	3%	6%	13% c	1%	**	2%	3%	**	**	**	**	3%	3%	3%	3%	3%
Fairly Dissatisfied	30	8	2	3	**	23	15	**	**	**	**	30	26	30	15	30
	6%	8%	4%	4%	**	9%	7%	**	**	**	**	6%	7% d	6%	4%	6%
Neither Satisfied Nor Dissatisfied	53	10	9	9	**	20	21	**	**	**	**	51	33	51	41	53
	10%	10%	16%	12%	**	8%	9%	**	**	**	**	11%	9%	11%	11%	10%
Fairly Satisfied	125	23	12	19	**	60	49	**	**	**	**	109	77	109	92	121
	24%	22%	23%	25%	**	23%	22%	**	**	**	**	23%	22%	23%	24%	24%
Very Satisfied	250	50	21	41	**	122	106	**	**	**	**	220	176	222	182	239
	47%	48%	39%	54% d	**	46%	49%	**	**	**	**	47%	50%	47%	48%	47%
Don't Know (DO NOT READ OUT)	56	7	2	3	**	33	20	**	**	**	**	50	30	50	36	50
	11%	6%	4%	5%	**	12%	9%	**	**	**	**	11%	8%	10%	10%	10%
NET: Satisfied	375	73	33	59	**	182	155	**	**	**	**	329	253	331	273	360
	71%	71%	62%	79% b	**	69%	71%	**	**	**	**	70%	72%	70%	72%	71%
NET: Dissatisfied	43	14	9	4	**	29	22	**	**	**	**	43	37	43	29	43
	8%	13%	18% c	5%	**	11%	10%	**	**	**	**	9%	10%	9%	8%	9%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	13	4	13	1	5	**	6	8	3	**	**	3	5	3	5
	3%	2%	3%	1%	1%	**	8%	2%	4%	**	**	4%	11%	1%	6%
							b						b		b
Fairly Dissatisfied	30	9	30	9	11	**	13	17	7	**	**	7	9	13	7
	6%	3%	6%	9%	2%	**	18%	4%	9%	**	**	10%	21%	3%	8%
				a			b						bc		
Neither Satisfied Nor Dissatisfied	53	26	49	10	31	**	18	35	3	**	**	3	4	37	12
	10%	10%	10%	10%	7%	**	25%	8%	4%	**	**	5%	8%	10%	13%
							b								
Fairly Satisfied	125	62	112	35	112	**	14	111	22	**	**	20	2	101	23
	24%	24%	24%	37%	26%	**	20%	24%	31%	**	**	31%	3%	26%	24%
				ab									a		a
Very Satisfied	250	127	225	32	231	**	13	238	37	**	**	32	23	191	36
	47%	50%	47%	34%	53%	**	18%	52%	51%	**	**	49%	52%	49%	38%
		c	c				a						c		
Don't Know (DO NOT READ OUT)	56	27	46	8	43	**	8	47	1	**	**	1	2	42	12
	11%	11%	10%	8%	10%	**	12%	10%	1%	**	**	1%	4%	11%	13%
NET: Satisfied	375	188	337	67	343	**	27	348	59	**	**	51	25	292	58
	71%	74%	71%	71%	79%	**	38%	76%	82%	**	**	80%	56%	75%	61%
							a						ac		
NET: Dissatisfied	43	12	43	10	16	**	19	25	9	**	**	9	14	17	13
	8%	5%	9%	10%	4%	**	26%	5%	13%	**	**	14%	32%	4%	13%
			a	a			b						bc		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	13	7	6	9	4	8	1	8	6	6	8	6	7
	3%	10% c	1%	3%	2%	3%	4%	6%	9% a	5%	19% acd	3%	7%
Fairly Dissatisfied	30	5	23	25	6	20	5	8	8	6	*	11	8
	6%	7%	5%	8% b	3%	7%	21% ac	6%	13%	5%	%	6%	8% b
Neither Satisfied Nor Dissatisfied	53	10	38	32	21	31	1	20	17	8	10	16	9
	10%	15%	9%	11%	9%	10%	2%	14% b	28% abc	8%	25% acd	10%	9%
Fairly Satisfied	125	12	110	65	60	60	9	29	10	23	5	24	18
	24%	18%	25%	22%	27%	20%	41% acd	21%	17%	22%	12%	14%	18%
Very Satisfied	250	25	215	144	106	151	7	68	18	56	15	89	49
	47%	36%	49%	47%	48%	49% bd	31%	47% bd	29%	53% b	37%	52%	49%
Don't Know (DO NOT READ OUT)	56	10	43	29	27	37	*	10	3	7	3	25	8
	11%	14%	10%	9%	12%	12% bd	1%	7%	4%	6%	8%	15% a	8%
NET: Satisfied	375	37	324	209	166	211	17	97	28	79	21	114	67
	71%	54%	75% a	69%	74%	69% d	72% d	68% d	46%	75% b	49%	66% b	67% b
NET: Dissatisfied	43	12	29	33	10	28	6	16	14	11	8	16	15
	8%	17% c	7%	11% b	5%	9%	25% ac	11%	22% ac	11%	19%	10%	15%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	13	4	7	**	2
	3%	5%	3%	**	1%
Fairly Dissatisfied	30	6	13	**	7
	6%	6%	6%	**	5%
			bd		
Neither Satisfied Nor Dissatisfied	53	8	25	**	8
	10%	9%	12%	**	5%
Fairly Satisfied	125	20	47	**	47
	24%	22%	21%	**	30%
				b	
Very Satisfied	250	44	107	**	72
	47%	48%	49%	**	47%
Don't Know (DO NOT READ OUT)	56	9	23	**	17
	11%	10%	10%	**	11%
NET: Satisfied	375	65	154	**	119
	71%	70%	70%	**	77%
NET: Dissatisfied	43	10	19	**	10
	8%	11%	9%	**	6%

Columns Tested: a,b,c,d

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
532	276	156	61	39	256	131	94	29	20	54
527	506	13	5	3	22	219	129	27	15	15
30	29	1	*	**	1	16	4	**	**	3
6%	6%	4%	6%	**	6%	7%	3%	**	**	20%
										ab
69	67	1	1	**	2	33	15	**	**	3
13%	13%	8%	14%	**	9%	15%	12%	**	**	19%
164	157	4	2	**	7	58	49	**	**	4
31%	31%	33%	30%	**	33%	27%	38%	**	**	29%
178	172	4	2	**	6	75	45	**	**	4
34%	34%	31%	29%	**	29%	34%	35%	**	**	25%
81	77	3	1	**	5	38	16	**	**	1
15%	15%	22%	21%	**	21%	17%	13%	**	**	7%
5	5	*	-	**	*	-	-	**	**	-
1%	1%	2%	-	**	2%	-%	-%	**	**	-%
				abc						
259	248	7	3	**	11	112	61	**	**	5
49%	49%	53%	50%	**	50%	51%	48%	**	**	32%
						e				
99	96	2	1	**	3	48	19	**	**	6
19%	19%	13%	20%	**	15%	22%	15%	**	**	39%
										ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very Dissatisfied	30	**	**	*	**	**	6	4	**	**	26	3	*	-
	6%	**	**	%	**	**	7%	6%	**	**	6%	11%	%	-%
						clm						chl		
Fairly Dissatisfied	69	**	**	6	**	**	8	4	**	**	58	5	4	2
	13%	**	**	14%	**	**	9%	6%	**	**	13%	17%	14%	10%
						fg								
Neither Satisfied Nor Dissatisfied	164	**	**	13	**	**	34	15	**	**	142	7	7	9
	31%	**	**	29%	**	**	36%	20%	**	**	31%	22%	27%	43%
														eghk
Fairly Satisfied	178	**	**	17	**	**	23	40	**	**	153	9	11	6
	34%	**	**	38%	**	**	24%	56%	**	**	34%	28%	44%	28%
								efjkm				f		
Very Satisfied	81	**	**	6	**	**	23	9	**	**	67	6	4	4
	15%	**	**	14%	**	**	25%	12%	**	**	15%	21%	15%	20%
							j							
Don't Know (DO NOT READ OUT)	5	**	**	2	**	**	-	*	**	**	5	-	-	-
	1%	**	**	5%	**	**	-%	*%	**	**	1%	-%	-%	-%
NET: Satisfied	259	**	**	23	**	**	46	48	**	**	220	15	15	9
	49%	**	**	52%	**	**	49%	68%	**	**	49%	49%	59%	48%
								fjkm	j					
NET: Dissatisfied	99	**	**	7	**	**	15	8	**	**	85	9	4	2
	19%	**	**	14%	**	**	16%	12%	**	**	19%	29%	14%	10%
						fgilm						gm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
532	a	*b	c	*d	e	f	g	h	i	j	k	l	m
527	36	17	50	18	32	69	51	37	35	345	69	64	54
	61	30	45	23	36	81	70	53	49	449	33	24	22
30	**	**	**	**	**	4	4	**	**	26	3	*	-
6%	**	**	**	**	**	5%	6%	**	**	6%	11%	1%	-%
	hilm										hlm		
69	**	**	**	**	**	8	7	**	**	58	5	4	2
13%	**	**	**	**		10%	10%	**	**	13%	16%	15%	9%
					fjm								
164	**	**	**	**	**	27	15	**	**	140	7	6	11
31%	**	**	**	**	**	34%	21%	**	**	31%	21%	26%	48%
	ceghijkl					e		e	e	e			ceghijkl
178	**	**	**	**	**	24	36	**	**	150	11	11	6
34%	**	**	**	**	**	29%	51%	**	**	34%	32%	47%	25%
			a				afijkm			a		afjm	
81	**	**	**	**	**	15	9	**	**	68	6	3	4
15%	**	**	**	**	**	19%	12%	**	**	15%	20%	12%	18%
								i					
5	**	**	**	**	**	2	*	**	**	5	-	-	-
1%	**	**	**	**	**	3%	*%	**	**	1%	-%	-%	-%
									j				
259	**	**	**	**	**	39	44	**	**	219	17	14	9
49%	**	**	**	**	**	48%	63%	**	**	49%	52%	58%	43%
			ai				aim	ai		a	a	ai	
99	**	**	**	**	**	13	11	**	**	84	9	4	2
19%	**	**	**	**		16%	16%	**	**	19%	27%	15%	9%
					m				m		m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1274

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
30	**	2	**	*	13	**	**	11	18	12	29	*	29	**
6%	**	5%	**	*%	8%	**	**	6%	5%	7%	6%	1%	6%	**
				d	d		d							
69	**	7	**	17	16	**	**	23	50	19	67	2	65	**
13%	**	14%	**	26% eh	10%	**	**	12%	14%	11%	14% b	5%	13%	**
164	**	15	**	15	59	**	**	57	103	61	151	13	145	**
31%	**	29%	**	24%	38% d	**	**	30%	29%	35%	32%	26%	30%	**
178	**	21	**	22	40	**	**	66	117	61	153	25	167	**
34%	**	40% e	**	35%	26%	**	**	34%	33%	36%	32%	51% a	35%	**
81	**	6	**	7	26	**	**	32	62	19	73	8	72	**
15%	**	11%	**	11%	17%	**	**	17%	18% b	11%	15%	17%	15%	**
5	**	*	**	3	*	**	**	2	5	*	5	*	5	**
1%	**	*%	**	4% e	*%	**	**	1%	1%	*%	1%	1%	1%	**
259	**	27	**	29	65	**	**	98	179	80	226	33	239	**
49%	**	52%	**	46%	43%	**	**	51%	50%	47%	47%	68% a	49%	**
99	**	10	**	17	28	**	**	34	68	31	96	3	94	**
19%	**	19%	**	26%	19%	**	**	18%	19%	18%	20% b	6%	19%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
532	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
527	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
30	18	4	8	24	3	**	**	**	**	**	**	28	**	13	11	6
6%	5%	5%	7%	5%	6%	**	**	**	**	**	**	5%	**	5%	5%	8%
69	41	13	15	55	9	**	**	**	**	**	**	64	**	31	24	14
13%	12%	18%	14%	12%	15%	**	**	**	**	**	**	12%	**	13%	11%	20% b
164	114	25	21	147	16	**	**	**	**	**	**	163	**	81	66	17
31%	34% c	33% c	20%	32%	28%	**	**	**	**	**	**	32%	**	33%	32%	24%
178	115	18	45	151	24	**	**	**	**	**	**	175	**	71	81	26
34%	34%	23%	43% b	33%	40%	**	**	**	**	**	**	34%	**	29%	a	37%
81	47	15	17	74	6	**	**	**	**	**	**	80	**	50	24	7
15%	14%	21%	16%	16%	11%	**	**	**	**	**	**	16%	**	20% bc	12%	10%
5	5	-	*	5	*	**	**	**	**	**	**	5	**	2	3	*
1%	1%	-%	*%	1%	*%	**	**	**	**	**	**	1%	**	1%	1%	*%
259	162	33	62	225	30	**	**	**	**	**	**	255	**	120	105	34
49%	48%	44%	58% ab	49%	51%	**	**	**	**	**	**	50%	**	49%	50%	48%
99	59	17	23	79	13	**	**	**	**	**	**	91	**	44	35	20
19%	17%	23%	22%	17%	21%	**	**	**	**	**	**	18%	**	18%	17%	28% ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	30	10	7	12	5	13	20	11	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	6%	3%	4%	3%	3%	11%	6%	4%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
					ab	cd																
Fairly Dissatisfied	69	33	22	38	22	19	54	32	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	13%	11%	12%	11%	14%	16%	16%	10%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	164	103	49	110	43	32	113	97	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	31%	35%	28%	33%	28%	28%	33%	32%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Fairly Satisfied	178	108	77	127	65	37	116	117	**	**	**	**	**	**	63	**	**	**	**	**	**	**
	34%	37%	44%	38%	41%	32%	34%	38%	**	**	**	**	**	**	42%	**	**	**	**	**	**	**
			ef					a														
Very Satisfied	81	41	21	47	22	14	35	47	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	15%	14%	12%	14%	14%	12%	10%	15%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
								b														
Don't Know (DO NOT READ OUT)	5	-	*	*	*	*	3	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	-%	*%	*%	*%	*%	1%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
NET: Satisfied	259	149	98	174	87	51	151	163	**	**	**	**	**	**	84	**	**	**	**	**	**	**
	49%	50%	55%	52%	55%	45%	44%	54%	**	**	**	**	**	**	56%	**	**	**	**	**	**	**
			ef	f	f																	
NET: Dissatisfied	99	42	29	49	27	32	74	43	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	19%	14%	17%	15%	17%	28%	22%	14%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
					abcd	ac																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	97	85	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	38	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	30	6	2	4	*	1	**	**	**	**	4	**	1	30	**
	6%	4%	3%	5%	1%	1%	**	**	**	**	4%	**	2%	6%	**
Fairly Dissatisfied	69	11	10	11	6	3	**	**	**	**	21	**	1	67	**
	13%	8%	12%	15%	17%	5%	**	**	**	**	20%	**	3%	13%	**
Neither Satisfied Nor Dissatisfied	164	38	30	24	14	17	**	**	**	**	33	**	8	158	**
	31%	29%	36%	32%	36%	29%	**	**	**	**	31%	**	19%	32%	**
Fairly Satisfied	178	58	34	22	14	30	**	**	**	**	34	**	24	162	**
	34%	44%	40%	30%	36%	50%	**	**	**	**	32%	**	57%	32%	**
Very Satisfied	81	20	9	13	4	9	**	**	**	**	14	**	8	79	**
	15%	15%	10%	18%	11%	15%	**	**	**	**	13%	**	19%	16%	**
Don't Know (DO NOT READ OUT)	5	-	*	-	-	*	**	**	**	**	-	**	*	5	**
	1%	-%	*%	-%	-%	*%	**	**	**	**	-%	**	*%	1%	**
NET: Satisfied	259	78	42	35	18	39	**	**	**	**	48	**	32	241	**
	49%	59%	50%	48%	47%	65%	**	**	**	**	45%	**	76%	48%	**
NET: Dissatisfied	99	16	12	15	6	4	**	**	**	**	25	**	2	97	**
	19%	12%	14%	20%	17%	6%	**	**	**	**	24%	**	5%	19%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1278

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	30	12	5	**	12	**	5	**	1	9	3	**
	6%	4%	4%	**	4%	**	4%	**	1%	4%	9%	**
Fairly Dissatisfied	69	38	22	**	35	**	17	**	11	33	2	**
	13%	11%	16%	**	11%	**	13%	**	12%	12%	7%	**
Neither Satisfied Nor Dissatisfied	164	108	40	**	106	**	38	**	29	92	12	**
	31%	33%	30%	**	33%	**	31%	**	32%	34%	35%	**
Fairly Satisfied	178	127	49	**	125	**	49	**	40	95	12	**
	34%	38%	36%	**	38%	**	39%	**	43%	36%	36%	**
Very Satisfied	81	47	18	**	47	**	16	**	11	39	4	**
	15%	14%	14%	**	14%	**	13%	**	12%	14%	13%	**
Don't Know (DO NOT READ OUT)	5	*	*	**	*	**	*	**	-	-	-	**
	1%	*%	*%	**	*%	**	*%	**	-%	-%	-%	**
NET: Satisfied	259	174	67	**	171	**	65	**	51	134	17	**
	49%	53%	50%	**	53%	**	52%	**	56%	50%	49%	**
NET: Dissatisfied	99	49	27	**	47	**	22	**	12	42	5	**
	19%	15%	20%	**	14%	**	18%	**	13%	16%	16%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very Dissatisfied	30	*	7	**	**	1	5	**	**	10	7	5	7	9	**
	6%	*%	5%	**	**	1%	5%	a	**	3%	4%	4%	3%	4%	**
			a	a				a							
Fairly Dissatisfied	69	10	19	**	**	18	18	**	**	33	21	17	34	28	**
	13%	14%	13%	**	**	17%	15%	**	**	11%	12%	12%	12%	13%	**
		c	c												
Neither Satisfied Nor Dissatisfied	164	25	42	**	**	28	29	**	**	101	47	38	85	80	**
	31%	35%	28%	**	**	25%	25%	**	**	35%	27%	27%	31%	37%	**
			b					b							
Fairly Satisfied	178	29	63	**	**	49	43	**	**	106	77	63	103	74	**
	34%	41%	42%	**	**	45%	37%	**	**	37%	44%	44%	38%	34%	**
Very Satisfied	81	7	18	**	**	12	19	**	**	40	21	20	41	27	**
	15%	9%	12%	**	**	12%	17%	**	**	14%	12%	14%	15%	12%	**
Don't Know (DO NOT READ OUT)	5	-	*	**	**	*	*	**	**	-	*	*	*	*	**
	1%	-%	*%	**	**	*%	*%	**	**	-%	*%	*%	*%	*%	**
NET: Satisfied	259	35	81	**	**	62	62	**	**	146	98	83	144	101	**
	49%	50%	54%	**	**	57%	54%	**	**	50%	57%	58%	54%	46%	**
NET: Dissatisfied	99	10	26	**	**	19	23	**	**	42	28	22	41	36	**
	19%	14%	18%	**	**	17%	20%	**	**	15%	16%	15%	15%	17%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1280

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	532	129	72	90	33	28	313	261	15	6	6	491	397	495	416	520
Weighted total	527	103	54	76	11	12	264	218	15	3	11	473	352	475	379	506
Very Dissatisfied	30	3	4	1	**	**	7	8	**	**	**	27	17	27	19	27
	6%	3%	8% c	1%	**	**	3%	4%	**	**	**	6%	5%	6%	5%	5%
Fairly Dissatisfied	69	13	11	12	**	**	36	34	**	**	**	64	43	64	55	67
	13%	13%	20% d	16% d	**	**	14%	16%	**	**	**	14%	12%	13%	14%	13%
Neither Satisfied Nor Dissatisfied	164	26	13	22	**	**	78	82	**	**	**	152	114	152	110	159
	31%	25%	25%	29%	**	**	30%	38% a	**	**	**	32%	32%	32%	29%	31%
Fairly Satisfied	178	44	17	32	**	**	99	68	**	**	**	157	126	157	134	174
	34%	42%	32%	42%	**	**	37%	31%	**	**	**	33%	36%	33%	35%	34%
Very Satisfied	81	18	8	9	**	**	44	24	**	**	**	70	51	72	61	74
	15%	17%	15%	12%	**	**	17%	11%	**	**	**	15%	14%	15%	16%	15%
Don't Know (DO NOT READ OUT)	5	*	-	-	**	**	*	*	**	**	**	3	*	3	*	5
	1%	*%	-%	-%	**	**	*%	*%	**	**	**	1%	*%	1%	*%	1%
NET: Satisfied	259	61	25	41	**	**	143	93	**	**	**	227	177	229	195	248
	49%	60%	47%	54%	**	**	54% b	43%	**	**	**	48%	50%	48%	51%	49%
NET: Dissatisfied	99	16	15	13	**	**	43	43	**	**	**	91	61	91	74	94
	19%	15%	28% ad	17%	**	**	16%	20%	**	**	**	19%	17%	19%	20%	19%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1281

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	30	10	23	2	21	**	6	24	*	**	**	*	2	18	10
	6%	4%	5%	2%	5%	**	9%	5%	*%	**	**	*%	5%	5%	10%
Fairly Dissatisfied	69	37	65	14	37	**	16	53	10	**	**	10	14	38	18
	13%	15%	14%	15%	9%	**	23%	12%	14%	**	**	15%	30%	10%	19%
Neither Satisfied Nor Dissatisfied	164	81	152	29	135	**	19	145	16	**	**	16	9	129	26
	31%	32%	32%	30%	31%	**	26%	32%	22%	**	**	25%	20%	33%	27%
Fairly Satisfied	178	95	160	37	156	**	27	150	32	**	**	25	13	137	28
	34%	38%	34%	39%	36%	**	38%	33%	45%	**	**	38%	29%	36%	29%
Very Satisfied	81	30	72	13	81	**	2	79	14	**	**	14	7	59	15
	15%	12%	15%	14%	19%	**	3%	17%	19%	**	**	21%	15%	15%	16%
Don't Know (DO NOT READ OUT)	5	*	3	*	3	**	*	5	-	**	**	-	-	5	*
	1%	*%	1%	*%	1%	**	*%	1%	-%	**	**	-%	-%	1%	*%
NET: Satisfied	259	125	232	50	237	**	30	229	46	**	**	39	20	197	43
	49%	49%	49%	53%	55%	**	42%	50%	64%	**	**	60%	44%	51%	44%
NET: Dissatisfied	99	47	88	16	58	**	23	76	10	**	**	10	16	55	27
	19%	19%	18%	17%	13%	**	32%	17%	14%	**	**	15%	36%	14%	29%
							b						b		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1282

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	70	20	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	30	2	25	19	10	12	1	5	3	3	5	6	7
	6%	3%	6%	6%	5%	4%	4%	4%	5%	3%	12%	3%	7%
Fairly Dissatisfied	69	15	51	48	21	33	3	19	13	13	7	15	14
	13%	21%	12%	16%	9%	11%	12%	14%	21%	12%	17%	9%	14%
Neither Satisfied Nor Dissatisfied	164	21	138	88	76	99	6	38	13	27	15	45	34
	31%	30%	32%	29%	34%	32%	28%	27%	22%	26%	36%	26%	34%
Fairly Satisfied	178	23	143	105	73	120	6	58	25	46	7	77	29
	34%	33%	33%	34%	33%	39%	28%	41%	41%	43%	16%	45%	30%
Very Satisfied	81	9	72	38	43	43	7	22	7	17	8	29	14
	15%	13%	17%	13%	19%	14%	29%	15%	12%	16%	19%	17%	14%
Don't Know (DO NOT READ OUT)	5	-	5	5	*	*	-	*	-	*	*	-	*
	1%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	259	32	216	143	117	162	13	80	32	63	15	106	44
	49%	46%	50%	47%	52%	53%	57%	56%	52%	59%	35%	62%	44%
NET: Dissatisfied	99	17	77	68	31	45	4	25	16	16	12	21	21
	19%	24%	18%	22%	14%	15%	16%	17%	26%	15%	29%	12%	22%
				b					a		ac		c

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 88 (continuation)

Page 1283

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very Dissatisfied	30	7	20	**	2
	6%	8%	9%	**	2%
	d	d			
Fairly Dissatisfied	69	12	29	**	21
	13%	13%	13%	**	14%
Neither Satisfied Nor Dissatisfied	164	21	80	**	34
	31%	22%	36%	**	22%
		ad	ad		
Fairly Satisfied	178	32	62	**	69
	34%	35%	28%	**	45%
		c		bc	
Very Satisfied	81	19	28	**	25
	15%	21%	13%	**	16%
		b	b		
Don't Know (DO NOT READ OUT)	5	-	3	**	2
	1%	-%	1%	**	1%
NET: Satisfied	259	52	90	**	94
	49%	56%	41%	**	61%
		b		b	
NET: Dissatisfied	99	20	49	**	24
	19%	21%	22%	**	15%
		c	c		

Columns Tested: a,b,c,d

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very Dissatisfied	5 1%	5 1%	-	-	**	-	3 1%	-	**	**	-
Fairly Dissatisfied	12 2%	11 2%	*	*	**	*	5 2%	2 2%	**	**	-
				4%	**	2%			**	**	-%
Neither Satisfied Nor Dissatisfied	40 8%	38 8%	*	1 12%	**	1 6%	14 7%	13 10%	**	**	1 9%
Fairly Satisfied	220 42%	211 42%	6 48%	2 41%	**	10 46%	105 48%	50 39%	**	**	5 30%
Very Satisfied	244 46%	234 46%	6 47%	2 43%	**	10 46%	90 41%	62 48%	**	**	9 60%
Don't Know (DO NOT READ OUT)	6 1%	6 1%	*	-	**	*	2 1%	2 2%	**	**	-
NET: Satisfied	465 88%	445 88%	12 95%	4 84%	**	20 91%	194 89%	111 86%	**	**	14 91%
NET: Dissatisfied	17 3%	16 3%	*	*	**	*	8 4%	2 2%	**	**	-
			ac	4%	**	2%			**	**	-%
				b							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
532	16	28	51	23	45	78	54	34	21	350	68	61	53
527	27	51	45	30	52	95	71	52	28	452	31	25	20
5	**	**	-	**	**	-	2	**	**	4	-	1	-
1%	**	**	-%	**	**	-%	3%	**	**	1%	-%	3%	-%
12	**	**	2	**	**	2	-	**	**	11	*	-	*
2%	**	**	5%	**	**	2%	-%	**	**	3%	*%	-%	1%
40	**	**	4	**	**	6	*	**	**	33	3	3	1
8%	**	**	10%	**	**	7%	*%	**	**	7%	9%	11%	5%
			9							9	9	9	
220	**	**	22	**	**	44	31	**	**	195	10	9	7
42%	**	**	48%	**	**	47%	44%	**	**	43%	34%	34%	33%
							klm						
244	**	**	15	**	**	42	34	**	**	201	17	13	12
46%	**	**	33%	**	**	44%	47%	**	**	45%	57% c	52% c	61% chj
6	**	**	2	**	**	*	4	**	**	6	-	-	-
1%	**	**	5%	**	**	*%	6%	**	**	1%	-%	-%	-%
							fjk						
465	**	**	37	**	**	86	65	**	**	396	28	22	19
88%	**	**	81%	**	**	91%	91%	**	**	88%	91%	86%	95% c
17	**	**	2	**	**	2	2	**	**	16	*	1	*
3%	**	**	5%	**	**	2%	3%	**	**	3%	*%	3%	1%
					k								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
532	36	17	50	18	32	69	51	37	35	345	69	64	54
527	61	30	45	23	36	81	70	53	49	449	33	24	22
5	**	**	**	**	**	-	2	**	**	4	-	1	-
1%	**	**	**	**	**	-%	3%	**	**	1%	-%	4%	-%
12	**	**	**	**	**	2	-	**	**	11	*	-	*
2%	**	**	**	**		3%	-%	**	**	3%	-%	-%	-%
					kl								
40	**	**	**	**	**	6	*	**	**	33	3	3	1
8%	**	**	**	**	**	8%	-%	**	**	7%	8%	12%	4%
	g					g			cgjm	g	g	g	
220	**	**	**	**	**	34	36	**	**	193	12	9	7
42%	**	**	**	**	**	42%	52%	**	**	43%	38%	36%	30%
			klm				m	m					
244	**	**	**	**	**	38	30	**	**	201	17	12	14
46%	**	**	**	**	**	47%	42%	**	**	45%	53%	48%	65%
						c				c	c	cacefghij	
6	**	**	**	**	**	*	2	**	**	6	-	-	-
1%	**	**	**	**	**	-%	3%	**	**	1%	-%	-%	-%
465	**	**	**	**	**	73	66	**	**	393	30	20	21
88%	**	**	**	**	**	90%	94%	**	**	88%	91%	84%	95%
						i	i	i		i	i	i	i
17	**	**	**	**	**	2	2	**	**	16	*	1	*
3%	**	**	**	**		3%	3%	**	**	3%	-%	4%	-%
					k								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
5	**	-	**	-	3	**	**	2	5	-	5	-	5	**
1%	**	-%	**	-%	2%	**	**	1%	1%	-%	1%	-%	1%	**
12	**	*	**	4	2	**	**	5	9	2	12	-	12	**
2%	**	*%	**	7%	2%	**	**	3%	3%	1%	2%	-%	2%	**
				b										
40	**	7	**	1	10	**	**	15	31	9	33	6	37	**
8%	**	14%	**	1%	6%	**	**	8%	9%	5%	7%	13%	8%	**
		d					d							
220	**	19	**	34	58	**	**	82	141	80	205	16	198	**
42%	**	36%	**	53%	38%	**	**	43%	40%	46%	43%	32%	41%	**
				e										
244	**	26	**	25	80	**	**	84	162	82	217	27	223	**
46%	**	49%	**	39%	52%	**	**	44%	46%	48%	45%	55%	46%	**
6	**	-	**	-	-	**	**	2	6	-	6	*	6	**
1%	**	-%	**	-%	-%	**	**	1%	2%	-%	1%	*%	1%	**
							de							
465	**	45	**	59	137	**	**	166	303	161	422	42	421	**
88%	**	86%	**	92%	90%	**	**	87%	85%	94%	88%	87%	87%	**
										a				
17	**	*	**	4	5	**	**	7	15	2	17	-	17	**
3%	**	*%	**	7%	4%	**	**	4%	4%	1%	3%	-%	3%	**
				b										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
Very Dissatisfied	5 1%	2 1%	- -%	3 3%	2 *%	1 1%	**	**	**	**	**	**	3 1%	**	- -%	2 1%	3 4% ab
Fairly Dissatisfied	12 2%	9 3%	* *%	3 2%	7 1%	5 8%	**	**	**	**	**	**	12 2%	**	7 3% b	* *% b	5 7% b
Neither Satisfied Nor Dissatisfied	40 8%	21 6%	10 13% a	9 9%	32 7%	5 8%	**	**	**	**	**	**	37 7%	**	13 5%	19 9%	7 10%
Fairly Satisfied	220 42%	149 44% c	32 43%	34 32%	202 44% b	13 22%	**	**	**	**	**	**	215 42% b	**	112 45% c	90 43% c	18 26%
Very Satisfied	244 46%	155 45%	31 41%	57 53%	207 45%	36 61% ai	**	**	**	**	**	**	243 47%	**	111 45%	96 46%	37 53%
Don't Know (DO NOT READ OUT)	6 1%	4 1%	2 3%	* *%	6 1%	- -%	**	**	**	**	**	**	6 1%	**	4 2%	2 1%	- -%
NET: Satisfied	465 88%	304 89%	63 84%	91 86%	409 90% b	49 82%	**	**	**	**	**	**	458 89%	**	223 90% c	186 89% c	56 78%
NET: Dissatisfied	17 3%	11 3%	* *%	6 5% b	9 2%	6 10% ai	**	**	**	**	**	**	14 3%	**	7 3%	2 1%	8 11% ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1289

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very Dissatisfied	5	2	2	2	3	2	3	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	1%	1%	1%	2%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Fairly Dissatisfied	12	9	*	9	3	2	5	9	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	3%	*%	3%	2%	2%	1%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
		b		b																		
Neither Satisfied Nor Dissatisfied	40	24	19	28	20	12	29	21	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	8%	8%	11%	8%	13%	11%	9%	7%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
		a																				
Fairly Satisfied	220	127	83	143	50	49	146	135	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	42%	43%	47%	43%	32%	43%	43%	44%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
		d	d	d	d	d	d															
Very Satisfied	244	131	70	146	82	49	153	132	**	**	**	**	**	**	81	**	**	**	**	**	**	**
	46%	44%	40%	44%	52%	43%	45%	44%	**	**	**	**	**	**	54%	**	**	**	**	**	**	**
				b																		
Don't Know (DO NOT READ OUT)	6	2	2	4	*	-	4	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	-%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
NET: Satisfied	465	257	153	289	132	98	299	267	**	**	**	**	**	**	126	**	**	**	**	**	**	**
	88%	87%	87%	87%	84%	86%	88%	88%	**	**	**	**	**	**	84%	**	**	**	**	**	**	**
								b														
NET: Dissatisfied	17	12	3	12	6	4	8	11	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	3%	4%	1%	3%	4%	4%	2%	4%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1290

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	97	85	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	38	61	30	39	24	4	106	10	42	501	27
Very Dissatisfied	5	2	-	-	-	-	**	**	**	**	3	**	-	5	**
	1%	2%	-%	-%	-%	-%	**	**	**	**	3%	**	-%	1%	**
									a						
Fairly Dissatisfied	12	7	*	2	*	*	**	**	**	**	3	**	*	9	**
	2%	5%	*%	3%	1%	*%	**	**	**	**	3%	**	*%	2%	**
		b							abc						
Neither Satisfied Nor Dissatisfied	40	10	11	2	5	5	**	**	**	**	19	**	*	40	**
	8%	7%	13%	3%	15%	9%	**	**	**	**	18%	**	1%	8%	**
			c		c		c				c				
Fairly Satisfied	220	55	45	31	12	16	**	**	**	**	32	**	14	209	**
	42%	42%	53%	42%	32%	27%	**	**	**	**	30%	**	33%	42%	**
		d													
Very Satisfied	244	59	24	39	20	39	**	**	**	**	49	**	27	231	**
	46%	44%	29%	52%	53%	64%	**	**	**	**	46%	**	66%	46%	**
		b		b	b	bd							a		
Don't Know (DO NOT READ OUT)	6	-	4	*	-	*	**	**	**	**	-	**	*	6	**
	1%	-%	5%	*%	-%	*%	**	**	**	**	-%	**	*%	1%	**
			acd												
NET: Satisfied	465	113	69	69	32	55	**	**	**	**	81	**	41	440	**
	88%	86%	82%	94%	85%	91%	**	**	**	**	76%	**	99%	88%	**
				bd		d		d					a		
NET: Dissatisfied	17	9	*	2	*	*	**	**	**	**	6	**	*	15	**
	3%	7%	*%	3%	1%	*%	**	**	**	**	5%	**	*%	3%	**
		bd							abc						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1291

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very Dissatisfied	5	2	3	**	2	**	3	**	-	2	2	**
	1%	1%	2%	**	1%	**	2%	**	-%	1%	6%	**
											ab	
Fairly Dissatisfied	12	9	3	**	9	**	3	**	5	7	2	**
	2%	3%	2%	**	3%	**	2%	**	5%	3%	6%	**
Neither Satisfied Nor Dissatisfied	40	28	20	**	26	**	17	**	6	24	*	**
	8%	9%	15%	**	8%	**	14%	**	7%	9%	9%	**
			b							c		
Fairly Satisfied	220	143	45	**	140	**	43	**	37	115	14	**
	42%	43%	33%	**	43%	**	34%	**	40%	43%	42%	**
Very Satisfied	244	144	64	**	142	**	59	**	44	118	15	**
	46%	44%	48%	**	44%	**	47%	**	48%	44%	45%	**
			a				a					
Don't Know (DO NOT READ OUT)	6	4	*	**	4	**	*	**	-	2	*	**
	1%	1%	1%	**	1%	**	1%	**	-%	1%	1%	**
NET: Satisfied	465	287	109	**	282	**	102	**	80	233	30	**
	88%	87%	81%	**	87%	**	82%	**	88%	87%	87%	**
			a									
NET: Dissatisfied	17	12	6	**	12	**	6	**	5	9	4	**
	3%	3%	4%	**	4%	**	5%	**	5%	4%	13%	**
											b	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1292

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
5	-	2	**	**	1	3	**	**	2	2	3	-	2	**
1%	-%	1%	**	**	1%	3%	**	**	1%	1%	2%	-%	1%	**
			ab				a							
12	*	*	**	**	3	3	**	**	9	*	3	7	7	**
2%	*%	*%	**	**	3%	2%	**	**	3%	*%	2%	3%	3%	**
									b					
40	5	19	**	**	12	15	**	**	24	18	20	27	18	**
8%	8%	13%	**	**	11%	13%	**	**	8%	10%	14%	10%	8%	**
		c			c	c				a				
220	33	67	**	**	37	40	**	**	126	83	42	122	96	**
42%	47%	45%	**	**	34%	35%	**	**	44%	48%	29%	45%	44%	**
	c	c							c	c				
244	29	59	**	**	56	52	**	**	126	68	76	112	94	**
46%	42%	39%	**	**	51%	46%	**	**	44%	39%	53%	42%	43%	**
			ab		c					b				
6	2	2	**	**	-	*	**	**	2	2	*	2	-	**
1%	3%	1%	**	**	-%	*%	**	**	1%	1%	*%	1%	-%	**
465	63	126	**	**	93	93	**	**	253	150	118	234	190	**
88%	89%	84%	**	**	86%	81%	**	**	87%	87%	82%	87%	88%	**
17	*	3	**	**	4	6	**	**	12	3	6	7	9	**
3%	*%	2%	**	**	3%	5%	**	**	4%	1%	4%	3%	4%	**
			ab				ab							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1293

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very Dissatisfied	5	1	3	-	**	1	3	**	**	**	**	5	5	5	5	5
	1%	1%	6%	-%	**	*%	1%	**	**	**	**	1%	1%	1%	1%	1%
		ac														
Fairly Dissatisfied	12	3	3	3	**	5	5	**	**	**	**	12	7	12	7	12
	2%	3%	5%	4%	**	2%	2%	**	**	**	**	2%	2%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	40	17	9	6	**	28	18	**	**	**	**	40	34	40	32	40
	8%	16%	16%	9%	**	10%	8%	**	**	**	**	8%	10%	8%	8%	8%
		d	d													
Fairly Satisfied	220	31	16	27	**	107	101	**	**	**	**	202	148	202	161	216
	42%	30%	30%	36%	**	41%	46%	**	**	**	**	43%	42%	42%	43%	43%
				ab												
Very Satisfied	244	51	23	39	**	121	89	**	**	**	**	209	154	211	171	228
	46%	49%	43%	52%	**	46%	41%	**	**	**	**	44%	44%	44%	45%	45%
Don't Know (DO NOT READ OUT)	6	*	-	-	**	2	2	**	**	**	**	6	4	6	2	6
	1%	*%	-%	-%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
NET: Satisfied	465	82	39	66	**	228	190	**	**	**	**	411	302	413	332	443
	88%	80%	73%	88%	**	86%	87%	**	**	**	**	87%	86%	87%	88%	88%
			b	ab												
NET: Dissatisfied	17	4	6	3	**	6	8	**	**	**	**	17	12	17	12	17
	3%	4%	11%	4%	**	2%	4%	**	**	**	**	4%	4%	4%	3%	3%
		a														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
Very Dissatisfied	5	3	5	-	2	**	3	2	-	**	**	-	2	2	1
	1%	1%	1%	-%	%	**	4%	%	-%	**	**	-%	5%	1%	1%
							b						b		
Fairly Dissatisfied	12	*	12	*	5	**	*	11	2	**	**	2	*	7	5
	2%	%	2%	%	1%	**	%	2%	3%	**	**	3%	%	2%	5%
			a												
Neither Satisfied Nor Dissatisfied	40	20	37	5	19	**	16	23	5	**	**	5	16	18	5
	8%	8%	8%	6%	4%	**	23%	5%	7%	**	**	8%	37%	5%	6%
							b						bc		
Fairly Satisfied	220	117	202	47	179	**	33	187	25	**	**	19	13	165	42
	42%	46%	42%	50%	41%	**	47%	41%	34%	**	**	30%	29%	43%	44%
Very Satisfied	244	111	213	39	222	**	18	226	40	**	**	38	13	189	43
	46%	44%	45%	42%	51%	**	26%	50%	56%	**	**	59%	29%	49%	44%
							a						a		
Don't Know (DO NOT READ OUT)	6	2	6	2	6	**	-	6	-	**	**	-	-	6	*
	1%	1%	1%	2%	1%	**	-%	1%	-%	**	**	-%	-%	2%	%
NET: Satisfied	465	228	414	87	401	**	52	413	65	**	**	57	26	354	85
	88%	90%	87%	92%	92%	**	72%	91%	90%	**	**	89%	58%	91%	89%
							a						a		a
NET: Dissatisfied	17	3	17	*	7	**	3	13	2	**	**	2	2	9	5
	3%	1%	4%	%	2%	**	5%	3%	3%	**	**	3%	5%	2%	6%
			c												

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1295

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
Very Dissatisfied	5	2	2	2	3	2	-	3	-	1	2	-	2
	1%	3%	*%	1%	1%	1%	-%	2%	-%	1%	5%	-%	2%
	c										c		c
Fairly Dissatisfied	12	2	5	7	4	7	*	3	3	*	3	2	5
	2%	3%	1%	2%	2%	2%	%	2%	4%	%	6%	1%	5%
											ac		a
Neither Satisfied Nor Dissatisfied	40	12	25	28	12	26	3	17	16	12	6	17	13
	8%	17%	6%	9%	5%	8%	13%	12%	26%	11%	14%	10%	13%
	c								ac				
Fairly Satisfied	220	26	189	134	87	131	12	45	19	34	9	64	32
	42%	37%	43%	44%	39%	43%	51%	31%	31%	33%	22%	37%	33%
						cd	cd					b	
Very Satisfied	244	27	208	130	114	136	8	74	24	58	22	86	47
	46%	39%	48%	43%	51%	44%	36%	52%	39%	55%	53%	50%	47%
								b					
Don't Know (DO NOT READ OUT)	6	-	6	2	4	4	-	*	*	*	-	2	-
	1%	-%	1%	1%	2%	1%	-%	%	%	%	-%	1%	-%
NET: Satisfied	465	53	397	264	201	267	20	119	43	93	32	150	79
	88%	76%	91%	87%	90%	87%	87%	84%	70%	88%	75%	88%	80%
			a			d	d	d		b		b	
NET: Dissatisfied	17	5	7	9	8	9	*	6	3	1	5	2	7
	3%	6%	2%	3%	3%	3%	%	4%	4%	1%	12%	1%	7%
		c									ac		ac

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 89 (continuation)

Page 1296

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
532	105	242	34	129	532
527	92	221	31	154	527
5	2	3	**	-	5
1%	2%	1%	**	-%	1%
12	*	2	**	5	12
2%	*%	1%	**	3%	2%
			ab		
40	4	22	**	6	40
8%	4%	10%	**	4%	8%
		d	abd		
220	34	108	**	58	220
42%	37%	49%	**	38%	42%
		acd			
244	52	85	**	80	244
46%	56%	39%	**	52%	46%
	b			b	
6	-	*	**	6	6
1%	-%	*%	**	4%	1%
			ab		
465	86	194	**	138	465
88%	94%	88%	**	89%	88%
	c	c		c	
17	2	5	**	5	17
3%	3%	2%	**	3%	3%

Columns Tested: a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
No Problems	456	437	12	5	**	19	184	109	**	**	15
	86%	86%	89%	88%	**	89%	84%	85%	**	**	97%
											ab
Amount / level of lost post sent	32	31	1	*	**	1	11	12	**	**	*
	6%	6%	4%	1%	**	3%	5%	9%	**	**	1%
								e			
Delivery time (when you receive your mail delivery)	12	12	*	*	**	*	3	2	**	**	*
	2%	2%	1%	3%	**	2%	1%	2%	**	**	1%
Lost or late delivery of sent mail	8	8	*	*	**	*	8	-	**	**	-
	2%	2%	*%	1%	**	1%	4%	-%	**	**	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	7	*	*	**	1	3	4	**	**	*
	2%	1%	3%	4%	**	3%	1%	3%	**	**	1%
Wrong mail delivered / our mail delivered elsewhere	7	7	*	-	**	*	4	-	**	**	-
	1%	1%	*%	-%	**	*%	2%	-%	**	**	-%
Items being delivered intact/undamaged	6	6	*	*	**	*	4	-	**	**	-
	1%	1%	*%	1%	**	*%	2%	-%	**	**	-%
Collection reliability	3	3	*	*	**	*	3	-	**	**	-
	1%	1%	*%	1%	**	1%	1%	-%	**	**	-%
Price of postage	3	3	-	-	**	-	3	-	**	**	-
	1%	1%	-%	-%	**	-%	1%	-%	**	**	-%
Accessibility of the sorting office / opening hours	2	2	-	-	**	-	-	2	**	**	-
	*%	*%	-%	-%	**	-%	-%	2%	**	**	-%
Trustworthiness of the provider	*	-	*	-	**	*	-	*	**	**	-
	*%	-%	1%	-%	**	1%	-%	*%	**	**	-%
Latest collection time	*	-	*	*	**	*	-	-	**	**	*
	*%	-%	1%	1%	**	1%	-%	-%	**	**	1%
Time of collection	*	-	-	*	**	*	-	-	**	**	-
	*%	-%	-%	1%	**	*%	-%	-%	**	**	-%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Problems with the Smart Stamp online system	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Recorded letters not
being signed for

Don't know / na

Other

NET: Any problem

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	*c	*d	e
532	276	156	61	39	256	131	94	29	20	54
527	506	13	5	3	22	219	129	27	15	15
-	-	-	-	**	-	-	-	**	**	-
-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
-	-	-	-	**	-	-	-	**	**	-
-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
5	5	-	*	**	*	3	2	**	**	-
1%	1%	-%	2%	**	1%	1%	2%	**	**	-%
71	69	1	1	**	2	34	20	**	**	*
14%	14%	11%	12%	**	11%	e	e	**	**	3%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
No Problems	456	**	**	41	**	**	86	59	**	**	389	25	23	20
	86%	**	**	90%	**	**	91%	82%	**	**	86%	82%	89%	99%
						gk								cfghijkl
Amount / level of lost post sent	32	**	**	-	**	**	4	4	**	**	28	4	-	*
	6%	**	**	-%	**	**	5%	6%	**	**	6%	12%	-%	*%
											l	clm		
Delivery time (when you receive your mail delivery)	12	**	**	*	**	**	4	2	**	**	11	-	1	-
	2%	**	**	*%	**	**	4%	3%	**	**	2%	-%	3%	-%
Lost or late delivery of sent mail	8	**	**	2	**	**	-	*	**	**	7	1	*	-
	2%	**	**	5%	**	**	-%	*%	**	**	2%	3%	*%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	**	**	*	**	**	-	*	**	**	5	1	2	*
	2%	**	**	*%	**	**	-%	*%	**	**	1%	3%	7%	*%
												fj		
Wrong mail delivered / our mail delivered elsewhere	7	**	**	2	**	**	-	-	**	**	7	*	-	-
	1%	**	**	5%	**	**	-%	-%	**	**	2%	*%	-%	-%
Items being delivered intact/undamaged	6	**	**	-	**	**	-	2	**	**	5	2	-	-
	1%	**	**	-%	**	**	-%	3%	**	**	1%	6%	-%	-%
								f				fj		
Collection reliability	3	**	**	*	**	**	-	-	**	**	2	1	-	-
	1%	**	**	*%	**	**	-%	-%	**	**	1%	3%	-%	-%
					j									
Price of postage	3	**	**	-	**	**	2	-	**	**	2	1	-	-
	1%	**	**	-%	**	**	2%	-%	**	**	*%	3%	-%	-%
												j		
Accessibility of the sorting office / opening hours	2	**	**	-	**	**	-	2	**	**	2	-	-	-
	*%	**	**	-%	**	**	-%	3%	**	**	*%	-%	-%	-%
Trustworthiness of the provider	*	**	**	-	**	**	-	-	**	**	*	-	-	-
	*%	**	**	-%	**	**	-%	-%	**	**	*%	-%	-%	-%
Latest collection time	*	**	**	*	**	**	*	-	**	**	*	-	*	-
	*%	**	**	*%	**	**	*%	-%	**	**	*%	-%	*%	-%
Time of collection	*	**	**	*	**	**	-	-	**	**	*	-	-	-
	*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Problems with the Smart

Stamp online system

Recorded letters not

being signed for

Don't know / na

Other

NET: Any problem

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	h	*i	j	k	l	m
532	16	28	51	23	45	78	54	34	21	350	68	61	53
527	27	51	45	30	52	95	71	52	28	452	31	25	20
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
-	**	**	-	**	**	-	-	**	**	-	-	-	-
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
5	**	**	*	**	**	-	2	**	**	5	-	-	-
1%	**	**	*%	**	**	-%	3%	**	**	1%	-%	-%	-%
71	**	**	5	**	**	9	13	**	**	63	5	3	*
14%	**	**	10%	**	**	9%	18%	**	**	14%	18%	11%	1%
			m			m	em	m		m	em	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
No Problems	456	**	**	**	**	**	73	57	**	**	385	27	22	22
	86%	**	**	**	**	**	90%	82%	**	**	86%	84%	92%	100%
				i		agijk	i		i				iacfghijk	
Amount / level of lost post sent	32	**	**	**	**	**	4	4	**	**	28	4	-	*
	6%	**	**	**	**	**	5%	6%	**	**	6%	11%	-%	*%
								l		cefijlm	l	clm		
Delivery time (when you receive your mail delivery)	12	**	**	**	**	**	4	2	**	**	11	-	1	-
	2%	**	**	**	**	**	5%	3%	**	**	2%	-%	4%	-%
									cjkm					
Lost or late delivery of sent mail	8	**	**	**	**	**	-	*	**	**	7	1	*	-
	2%	**	**	**	**	**	-%	*%	**	**	2%	3%	*%	-%
		fgilm												
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	**	**	**	**	**	-	*	**	**	6	1	1	*
	2%	**	**	**	**	**	-%	*%	**	**	1%	3%	4%	*%
									cfgjm					
Wrong mail delivered / our mail delivered elsewhere	7	**	**	**	**	**	-	-	**	**	7	*	-	-
	1%	**	**	**	**	**	-%	-%	**	**	2%	*%	-%	-%
Items being delivered intact/undamaged	6	**	**	**	**	**	-	2	**	**	5	2	-	-
	1%	**	**	**	**	**	-%	3%	**	**	1%	6%	-%	-%
											fj			
Collection reliability	3	**	**	**	**	**	-	-	**	**	2	1	-	-
	1%	**	**	**	**	**	-%	-%	**	**	1%	3%	-%	-%
Price of postage	3	**	**	**	**	**	2	-	**	**	2	1	-	-
	1%	**	**	**	**	**	3%	-%	**	**	*%	3%	-%	-%
Accessibility of the sorting office / opening hours	2	**	**	**	**	**	-	2	**	**	2	-	-	-
	*%	**	**	**	**	**	-%	3%	**	**	*%	-%	-%	-%
Trustworthiness of the provider	*	**	**	**	**	**	-	-	**	**	*	-	-	-
	*%	**	**	**	**	**	-%	-%	**	**	*%	-%	-%	-%
Latest collection time	*	**	**	**	**	**	*	-	**	**	*	-	*	-
	*%	**	**	**	**	**	*%	-%	**	**	*%	-%	*%	-%
Time of collection	*	**	**	**	**	**	-	-	**	**	*	-	-	-
	*%	**	**	**	**	**	-%	-%	**	**	*%	-%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	-	-	**	**	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Problems with the Smart Stamp online system	-	**	**	**	**	**	-	-	**	**	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	-%	-%	-%	-%
Recorded letters not being signed for	-	**	**	**	**	**	-	-	**	**	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	-%	-%	-%	-%
Don't know / na	-	**	**	**	**	**	-	-	**	**	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	-%	-%	-%	-%
Other	5	**	**	**	**	**	-	2	**	**	5	-	-	-
	1%	**	**	**	**	**	-%	3%	**	**	1%	-%	-%	-%
NET: Any problem	71	**	**	**	**	**	8	13	**	**	64	5	2	*
	14%	**	**	**	**	**	10%	18%	**	**	14%	16%	8%	*%
		em		m		m	em	m	cefhjlm	em	em			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 90 (continuation)

Page 1303

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
Weighted total	527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
No Problems	456	**	41	**	61	132	**	**	162	313	143	419	37	414	**
	86%	**	79%	**	96%	87%	**	**	85%	88%	83%	88%	75%	86%	**
					beh							b			
Amount / level of lost post sent	32	**	2	**	2	8	**	**	16	19	13	31	*	32	**
	6%	**	4%	**	3%	6%	**	**	9%	5%	7%	7%	*%	7%	**
												b			
Delivery time (when you receive your mail delivery)	12	**	2	**	*	5	**	**	4	8	4	7	4	10	**
	2%	**	4%	**	*%	4%	**	**	2%	2%	2%	2%	9%	2%	**
													a		
Lost or late delivery of sent mail	8	**	-	**	-	5	**	**	2	5	3	6	2	7	**
	2%	**	-%	**	-%	3%	**	**	1%	1%	2%	1%	4%	2%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	**	2	**	*	1	**	**	5	6	2	7	1	8	**
	2%	**	4%	**	*%	1%	**	**	2%	2%	1%	2%	2%	2%	**
Wrong mail delivered / our mail delivered elsewhere	7	**	2	**	-	3	**	**	*	4	3	5	2	7	**
	1%	**	4%	**	-%	2%	**	**	*%	1%	2%	1%	4%	1%	**
			h										a		
Items being delivered intact/undamaged	6	**	-	**	-	-	**	**	6	3	4	6	-	6	**
	1%	**	-%	**	-%	-%	**	**	3%	1%	2%	1%	-%	1%	**
									e						
Collection reliability	3	**	-	**	-	2	**	**	*	2	1	3	-	3	**
	1%	**	-%	**	-%	2%	**	**	*%	1%	1%	1%	-%	1%	**
								h							
Price of postage	3	**	2	**	-	-	**	**	-	-	3	3	-	2	**
	1%	**	4%	**	-%	-%	**	**	-%	-%	2%	1%	-%	*%	**
			eh								a				
Accessibility of the sorting office / opening hours	2	**	-	**	-	-	**	**	-	2	-	2	-	2	**
	*%	**	-%	**	-%	-%	**	**	-%	1%	-%	*%	-%	*%	**
							deh								
Trustworthiness of the provider	*	**	-	**	-	*	**	**	-	*	-	*	-	*	**
	*%	**	-%	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
Latest collection time	*	**	*	**	*	-	**	**	*	*	*	*	-	*	**
	*%	**	*%	**	*%	-%	**	**	-%	*%	*%	*%	-%	*%	**
Time of collection	*	**	-	**	-	*	**	**	-	*	-	*	-	*	**
	*%	**	-%	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Wrong postage /

shortfall on incoming

mail - having to pay

Problems with the Smart

Stamp online system

Recorded letters not

being signed for

Don't know / na

Other

NET: Any problem

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
5	**	2	**	-	-	**	**	3	*	5	2	3	5	**
1%	**	4%	**	-%	-%	**	**	1%	*%	3%	*%	5%	1%	**
		^e								^a		^a		
71	**	11	**	3	20	**	**	30	42	29	59	12	68	**
14%	**	21%	**	4%	13%	**	**	15%	12%	17%	12%	25%	14%	**
		^d			^d			^d				^a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 90 (continuation)

Page 1305

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
No Problems	456	314	62	76	415	39	**	**	**	**	**	**	454	**	229	186	41
	86%	92%	83%	71%	91%	66%	**	**	**	**	**	**	88%	**	92%	89%	58%
		bc	c		b								b		c	c	
Amount / level of lost post sent	32	9	12	11	18	6	**	**	**	**	**	**	25	**	7	12	13
	6%	3%	16%	10%	4%	11%	**	**	**	**	**	**	5%	**	3%	6%	19%
			a	a		ai											ab
Delivery time (when you receive your mail delivery)	12	7	*	5	7	5	**	**	**	**	**	**	12	**	2	4	5
	2%	2%	*%	b	1%	9%	**	**	**	**	**	**	2%	**	1%	2%	7%
						ai											ab
Lost or late delivery of sent mail	8	5	-	4	6	-	**	**	**	**	**	**	6	**	5	1	3
	2%	1%	-%	3%	1%	-%	**	**	**	**	**	**	1%	**	2%	*%	4%
																	b
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	1	1	6	2	3	**	**	**	**	**	**	6	**	1	1	6
	2%	*%	1%	5%	*%	6%	**	**	**	**	**	**	1%	**	*%	*%	9%
				a		ai											ab
Wrong mail delivered / our mail delivered elsewhere	7	2	3	2	2	5	**	**	**	**	**	**	7	**	-	2	5
	1%	1%	3%	2%	*%	8%	**	**	**	**	**	**	1%	**	-%	1%	7%
			a			ai											ab
Items being delivered intact/undamaged	6	*	1	4	4	3	**	**	**	**	**	**	6	**	1	3	3
	1%	*%	1%	3%	1%	4%	**	**	**	**	**	**	1%	**	*%	1%	4%
				a		ai											a
Collection reliability	3	1	*	2	1	-	**	**	**	**	**	**	1	**	1	*	2
	1%	*%	*%	2%	*%	-%	**	**	**	**	**	**	*%	**	*%	*%	3%
				a													ab
Price of postage	3	2	-	1	3	-	**	**	**	**	**	**	3	**	2	1	-
	1%	1%	-%	1%	1%	-%	**	**	**	**	**	**	1%	**	1%	*%	-%
Accessibility of the sorting office / opening hours	2	2	-	-	2	-	**	**	**	**	**	**	2	**	2	-	-
	*%	1%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	1%	-%	-%
Trustworthiness of the provider	*	-	-	*	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
Latest collection time	*	*	-	*	*	-	**	**	**	**	**	**	*	**	-	*	*
	*%	*%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	*%
Time of collection	*	-	*	-	-	-	**	**	**	**	**	**	-	**	-	-	*
	*%	-%	*%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

 Produced by OLR
 Issue date: 11/05/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Wrong postage /
shortfall on incoming
mail - having to pay

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

NET: Any problem

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
532	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134	
527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71	
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-	
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%	
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-	
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%	
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-	
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%	
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-	
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%	
5	-	*	5	3	2	**	**	**	**	**	**	5	**	-	3	2	
1%	-%	*%	5%	1%	4%	**	**	**	**	**	**	1%	**	-%	1%	3%	
			ab		ai											a	
71	26	13	30	41	20	**	**	**	**	**	**	61	**	19	23	30	
14%	8%	17%	29%	9%	34%	**	**	**	**	**	**	12%	**	8%	11%	42%	
		a	ab		ai											ab	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 90 (continuation)

Page 1307

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
No Problems	456	251	137	279	116	88	290	263	**	**	**	**	**	**	116	**	**	**	**	**	**	**
	86%	85%	77%	84%	74%	77%	85%	87%	**	**	**	**	**	**	77%	**	**	**	**	**	**	**
		bde		bd			bde	b														
Amount / level of lost post sent	32	24	21	29	18	17	24	24	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	6%	8%	12%	9%	11%	15%	7%	8%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
			f			acf																
Delivery time (when you receive your mail delivery)	12	7	9	9	9	2	7	6	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	2%	5%	3%	6%	2%	2%	2%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
				acf																		
Lost or late delivery of sent mail	8	1	2	3	8	*	7	3	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*%	1%	1%	5%	*%	2%	1%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
				abce			a															
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	5	1	5	5	3	8	1	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	2%	1%	1%	3%	2%	2%	*%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
								a														
Wrong mail delivered / our mail delivered elsewhere	7	3	*	3	2	5	5	*	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	*%	1%	1%	4%	1%	*%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
				abc																		
Items being delivered intact/undamaged	6	4	6	6	3	3	3	4	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	2%	3%	2%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
								a														
Collection reliability	3	2	2	2	2	2	2	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	1%	2%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Price of postage	3	3	-	3	1	-	2	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	1%	-%	1%	1%	-%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	2	2	-	2	-	-	-	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	1%	-%	1%	-%	-%	-%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Trustworthiness of the provider	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Latest collection time	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Time of collection	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 11/05/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Wrong postage /
shortfall on incoming
mail - having to pay

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

NET: Any problem

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
532	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
527	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5	3	5	5	3	2	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
1%	1%	3%	1%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
71	43	40	54	41	27	51	40	**	**	**	**	**	**	34	**	**	**	**	**	**	**
14%	15%	23%	16%	26%	23%	15%	13%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
	acf			acf	af		a														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
532	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
527	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
456	132	84	74	38	3	61	30	39	24	4	106	10	42	501	27
86%	110	69	71	24	**	49	**	**	**	**	74	**	35	431	**
	83%	82%	96%	65%	**	81%	**	**	**	**	70%	**	85%	86%	**
	d	d	abd			d	d	d					a		
32	8	9	3	9	**	3	**	**	**	**	14	**	1	31	**
6%	6%	10%	4%	24%	**	6%	**	**	ab	**	13%	**	2%	6%	**
				abc							c				
12	6	2	-	-	**	2	**	**	**	**	7	**	2	12	**
2%	5%	3%	-%	-%	**	4%	**	**	**	**	7%	**	5%	2%	**
	cd						c								
8	1	2	-	*	**	6	**	**	**	**	5	**	3	8	**
2%	1%	2%	-%	*%	**	9%	**	**	**	**	5%	**	7%	2%	**
						c									
8	3	*	*	1	**	*	**	**	**	**	5	**	*	8	**
2%	3%	*%	*%	3%	**	*%	**	**	abc	**	5%	**	*%	2%	**
7	*	-	-	3	**	*	**	**	**	**	2	**	*	7	**
1%	*%	-%	-%	7%	**	*%	**	**	ac	**	2%	**	*%	1%	**
				abc											
6	2	2	-	3	**	1	**	**	**	**	3	**	1	6	**
1%	1%	3%	-%	7%	**	1%	**	**	abc	**	2%	**	2%	1%	**
				ac											
3	2	*	-	*	**	-	**	**	**	**	2	**	*	3	**
1%	2%	*%	-%	*%	**	-%	**	**	ac	**	2%	**	*%	1%	**
3	3	-	-	-	**	1	**	**	**	**	-	**	1	3	**
1%	2%	-%	-%	-%	**	1%	**	**	**	**	-%	**	2%	1%	**
2	2	-	-	-	**	-	**	**	**	**	-	**	-	2	**
*%	2%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	**
*	-	-	*	-	**	-	**	**	**	**	*	**	-	*	**
*%	-%	-%	*%	-%	**	-%	**	**	**	**	*%	**	-%	*%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
532	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
527	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
*	132	84	74	38	3	61	30	39	24	4	106	10	42	501	27
*	-	-	*	*	**	-	**	**	**	**	*	**	-	*	**
*%	-%	-%	*%	*%	**	-%	**	**	**	**	*%	**	-%	*%	**
*	-	-	-	*	**	-	**	**	**	**	*	**	-	*	**
*%	-%	-%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	**
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
5	2	3	-	*	**	-	**	**	**	**	3	**	*	5	**
1%	2%	3%	-%	1%	**	-%	**	**	**	**	3%	**	*%	1%	**
71							a								
14%	22	15	3	13	**	11	**	**	**	**	32	**	6	70	**
	17%	18%	4%	35%	**	19%	**	**	**	**	30%	**	15%	14%	**
	c	c		abc					abc		c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
No Problems	456	277	94	**	273	**	87	**	75	230	24	**
	86%	84%	70%	a	84%	**	69%	a	83%	86% c	70%	**
Amount / level of lost post sent	32	29	17	**	26	**	15	**	8	19	7	**
	6%	9%	12%	**	8%	**	12%	**	9%	7%	20% ab	**
Delivery time (when you receive your mail delivery)	12	9	9	**	9	**	9	**	6	7	2	**
	2%	3%	7%	**	3%	**	8%	**	7% b	2%	6%	**
Lost or late delivery of sent mail	8	3	8	**	3	**	8	**	1	1	1	**
	2%	1%	6%	**	1%	**	7%	**	1%	*%	3%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	5	5	**	2	**	2	**	1	5	*	**
	2%	1%	4%	**	1%	**	2%	**	1%	2%	*%	**
Wrong mail delivered / our mail delivered elsewhere	7	3	2	**	3	**	2	**	*	3	3	**
	1%	1%	2%	**	1%	**	2%	**	*%	1%	8% ab	**
Items being delivered intact/undamaged	6	6	3	**	6	**	3	**	2	4	1	**
	1%	2%	3%	**	2%	**	3%	**	2%	2%	3%	**
Collection reliability	3	2	2	**	2	**	2	**	*	2	2	**
	1%	1%	2%	**	1%	**	2%	**	*%	1%	7% ab	**
Price of postage	3	3	1	**	3	**	1	**	1	3	1	**
	1%	1%	1%	**	1%	**	1%	**	1%	1%	3%	**
Accessibility of the sorting office / opening hours	2	2	-	**	2	**	-	**	-	2	-	**
	*%	1%	-%	**	1%	**	-%	**	-%	1%	-%	**
Trustworthiness of the provider	*	*	*	**	*	**	*	**	*	-	-	**
	*%	*%	*%	**	*%	**	*%	**	*%	-%	-%	**
Latest collection time	*	*	-	**	*	**	-	**	*	*	-	**
	*%	*%	-%	**	*%	**	-%	**	*%	*%	-%	**
Time of collection	*	*	*	**	*	**	*	**	*	*	*	**
	*%	*%	*%	**	*%	**	*%	**	*%	*%	*%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Wrong postage / shortfall on incoming mail - having to pay	-	**	-	**	-	**	-	**	-	-	-	**
	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Problems with the Smart Stamp online system	-	**	-	**	-	**	-	**	-	-	-	**
	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Recorded letters not being signed for	-	**	-	**	-	**	-	**	-	-	-	**
	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Don't know / na	-	**	-	**	-	**	-	**	-	-	-	**
	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Other	5	**	3	**	5	**	3	**	-	3	*	**
	1%	**	2%	**	1%	**	2%	**	-%	1%	*%	**
NET: Any problem	71	**	40	**	51	**	38	**	16	38	10	**
	14%	**	30% b	**	16%	**	31% b	**	17%	14%	30% b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
No Problems	456	56	115	**	**	80	81	**	**	247	133	105	226	190	**
	86%	80%	77%	**	**	74%	71%	**	**	85%	77%	73%	84%	87%	**
		c								bc					
Amount / level of lost post sent	32	7	16	**	**	9	12	**	**	24	21	18	22	17	**
	6%	10%	11%	**	**	8%	11%	**	**	8%	12%	12%	8%	8%	**
Delivery time (when you receive your mail delivery)	12	4	9	**	**	5	9	**	**	7	9	9	9	4	**
	2%	6%	6%	**	**	5%	8%	**	**	2%	5%	7%	3%	2%	**
												a			
Lost or late delivery of sent mail	8	2	2	**	**	8	6	**	**	1	2	6	3	*	**
	2%	3%	1%	**	**	8%	5%	**	**	*%	1%	4%	1%	*%	**
												a			
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	-	1	**	**	3	5	**	**	5	1	5	4	5	**
	2%	-%	1%	**	**	2%	4%	**	**	2%	1%	3%	1%	2%	**
												b			
Wrong mail delivered / our mail delivered elsewhere	7	*	-	**	**	*	2	**	**	3	*	2	3	3	**
	1%	*%	-%	**	**	*%	2%	**	**	1%	*%	2%	1%	1%	**
Items being delivered intact/undamaged	6	*	6	**	**	3	3	**	**	4	6	3	6	1	**
	1%	*%	4%	**	**	3%	3%	**	**	2%	3%	2%	2%	*%	**
													b		
Collection reliability	3	*	2	**	**	*	2	**	**	2	2	2	*	2	**
	1%	*%	2%	**	**	*%	2%	**	**	1%	1%	2%	*%	1%	**
				ab				a							
Price of postage	3	-	-	**	**	1	1	**	**	3	-	1	3	-	**
	1%	-%	-%	**	**	1%	1%	**	**	1%	-%	1%	1%	-%	**
Accessibility of the sorting office / opening hours	2	-	-	**	**	-	-	**	**	2	-	-	2	2	**
	*%	-%	-%	**	**	-%	-%	**	**	1%	-%	-%	1%	1%	**
Trustworthiness of the provider	*	*	-	**	**	*	-	**	**	*	*	*	*	*	**
	*%	*%	-%	**	**	*%	-%	**	**	*%	*%	*%	*%	*%	**
Latest collection time	*	*	*	**	**	*	-	**	**	*	*	-	*	*	**
	*%	*%	*%	**	**	*%	-%	**	**	*%	*%	-%	*%	*%	**
Time of collection	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Problems with the Smart Stamp online system	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know / na	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other	5	-	5	**	**	3	3	**	**	3	5	3	3	2	**
	1%	-%	3%	**	**	3%	2%	**	**	1%	3%	2%	1%	1%	**
				ab											
NET: Any problem	71	14	35	**	**	28	33	**	**	43	40	39	44	28	**
	14%	20%	23%	**	**	26%	29%	**	**	15%	23%	27%	16%	13%	**
				a							a	a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 90 (continuation)

Page 1315

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
532	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
527	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
456	103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
86%	77	41	60	**	**	215	189	**	**	**	**	406	299	406	319	435
	75%	76%	79%	**	**	81%	87%	**	**	**	**	86%	85%	85%	84%	86%
32	10	11	11	**	**	19	15	**	**	**	**	32	26	32	29	32
6%	10%	21% a	14%	**	**	7%	7%	**	**	**	**	7%	7%	7%	8%	6%
12	7	3	4	**	**	12	5	**	**	**	**	12	10	12	12	12
2%	7%	6%	5%	**	**	4%	2%	**	**	**	**	3%	3%	2%	3%	2%
8	3	*	1	**	**	6	3	**	**	**	**	8	8	8	6	8
2%	3%	*%	1%	** bc	**	2%	1%	**	**	**	**	2%	2%	2%	1%	2%
8	5	3	*	**	**	5	5	**	**	**	**	8	7	8	8	8
2%	5% c	5% c	*%	**	**	2%	2%	**	**	**	**	2%	2%	2%	2%	2%
7	2	-	*	**	**	5	3	**	**	**	**	7	5	7	7	7
1%	2%	-%	*%	**	**	2%	1%	**	**	**	**	1%	1%	1%	2%	1%
6	3	-	1	**	**	6	1	**	**	**	**	4	4	4	4	6
1%	3%	-%	1%	**	**	2%	*%	**	**	**	**	1%	1%	1%	1%	1%
3	*	2	*	**	**	*	2	**	**	**	**	3	2	3	3	3
1%	*%	4% a	*%	**	**	*%	1%	**	**	**	**	1%	1%	1%	1%	1%
3	1	-	1	**	**	3	-	**	**	**	**	1	3	3	3	3
1%	1%	-%	1%	** ab	**	1%	-%	**	**	**	**	*%	1%	1%	1%	1%
2	-	-	-	**	**	2	2	**	**	**	**	2	-	2	-	2
*%	-%	-%	-%	**	**	1%	1%	**	**	**	**	*%	-%	*%	-%	*%
*	-	-	*	**	**	-	-	**	**	**	**	*	*	*	*	*
*%	-%	-%	*%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
*	*	-	-	**	**	*	*	**	**	**	**	*	*	*	*	*
*%	*%	-%	-%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
*	*	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
*%	*%	-%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location					
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	
Significance Level: 95%																	
Unweighted total	532	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	527	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
		103	54	76	11	12	264	218	15	3	11	4	473	352	475	379	506
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other	5	3	*	*	**	**	3	2	**	**	**	**	5	3	5	3	5
	1%	3%	*%	*%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
NET: Any problem	71	26	13	16	**	**	49	28	**	**	**	**	67	53	69	60	71
	14%	25%	24%	21%	**	**	19%	13%	**	**	**	**	14%	15%	15%	16%	14%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	532	278	491	127	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	253	475	94	433	17	71	456	72	*	15	65	45	387	96
No Problems	456	213	410	73	393	**	-	456	57	**	**	52	29	352	75
	86%	84%	86% c	77%	91%	**	-%	100% a	80%	**	**	81%	64%	91% ac	78%
Amount / level of lost post sent	32	18	30	9	16	**	32	-	11	**	**	8	7	17	8
	6%	7%	6%	10%	4%	**	44% b	-%	15%	**	**	13%	16% b	4%	8%
Delivery time (when you receive your mail delivery)	12	8	10	2	9	**	12	-	*	**	**	*	*	5	7
	2%	3%	2%	2%	2%	**	17% b	-%	*%	**	**	*%	*%	1%	7% ab
Lost or late delivery of sent mail	8	6	8	3	5	**	8	-	-	**	**	-	3	3	3
	2%	2%	2%	4%	1%	**	12% b	-%	-%	**	**	-%	6% b	1%	3%
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	5	8	*	*	**	8	-	4	**	**	4	6	2	*
	2%	2%	2%	*%	*%	**	11% b	-%	5%	**	**	5%	13% bc	1%	*%
Wrong mail delivered / our mail delivered elsewhere	7	7	5	5	3	**	7	-	2	**	**	2	2	5	-
	1%	3%	1%	5% b	1%	**	10% b	-%	3%	**	**	3%	5% bc	1%	-%
Items being delivered intact/undamaged	6	4	4	1	3	**	6	-	*	**	**	*	3	4	-
	1%	2%	1%	1%	1%	**	9% b	-%	*%	**	**	*%	6% bc	1%	-%
Collection reliability	3	1	3	*	1	**	3	-	1	**	**	1	2	*	1
	1%	*%	1%	*%	*%	**	5% b	-%	1%	**	**	1%	5% b	*%	1%
Price of postage	3	1	3	3	2	**	3	-	-	**	**	-	-	1	2
	1%	*%	1%	3% ab	*%	**	4% b	-%	-%	**	**	-%	-%	*%	2% b
Accessibility of the sorting office / opening hours	2	-	2	-	2	**	2	-	-	**	**	-	-	-	2
	*%	-%	*%	-%	*%	**	3% b	-%	-%	**	**	-%	-%	-%	2% b
Trustworthiness of the provider	*	*	*	-	*	**	*	-	-	**	**	-	*	-	-
	*%	*%	*%	-%	*%	**	*%	-%	-%	**	**	-%	*%	-%	-%
Latest collection time	*	*	*	-	*	**	*	-	*	**	**	*	*	*	*
	*%	*%	*%	-%	*%	**	*%	-%	*%	**	**	-%	*%	*%	*%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	278	491	127	-	454	17	67	465	63	3	14	60	54	380	97
Weighted total	527	475	94	-	433	17	71	456	72	*	15	65	45	387	96
Time of collection	*	*	*	**	-	**	*	-	-	**	**	-	*	-	-
	*%	*%	*%	**	-%	**	*%	-%	-%	**	**	-%	*%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Don't know / na	-	-	-	**	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Other	5	5	2	**	5	**	5	-	*	**	**	*	*	5	-
	1%	*%	2%	**	1%	**	7%	-%	*%	**	**	*%	*%	1%	-%
			a				b								
NET: Any problem	71	41	21	**	41	**	71	-	15	**	**	12	16	35	21
	14%	16%	23%	**	9%	**	100%	-%	20%	**	**	19%	36%	9%	22%
			b				b						b		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	532	53	17	458	302	368	51	165	78	120	52	200	127
Weighted total	527	70	20	435	303	307	23	142	62	106	42	172	100
No Problems	456	43	**	397	253	253	22	105	37	80	29	138	82
	86%	62%	**	91%	83%	82%	94%	74%	59%	76%	69%	81%	83%
			a		a	cd	acd	d					b
Amount / level of lost post sent	32	14	**	16	24	29	-	17	12	10	12	12	16
	6%	20%	**	4%	8%	9%	-%	12%	19%	9%	28%	7%	16%
		c			b	b		b	ab		ac		c
Delivery time (when you receive your mail delivery)	12	2	**	7	9	9	*	9	4	9	2	9	2
	2%	3%	**	2%	3%	3%	%	7%	7%	9%	5%	5%	2%
								a		d			
Lost or late delivery of sent mail	8	5	**	3	8	3	1	6	6	3	1	3	*
	2%	7%	**	1%	3%	1%	4%	4%	10%	3%	2%	2%	%
		c			b			a	a				
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	4	**	4	8	5	*	5	5	3	3	3	4
	2%	6%	**	1%	3%	2%	1%	4%	8%	3%	7%	2%	4%
		c			b				a				
Wrong mail delivered / our mail delivered elsewhere	7	2	**	5	7	3	-	2	2	-	-	-	-
	1%	3%	**	1%	2%	1%	-%	2%	4%	-%	-%	-%	-%
					b								
Items being delivered intact/undamaged	6	-	**	4	2	6	1	3	3	3	1	6	-
	1%	-%	**	1%	1%	2%	4%	2%	6%	3%	2%	3%	-%
										d		d	
Collection reliability	3	2	**	*	1	2	*	2	*	*	2	*	2
	1%	3%	**	%	%	1%	1%	2%	%	%	5%	%	2%
		c									ac		c
Price of postage	3	-	**	3	3	3	1	1	1	1	1	3	-
	1%	-%	**	1%	1%	1%	4%	1%	1%	1%	2%	2%	-%
Accessibility of the sorting office / opening hours	2	2	**	-	2	2	-	-	-	-	-	2	-
	%	3%	**	-%	1%	1%	-%	-%	-%	-%	-%	1%	-%
		c											
Trustworthiness of the provider	*	-	**	*	-	*	-	*	-	-	*	-	*
	%	-%	**	%	-%	%	-%	%	-%	-%	%	-%	%
Latest collection time	*	-	**	*	*	*	-	-	-	-	-	-	*
	%	-%	**	%	%	%	-%	-%	-%	-%	-%	-%	%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
Time of collection	*	**	*	-	*	*	*	-	*	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	5	**	5	*	5	5	*	3	*	3	*	3	*
	1%	**	1%	-%	2%	2%	1%	2%	-%	3%	-%	2%	-%
					a								
NET: Any problem	71	**	38	51	21	54	1	38	25	25	13	33	17
	14%	**	9%	17%	9%	18%	6%	26%	41%	24%	31%	19%	17%
	c			b		b		ab	abc		d		

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All using RM (QV4=1)**

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
Significance Level: 95%						
Unweighted total	532	a	b	c	d	532
Weighted total	527	105	242	34	129	527
No Problems	456	92	221	31	154	
	86%	78	180	**	145	456
		85%	81%	**	94%	86%
			ab	ab		
Amount / level of lost post sent	32	7	18	**	5	32
	6%	7%	8%	**	3%	6%
Delivery time (when you receive your mail delivery)	12	*	3	**	4	12
	2%	*%	1%	**	3%	2%
Lost or late delivery of sent mail	8	-	8	**	-	8
	2%	-%	4%	**	-%	2%
			ad			
Delivery consistency / reliability (e.g. arrives as promised consistently)	8	*	8	**	*	8
	2%	*%	3%	**	*%	2%
			d			
Wrong mail delivered / our mail delivered elsewhere	7	*	4	**	-	7
	1%	*%	2%	**	-%	1%
Items being delivered intact/undamaged	6	*	6	**	-	6
	1%	*%	3%	**	-%	1%
Collection reliability	3	2	1	**	-	3
	1%	2%	*%	**	-%	1%
Price of postage	3	2	1	**	-	3
	1%	2%	*%	**	-%	1%
Accessibility of the sorting office / opening hours	2	-	2	**	-	2
	*%	-%	1%	**	-%	*%
Trustworthiness of the provider	*	-	-	**	*	*
	*%	-%	-%	**	*%	*%
Latest collection time	*	-	*	**	-	*
	*%	-%	*%	**	-%	*%
Time of collection	*	-	-	**	-	*
	*%	-%	-%	**	-%	*%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%

Columns Tested: a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Problems with the Smart

Stamp online system

Recorded letters not

being signed for

Don't know / na

Other

NET: Any problem

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
532	105	242	34	129	532
527	92	221	31	154	527
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
5	5	-	**	*	5
1%	5%	-%	**	*%	1%
	bd				
71	14	41	**	9	71
14%	15%	19%	**	6%	14%
	cd	cd			

Columns Tested: a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	67	36	19	9	3	31	18	12	3	2	5
Weighted total	71	69	1	1	*	2	34	20	2	3	*
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	67	4	3	11	2	2	10	9	4	5	50	9	6	2
Weighted total	71	8	8	5	4	2	9	13	6	9	63	5	3	*
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	67	7	1	10	1	1	8	9	6	8	51	9	5	2
Weighted total	71	11	3	5	2	*	8	13	6	16	64	5	2	*
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	11%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	19%	**	**	**	**	**	**	**	**	**	19%	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	13%	**	**	**	**	**	**	**	**	**	12%	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	5	**	**	**
	10%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	19	**	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	8%	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	13	**	**	**
	22%	**	**	**	**	**	**	**	**	**	20%	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	15	**	**	**
	22%	**	**	**	**	**	**	**	**	**	23%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Industry							Urbanity		Location		Internet connection		
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%															
Unweighted total	67	-	7	-	6	18	2	5	29	42	25	57	10	65	2
Weighted total	71	-	11	-	3	20	3	5	30	42	29	59	12	68	3
Very Dissatisfied	8 11%	**	**	**	**	**	**	**	**	**	**	8 14%	**	8 12%	**
Fairly Dissatisfied	7 10%	**	**	**	**	**	**	**	**	**	**	5 9%	**	7 11%	**
Neither Satisfied Nor Dissatisfied	13 19%	**	**	**	**	**	**	**	**	**	**	11 19%	**	13 19%	**
Fairly Satisfied	9 13%	**	**	**	**	**	**	**	**	**	**	5 9%	**	8 12%	**
Very Satisfied	7 10%	**	**	**	**	**	**	**	**	**	**	7 12%	**	7 10%	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22 31%	**	**	**	**	**	**	**	**	**	**	18 30%	**	20 29%	**
Don't Know (DO NOT READ OUT)	5 7%	**	**	**	**	**	**	**	**	**	**	5 8%	**	5 7%	**
NET: Satisfied	16 22%	**	**	**	**	**	**	**	**	**	**	12 21%	**	15 22%	**
NET: Dissatisfied	15 22%	**	**	**	**	**	**	**	**	**	**	13 23%	**	15 23%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																
Unweighted total	67	25	13	28	37	21	9	-	-	-	-	58	9	13	24	30
Weighted total	71	26	13	30	41	20	10	-	-	-	-	61	10	19	23	30
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	9%	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	11	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	17%	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	11%	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	11%	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	22	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	36%	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	13	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	22%	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	11	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	17%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent									
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+		
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h		
Unweighted total	67	45	40	50	33	26	48	35	6	3	2	4	-	-	29	3	1	-	-	-	-	-		
Weighted total	71	43	40	54	41	27	51	40	4	5	*	5	-	-	34	5	2	-	-	-	-	-		
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
			d	d																				
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
		bd					b																	
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	67	14	11	7	18	8	5	10	9	1	22	1	10	64	3
Weighted total	71	22	15	3	13	11	7	6	14	3	32	3	6	70	1
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	12%	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**	13	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	19%	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	**	9	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	13%	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	21	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	30%	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**	16	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	22%	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	**	15	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	22%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Unweighted total	67	50	29	4	49	1	29	4	17	41	11	-
Weighted total	71	54	40	1	51	3	38	3	16	38	10	-
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	c	a	b	*c
Unweighted total	67	14	34	5	-	25	23	12	-	45	40	31	42	31	2
Weighted total	71	14	35	6	-	28	33	9	-	43	40	39	44	28	2
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**			**	**			**	**	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	b	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	67	22	12	16	9	6	45	29	3	1	5	1	64	52	65	60	67
Weighted total	71	26	13	16	2	3	49	28	4	*	11	1	67	53	69	60	71
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	8	5	8	7	8
	11%	**	**	**	**	**	**	**	**	**	**	**	12%	10%	12%	12%	11%
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	7	5	7	7	7
	10%	**	**	**	**	**	**	**	**	**	**	**	11%	10%	11%	12%	10%
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	13	12	13	11	13
	19%	**	**	**	**	**	**	**	**	**	**	**	20%	23%	19%	18%	19%
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	9	9	9	9	9
	13%	**	**	**	**	**	**	**	**	**	**	**	13%	17%	13%	15%	13%
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	7	4	7	5	7
	10%	**	**	**	**	**	**	**	**	**	**	**	10%	7%	10%	8%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	18	15	20	16	22
	31%	**	**	**	**	**	**	**	**	**	**	**	27%	28%	29%	26%	31%
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	5	3	5	5	5
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	5%	7%	8%	7%
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**	16	13	16	14	16
	22%	**	**	**	**	**	**	**	**	**	**	**	23%	24%	23%	23%	22%
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	15	11	15	15	15
	22%	**	**	**	**	**	**	**	**	**	**	**	23%	20%	22%	25%	22%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	a	*b	*a	*b	*a	*b	*a	b	*c
Unweighted total	67	47	63	23	-	40	67	-	14	1	3	12	15	35	17
Weighted total	71	41	65	21	-	41	71	-	15	*	2	12	16	35	21
Very Dissatisfied	8	**	8	**	**	**	8	**	**	**	**	**	**	**	**
	11%	**	12%	**	**	**	11%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	7	**	5	**	**	**	7	**	**	**	**	**	**	**	**
	10%	**	8%	**	**	**	10%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	11	**	**	**	13	**	**	**	**	**	**	**	**
	19%	**	17%	**	**	**	19%	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	9	**	**	**	9	**	**	**	**	**	**	**	**
	13%	**	14%	**	**	**	13%	**	**	**	**	**	**	**	**
Very Satisfied	7	**	7	**	**	**	7	**	**	**	**	**	**	**	**
	10%	**	10%	**	**	**	10%	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	20	**	**	**	22	**	**	**	**	**	**	**	**
	31%	**	31%	**	**	**	31%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	5	**	**	**	5	**	**	**	**	**	**	**	**
	7%	**	8%	**	**	**	7%	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	16	**	**	**	16	**	**	**	**	**	**	**	**
	22%	**	24%	**	**	**	22%	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	13	**	**	**	15	**	**	**	**	**	**	**	**
	22%	**	21%	**	**	**	22%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	6	43	43	24	50	8	28	18	21	10	26	21
Weighted total	71	7	38	51	21	54	1	38	25	25	13	33	17
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	9	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	16	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	15	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		*a	b	*c	*d	
Unweighted total	67	13	39	3	8	67
Weighted total	71	14	41	*	9	71
Very Dissatisfied	8	**	**	**	**	8
	11%	**	**	**	**	11%
Fairly Dissatisfied	7	**	**	**	**	7
	10%	**	**	**	**	10%
Neither Satisfied Nor Dissatisfied	13	**	**	**	**	13
	19%	**	**	**	**	19%
Fairly Satisfied	9	**	**	**	**	9
	13%	**	**	**	**	13%
Very Satisfied	7	**	**	**	**	7
	10%	**	**	**	**	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	22
	31%	**	**	**	**	31%
Don't Know (DO NOT READ OUT)	5	**	**	**	**	5
	7%	**	**	**	**	7%
NET: Satisfied	16	**	**	**	**	16
	22%	**	**	**	**	22%
NET: Dissatisfied	15	**	**	**	**	15
	22%	**	**	**	**	22%

Columns Tested: a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	67	36	19	9	3	31	18	12	3	2	5
Weighted total	71	69	1	1	*	2	34	20	2	3	*
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	67	4	3	11	2	2	10	9	4	5	50	9	6	2
Weighted total	71	8	8	5	4	2	9	13	6	9	63	5	3	*
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	67	7	1	10	1	1	8	9	6	8	51	9	5	2
Weighted total	71	11	3	5	2	*	8	13	6	16	64	5	2	*
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	8%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	13	**	**	**
	20%	**	**	**	**	**	**	**	**	**	20%	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	14	**	**	**
	24%	**	**	**	**	**	**	**	**	**	22%	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	19	**	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	8%	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	27	**	**	**
	44%	**	**	**	**	**	**	**	**	**	43%	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	11%	**	**	**	**	**	**	**	**	**	12%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Industry								Urbanity		Location		Internet connection		
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No	
Significance Level: 95%															
Unweighted total	67	^a -	^b 7	^c -	^d 6	^e 18	^f 2	^g 5	^h 29	a 42	^b 25	a 57	^b 10	a 65	^b 2
Weighted total	71	-	11	-	3	20	3	5	30	42	29	59	12	68	3
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	5	**	5	**
7%		**	**	**	**	**	**	**	**	**	**	8%	**	7%	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	3	**	3	**
4%		**	**	**	**	**	**	**	**	**	**	5%	**	4%	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	4	**	6	**
8%		**	**	**	**	**	**	**	**	**	**	6%	**	8%	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	11	**	14	**
20%		**	**	**	**	**	**	**	**	**	**	19%	**	21%	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	14	**	16	**
24%		**	**	**	**	**	**	**	**	**	**	24%	**	24%	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	18	**	20	**
31%		**	**	**	**	**	**	**	**	**	**	30%	**	29%	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	5	**	5	**
7%		**	**	**	**	**	**	**	**	**	**	8%	**	7%	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	25	**	30	**
44%		**	**	**	**	**	**	**	**	**	**	43%	**	44%	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	8	**	8	**
11%		**	**	**	**	**	**	**	**	**	**	13%	**	11%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	67	25	13	28	37	21	9	-	-	-	-	-	58	9	13	24	30
Weighted total	71	26	13	30	41	20	10	-	-	-	-	-	61	10	19	23	30
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	*%	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	9%	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	15%	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	24%	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	22	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	36%	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	24	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	39%	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h
Unweighted total	67	45	40	50	33	26	48	35	6	3	2	4	-	-	29	3	1	-	-	-	-	-
Weighted total	71	43	40	54	41	27	51	40	4	5	*	5	-	-	34	5	2	-	-	-	-	-
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			d	d																		
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		bd					b															
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	67	14	11	7	18	8	5	10	9	1	22	1	10	64	3
Weighted total	71	22	15	3	13	11	7	6	14	3	32	3	6	70	1
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	6	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**	14	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	20%	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**	17	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	24%	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	21	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	30%	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	31	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	44%	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	8	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Unweighted total	67	50	-	29	4	49	1	29	4	17	41	11	-
Weighted total	71	54	-	40	1	51	3	38	3	16	38	10	-
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	c	a	b	*c
Unweighted total	67	14	34	5	-	25	23	12	-	45	40	31	42	31	2
Weighted total	71	14	35	6	-	28	33	9	-	43	40	39	44	28	2
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	b	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	67	22	12	16	9	45	29	3	1	5	1	64	52	65	60	67
Weighted total	71	26	13	16	2	49	28	4	*	11	1	67	53	69	60	71
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	5	2	5	5	5
	7%	**	**	**	**	**	**	**	**	**	**	7%	4%	7%	8%	7%
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	4%	**	**	**	**	**	**	**	**	**	**	4%	5%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	6	5	6	6	6
	8%	**	**	**	**	**	**	**	**	**	**	9%	9%	8%	10%	8%
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	14	12	14	10	14
	20%	**	**	**	**	**	**	**	**	**	**	21%	23%	20%	18%	20%
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	17	14	17	15	17
	24%	**	**	**	**	**	**	**	**	**	**	25%	26%	24%	25%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	18	15	20	16	22
	31%	**	**	**	**	**	**	**	**	**	**	27%	28%	29%	26%	31%
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	5	3	5	5	5
	7%	**	**	**	**	**	**	**	**	**	**	7%	5%	7%	8%	7%
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	31	26	31	25	31
	44%	**	**	**	**	**	**	**	**	**	**	46%	49%	45%	43%	44%
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	8	5	8	8	8
	11%	**	**	**	**	**	**	**	**	**	**	11%	9%	11%	13%	11%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	a	*b	*a	*b	*a	*b	*a	b	*c
Unweighted total	67	47	63	23	-	40	67	-	14	1	3	12	15	35	17
Weighted total	71	41	65	21	-	41	71	-	15	*	2	12	16	35	21
Very Dissatisfied	5	**	5	**	**	**	5	**	**	**	**	**	**	**	**
	7%	**	7%	**	**	**	7%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	3	**	**	**	3	**	**	**	**	**	**	**	**
	4%	**	4%	**	**	**	4%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	6	**	**	**	6	**	**	**	**	**	**	**	**
	8%	**	9%	**	**	**	8%	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	10	**	**	**	14	**	**	**	**	**	**	**	**
	20%	**	15%	**	**	**	20%	**	**	**	**	**	**	**	**
Very Satisfied	17	**	17	**	**	**	17	**	**	**	**	**	**	**	**
	24%	**	26%	**	**	**	24%	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	20	**	**	**	22	**	**	**	**	**	**	**	**
	31%	**	31%	**	**	**	31%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	5	**	**	**	5	**	**	**	**	**	**	**	**
	7%	**	8%	**	**	**	7%	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	27	**	**	**	31	**	**	**	**	**	**	**	**
	44%	**	41%	**	**	**	44%	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	8	**	**	**	8	**	**	**	**	**	**	**	**
	11%	**	12%	**	**	**	11%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	16	6	43	43	24	50	8	28	18	21	10	26	21
Weighted total	71	27	38	51	21	54	1	38	25	25	13	33	17
Very Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	14	**	**	**	**	**	**	**	**	**	**	**	**
20%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	17	**	**	**	**	**	**	**	**	**	**	**	**
24%	**	**	**	**	**	**	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**
44%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
11%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	*a	b	*c	*d	
Unweighted total	67	13	39	3	8
Weighted total	71	14	41	*	9
Very Dissatisfied	5	**	**	**	**
	7%	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**
	4%	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**
	8%	**	**	**	**
Fairly Satisfied	14	**	**	**	**
	20%	**	**	**	**
Very Satisfied	17	**	**	**	**
	24%	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	22	**	**	**	**
	31%	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**
	7%	**	**	**	**
NET: Satisfied	31	**	**	**	**
	44%	**	**	**	**
NET: Dissatisfied	8	**	**	**	**
	11%	**	**	**	**

Columns Tested: a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very low	3	3	*	*	**	*	-	-	**	**	-
	1%	1%	*%	1%	**	1%	-%	-%	**	**	-%
Quite low	8	8	-	*	**	*	7	-	**	**	-
	2%	2%	-%	1%	**	*%	3%	-%	**	**	-%
Neither low nor high	57	55	1	1	**	2	26	17	**	**	3
	11%	11%	4%	14%	**	9%	12%	13%	**	**	20%
		b		b	be						
Quite high	252	243	6	2	**	9	102	62	**	**	8
	48%	48%	49%	39%	**	44%	47%	48%	**	**	51%
		d	d								
Very high	207	197	6	2	**	10	83	50	**	**	4
	39%	39%	46%	44%	**	47%	38%	39%	**	**	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
NET: High	460	440	12	4	**	20	185	112	**	**	12
	87%	87%	95%	83%	**	90%	85%	87%	**	**	80%
			acd								
NET: Low	11	11	*	*	**	*	7	-	**	**	-
	2%	2%	*%	2%	**	1%	3%	-%	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	^a	^b	c	^d	e	f	g	h	ⁱ	j	k	l	m	
532	16	28	51	23	45	78	54	34	21	350	68	61	53	
527	27	51	45	30	52	95	71	52	28	452	31	25	20	
3	**	**	2	**	**	-	-	**	**	2	-	1	-	
1%	**	**	5%	**	**	-%	-%	**	**	%	-%	4%	-%	
			j									j		
8	**	**	-	**	**	*	-	**	**	7	-	1	-	
2%	**	**	-%	**		%	-%	**	**	2%	-%	3%	-%	
					cfgjkm									
57	**	**	11	**		6	4	**	**	49	4	2	1	
11%	**	**	24%	**	**	7%	6%	**	**	11%	14%	8%	5%	
			efghilm											
252	**	**	13	**	**	50	38	**	**	224	11	10	7	
48%	**	**	30%	**		53%	53%	**	**	50%	37%	40%	35%	
					c	ckm	c			cm				
207	**	**	19	**	**	38	29	**	**	169	15	11	12	
39%	**	**	42%	**	**	40%	41%	**	**	37%	49%	45%	60%	
												efj		
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
460	**	**	32	**	**	88	67	**	**	393	26	22	19	
87%	**	**	72%	**	**	93%	94%	**	**	87%	86%	85%	95%	
						c	c	c		c			c	
11	**	**	2	**	**	*	-	**	**	9	-	2	-	
2%	**	**	5%	**		%	-%	**	**	2%	-%	7%	-%	
					fgjkm							fgjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	49	449	33	24	22
Very low	3	**	**	**	**	**	2	-	**	**	2	-	-
1%	**	**	**	**	**	**	3%	-%	**	**	*%	-%	4%
												j	-
Quite low	8	**	**	**	**	**	*	-	**	**	7	-	1
2%	**	**	**	**	**	**	*%	-%	**	**	2%	-%	4%
						fk							-%
Neither low nor high	57	**	**	**	**	**	4	4	**	**	50	4	1
11%	**	**	**	**	**	**	5%	6%	**	**	11%	14%	5%
	e		efgilm						eflm		e		4%
Quite high	252	**	**	**	**	**	47	38	**	**	220	13	10
48%	**	**	**	**	**	**	57%	55%	**	**	49%	41%	43%
	c				c	c	c	c	c	c	c	c	9
Very high	207	**	**	**	**	**	28	27	**	**	170	15	11
39%	**	**	**	**	**	**	35%	39%	**	**	38%	46%	45%
			i					i		i	i	i	afij
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	-	-	**	**	-	-	-
-%	**	**	**	**	**	**	-%	-%	**	**	-%	-%	-%
NET: High	460	**	**	**	**	**	75	66	**	**	389	28	21
87%	**	**	**	**	**	**	92%	94%	**	**	87%	86%	96%
					c	c	c	c			c	c	cl
NET: Low	11	**	**	**	**	**	2	-	**	**	9	-	2
2%	**	**	**	**	**	**	3%	-%	**	**	2%	-%	7%
					k							gikm	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
3	**	-	**	-	-	**	**	3	3	*	3	-	3	**
1%	**	-%	**	-%	-%	**	**	2%	1%	*%	1%	-%	1%	**
8	**	*	**	-	8	**	**	-	8	-	7	1	7	**
2%	**	*%	**	-%	5%	**	**	-%	2%	-%	1%	2%	1%	**
					h				b					
57	**	6	**	8	5	**	**	31	37	20	48	9	56	**
11%	**	11%	**	12%	4%	**	**	16%	10%	11%	10%	18%	12%	**
		e		e			e				a			
252	**	21	**	33	76	**	**	86	163	89	230	22	229	**
48%	**	40%	**	51%	50%	**	**	45%	46%	52%	48%	45%	48%	**
207	**	25	**	24	63	**	**	72	144	63	190	17	187	**
39%	**	49%	**	37%	41%	**	**	37%	41%	37%	40%	35%	39%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
460	**	46	**	56	139	**	**	157	307	152	421	39	416	**
87%	**	89%	**	88%	91%	**	**	82%	87%	89%	88%	80%	86%	**
					h									
11	**	*	**	-	8	**	**	3	11	*	10	1	10	**
2%	**	*%	**	-%	5%	**	**	2%	3%	*%	2%	2%	2%	**
									b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	456	59	11	*	*	-	-	-	515	12	248	209	71
Very low	3	2	*	2	1	**	**	**	**	**	**	3	**	2	*	1
	1%	1%	*%	*%	1%	**	**	**	**	**	**	1%	**	1%	*%	1%
Quite low	8	3	-	3	3	**	**	**	**	**	**	6	**	3	*	5
	2%	1%	-%	1%	4%	**	**	**	**	**	**	1%	**	1%	*%	7%
			ab		ai											ab
Neither low nor high	57	34	10	47	7	**	**	**	**	**	**	54	**	21	26	9
	11%	10%	13%	10%	11%	**	**	**	**	**	**	10%	**	8%	13%	13%
Quite high	252	171	40	230	17	**	**	**	**	**	**	247	**	129	102	22
	48%	50%	53%	50%	29%	**	**	**	**	**	**	48%	**	52%	49%	31%
		c	c	b								b		c	c	
Very high	207	130	25	174	32	**	**	**	**	**	**	206	**	93	81	34
	39%	38%	33%	38%	54%	**	**	**	**	**	**	40%	**	38%	39%	47%
			b		ai											
Don't Know (DO NOT READ OUT)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
NET: High	460	301	65	404	49	**	**	**	**	**	**	453	**	222	182	56
	87%	89%	87%	88%	83%	**	**	**	**	**	**	88%	**	89%	87%	79%
														c	c	
NET: Low	11	5	*	5	3	**	**	**	**	**	**	9	**	5	*	6
	2%	2%	*%	1%	6%	**	**	**	**	**	**	2%	**	2%	*%	8%
			ab		ai									b		ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	532	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
Weighted total	527	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
Very low	3	1	*	1	-	*	1	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	*%	*%	*%	-%	*%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
								a														
Quite low	8	5	5	5	5	2	6	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	2%	3%	1%	3%	2%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Neither low nor high	57	32	25	38	22	11	35	35	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	11%	11%	14%	11%	14%	10%	10%	11%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
Quite high	252	151	91	172	63	54	178	157	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	48%	51%	52%	52%	40%	47%	52%	52%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**
		d	d	d		d	d	b														
Very high	207	106	56	117	68	48	121	107	**	**	**	**	**	**	67	**	**	**	**	**	**	**
	39%	36%	32%	35%	43%	42%	36%	35%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**
					b	b		a														
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: High	460	257	147	289	131	102	299	264	**	**	**	**	**	**	125	**	**	**	**	**	**	**
	87%	87%	83%	87%	83%	89%	88%	87%	**	**	**	**	**	**	84%	**	**	**	**	**	**	**
NET: Low	11	6	5	6	5	2	7	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	2%	3%	2%	3%	2%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	106	99	97	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	3	61	30	39	24	4	106	10	42	501	27
Very low	3	-	-	-	**	-	**	**	**	**	-	**	-	3	**
	1%	-%	-%	-%	2%	-%	**	**	**	**	-%	**	-%	1%	**
Quite low	8	2	-	3	**	-	**	**	**	**	5	**	-	8	**
	2%	2%	-%	4%	-%	-%	**	**	**	**	5%	**	-%	2%	**
								a	a						
Neither low nor high	57	11	11	10	**	4	**	**	**	**	19	**	3	54	**
	11%	9%	14%	14%	**	7%	**	**	**	**	17%	**	8%	11%	**
							a		ac						
Quite high	252	76	52	23	**	29	**	**	**	**	39	**	15	245	**
	48%	57%	62%	31%	**	47%	**	**	**	**	37%	**	36%	49%	**
		c	cd	c		d		d							
Very high	207	43	21	38	**	28	**	**	**	**	44	**	24	191	**
	39%	32%	25%	51%	**	46%	**	**	**	**	41%	**	56%	38%	**
			ab	b											
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
NET: High	460	119	73	61	**	57	**	**	**	**	83	**	38	435	**
	87%	90%	86%	83%	**	93%	**	**	**	**	78%	**	92%	87%	**
						bd		d					a		
NET: Low	11	2	-	3	**	-	**	**	**	**	5	**	-	11	**
	2%	2%	-%	4%	**	-%	**	**	**	**	5%	**	-%	2%	**
								a	a						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very low	3	1	-	**	1	**	-	**	-	1	-	**
	1%	0%	0%	**	0%	**	0%	**	0%	0%	0%	**
Quite low	8	5	5	**	5	**	5	**	3	2	2	**
	2%	1%	4%	**	2%	**	4%	**	3%	1%	6%	**
Neither low nor high	57	38	22	**	33	**	19	**	13	30	5	**
	11%	11%	16%	**	10%	**	15%	**	14%	11%	15%	**
Quite high	252	170	55	**	170	**	56	**	49	135	12	**
	48%	51%	41%	**	53%	**	45%	**	54%	50%	34%	**
Very high	207	117	53	**	115	**	45	**	27	101	15	**
	39%	35%	39%	**	35%	**	36%	**	29%	38%	44%	**
Don't Know (DO NOT READ OUT)	-	-	-	**	-	**	-	**	-	-	-	**
	0%	0%	0%	**	0%	**	0%	**	0%	0%	0%	**
NET: High	460	287	108	**	285	**	101	**	76	235	27	**
	87%	87%	80%	**	88%	**	81%	**	83%	88%	78%	**
NET: Low	11	6	5	**	6	**	5	**	3	3	2	**
	2%	2%	4%	**	2%	**	4%	**	3%	1%	6%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very low	3 1%	- -%	* -%	** **	** **	- -%	- -%	** **	** **	1 -%	* -%	- -%	* -%	1 -%	** **
Quite low	8 2%	3 4%	2 2%	** **	** **	3 2%	2 2%	** **	** **	5 2%	5 3%	5 3%	* -%	2 1%	** **
				b											
Neither low nor high	57 11%	11 15%	25 17%	** **	** **	15 14%	21 18%	** **	** **	32 11%	25 14%	22 15%	34 12%	24 11%	** **
Quite high	252 48%	35 50%	73 49%	** **	** **	41 38%	44 38%	** **	** **	149 51%	90 52%	51 35%	143 53%	121 56%	** **
		c	c							c	c				
Very high	207 39%	22 31%	49 33%	** **	** **	49 46%	47 41%	** **	** **	104 36%	53 31%	66 46%	93 34%	69 32%	** **
				ab							ab				
Don't Know (DO NOT READ OUT)	- -%	- -%	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
NET: High	460 87%	57 81%	122 82%	** **	** **	91 84%	91 80%	** **	** **	252 87%	144 83%	117 81%	236 88%	190 88%	** **
NET: Low	11 2%	3 4%	2 2%	** **	** **	3 2%	2 2%	** **	** **	6 2%	5 3%	5 3%	* -%	3 1%	** **
				b									a		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very low	3	-	-	-	**	*	1	**	**	**	**	1	*	1	1	3
	1%	-%	-%	-%	**	*%	*%	**	**	**	**	*%	*%	*%	*%	1%
Quite low	8	-	2	3	**	-	2	**	**	**	**	8	2	8	7	8
	2%	-%	4%	3%	**	-%	1%	**	**	**	**	2%	1%	2%	2%	2%
		a	a													
Neither low nor high	57	22	11	9	**	34	22	**	**	**	**	56	39	56	46	57
	11%	21%	20%	12%	**	13%	10%	**	**	**	**	12%	11%	12%	12%	11%
Quite high	252	33	20	29	**	131	122	**	**	**	**	230	178	232	175	245
	48%	32%	37%	39%	**	50%	56%	**	**	**	**	49%	51%	49%	46%	49%
Very high	207	48	21	35	**	99	70	**	**	**	**	178	132	179	150	193
	39%	47%	39%	46%	**	38%	32%	**	**	**	**	38%	38%	38%	40%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
NET: High	460	82	41	64	**	230	192	**	**	**	**	408	310	411	325	438
	87%	79%	76%	85%	**	87%	88%	**	**	**	**	86%	88%	86%	86%	87%
NET: Low	11	-	2	3	**	*	3	**	**	**	**	9	2	9	8	11
	2%	-%	4%	3%	**	*%	1%	**	**	**	**	2%	1%	2%	2%	2%
		a	a				a									

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	532	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	527	278	491	127	-	454	17	67	465	63	3	14	60	54	97
		253	475	94	-	433	17	71	456	72	*	15	65	45	96
Very low	3	*	1	-	**	*	**	1	2	-	**	**	-	1	2
	1%	*%	*%	-%	**	*%	**	1%	*%	-%	**	**	-%	2%	1%
Quite low	8	3	8	3	**	-	**	5	3	3	**	**	3	2	4
	2%	1%	2%	3%	**	-%	**	7%	1%	4%	**	**	4%	5%	1%
								b						b	
Neither low nor high	57	25	52	10	**	14	**	23	34	12	**	**	12	14	6
	11%	10%	11%	10%	**	3%	**	32%	7%	17%	**	**	19%	31%	10%
								b						bc	
Quite high	252	137	232	44	**	217	**	35	218	23	**	**	21	13	55
	48%	54%	49%	47%	**	50%	**	49%	48%	32%	**	**	32%	29%	48%
														a	a
Very high	207	88	183	38	**	203	**	8	200	34	**	**	29	15	32
	39%	35%	38%	40%	**	47%	**	11%	44%	48%	**	**	45%	33%	41%
								a							34%
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	**	-	-	-	**	**	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	-%	-%
NET: High	460	226	414	82	**	420	**	43	417	57	**	**	50	28	88
	87%	89%	87%	87%	**	97%	**	60%	91%	79%	**	**	77%	62%	89%
								a						a	a
NET: Low	11	3	9	3	**	*	**	6	5	3	**	**	3	3	2
	2%	1%	2%	3%	**	*%	**	8%	1%	4%	**	**	4%	7%	1%
								b						b	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	20	435	303	224	307	23	142	62	106	42	172	100
Very low	3	**	2	3	*	1	-	-	-	-	-	*	1
	1%	**	1%	1%	*%	%	-%	-%	-%	-%	-%	*%	1%
Quite low	8	**	1	-	8	5	*	5	3	-	5	3	2
	2%	**	*%	-%	4%	2%	*%	3%	4%	-%	11%	2%	2%
					a						acd		
Neither low nor high	57	**	38	46	11	34	6	20	16	15	8	18	15
	11%	**	9%	15%	5%	11%	25%	14%	26%	14%	20%	11%	15%
				b			a		ac				
Quite high	252	**	222	149	103	156	9	53	19	41	12	80	46
	48%	**	51%	49%	46%	51%	39%	37%	31%	38%	29%	47%	46%
						cd						b	b
Very high	207	**	171	105	102	111	8	65	24	51	17	70	36
	39%	**	39%	35%	46%	36%	36%	46%	39%	48%	40%	41%	36%
					a			a					
Don't Know (DO NOT READ OUT)	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	460	**	394	254	205	267	17	118	43	91	29	151	81
	87%	**	91%	84%	92%	87%	75%	83%	70%	86%	69%	88%	81%
			a		a	bd		d		b		b	
NET: Low	11	**	3	3	8	6	*	5	3	-	5	3	3
	2%	**	1%	1%	4%	2%	*%	3%	4%	-%	11%	2%	3%
			c		a						acd		

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very low	3	-	1	**	2
	1%	-%	*%	**	1%
Quite low	8	3	*	**	5
	2%	3%	*%	**	3%
		b		b	
Neither low nor high	57	11	31	**	8
	11%	11%	14%	**	5%
		d			
Quite high	252	39	103	**	82
	48%	43%	47%	**	53%
Very high	207	39	87	**	57
	39%	42%	39%	**	37%
Don't Know (DO NOT READ OUT)	-	-	-	**	-
	-%	-%	-%	**	-%
NET: High	460	78	190	**	139
	87%	85%	86%	**	90%
NET: Low	11	3	1	**	7
	2%	3%	*%	**	5%
		b		b	

Columns Tested: a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	532	276	156	61	39	256	131	94	29	20	54
Weighted total	527	506	13	5	3	22	219	129	27	15	15
Very low	23 4%	22 4%	1 5%	* 6%	** **	1 6%	6 3%	6 4%	** **	** **	3 20%
											ab
Quite low	57 11%	55 11%	1 11%	* 8%	** **	2 9%	26 12%	9 7%	** **	** **	3 20%
											b
Neither low nor high	169 32%	163 32%	3 23%	1 28%	** **	6 28%	61 28%	58 45%	** **	** **	4 30%
		b		abce				a			
Quite high	186 35%	178 35%	5 42%	2 35%	** **	8 37%	85 39%	38 29%	** **	** **	4 25%
		d			d						
Very high	89 17%	85 17%	3 19%	1 22%	** **	4 19%	37 17%	18 14%	** **	** **	1 6%
Don't Know (DO NOT READ OUT)	3 1%	3 1%	* 2%	- -%	** **	* 2%	3 1%	- -%	** **	** **	- -%
				a							
NET: High	276 52%	264 52%	8 61%	3 57%	** **	12 55%	122 56%	56 43%	** **	** **	5 31%
		d	d	d	d	d	e				
NET: Low	80 15%	77 15%	2 15%	1 15%	** **	3 15%	33 15%	15 12%	** **	** **	6 39%
											ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	532	16	28	51	23	45	78	54	34	21	350	68	61	53
Weighted total	527	27	51	45	30	52	95	71	52	28	452	31	25	20
Very low	23	**	**	*	**	**	6	2	**	**	20	3	1	-
	4%	**	**	%	**	**	7%	3%	**	**	4%	9%	4%	-%
											cm			
Quite low	57	**	**	8	**	**	8	2	**	**	48	4	2	2
	11%	**	**	19%	**	**	9%	3%	**	**	11%	14%	7%	10%
				g		fgjl					g			
Neither low nor high	169	**	**	15	**	**	23	21	**	**	145	9	6	8
	32%	**	**	34%	**	**	25%	29%	**	**	32%	31%	23%	42%
						h								fhl
Quite high	186	**	**	13	**	**	36	36	**	**	161	7	13	5
	35%	**	**	29%	**	**	38%	50%	**	**	36%	22%	51%	25%
							ek	cejkm	ek		ek		cejkm	
Very high	89	**	**	8	**	**	21	11	**	**	74	7	4	5
	17%	**	**	19%	**	**	22%	15%	**	**	16%	24%	15%	23%
Don't Know (DO NOT READ OUT)	3	**	**	*	**	**	-	-	**	**	3	-	-	-
	1%	**	**	%	**	**	-%	-%	**	**	1%	-%	-%	-%
									fj					
NET: High	276	**	**	21	**	**	57	46	**	**	235	14	17	10
	52%	**	**	47%	**	**	60%	65%	**	**	52%	46%	66%	48%
						e	ek	ek	ek				ekj	
NET: Low	80	**	**	8	**	**	15	4	**	**	68	7	3	2
	15%	**	**	19%	**	**	15%	6%	**	**	15%	23%	11%	10%
				g		g					g			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	532	36	17	50	18	32	69	51	37	35	345	69	64	54
Weighted total	527	61	30	45	23	36	81	70	53	49	449	33	24	22
Very low	23	**	**	**	**	**	4	2	**	**	20	3	1	-
	4%	**	**	**	**	**	5%	3%	**	**	4%	8%	4%	-%
		m									m			
Quite low	57	**	**	**	**	**	10	2	**	**	48	4	2	2
	11%	**	**	**	**	**	13%	3%	**	**	11%	14%	8%	9%
						g								
Neither low nor high	169	**	**	**	**	**	26	23	**	**	144	9	5	11
	32%	**	**	**	**	**	32%	34%	**	**	32%	29%	22%	48%
										afhijkl				ahjkl
Quite high	186	**	**	**	**	**	26	30	**	**	159	9	13	5
	35%	**	**	**	**	**	32%	42%	**	**	36%	27%	54%	22%
		eikm						eim				cefijkm		
Very high	89	**	**	**	**	**	15	13	**	**	75	7	3	5
	17%	**	**	**	**	**	19%	18%	**	**	17%	23%	12%	21%
								i			i			i
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	-	-	**	**	3	-	-	-
	1%	**	**	**	**	**	-%	-%	**	**	1%	-%	-%	-%
								j						
NET: High	276	**	**	**	**	**	41	42	**	**	234	16	16	10
	52%	**	**	**	**	**	50%	60%	**	**	52%	49%	66%	43%
		i		i			i	i			i		ceijm	
NET: Low	80	**	**	**	**	**	15	4	**	**	68	7	3	2
	15%	**	**	**	**	**	18%	6%	**	**	15%	22%	12%	9%
						g				g		g		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	532	8	60	13	66	133	21	35	196	340	192	454	78	504	28
Weighted total	527	6	52	10	64	153	16	35	191	355	172	479	49	482	45
Very low	23	**	2	**	*	7	**	**	12	13	10	23	*	22	**
	4%	**	5%	**	1%	5%	**	**	6%	4%	6%	5%	1%	5%	**
Quite low	57	**	1	**	15	21	**	**	17	40	16	55	1	54	**
	11%	**	1%	**	24%	14%	**	**	9%	11%	9%	12%	3%	11%	**
					bgh	b			b			b			
Neither low nor high	169	**	22	**	17	40	**	**	66	117	52	149	20	151	**
	32%	**	42%	**	26%	26%	**	**	35%	33%	30%	31%	42%	31%	**
			e												
Quite high	186	**	21	**	18	50	**	**	68	116	70	164	22	171	**
	35%	**	41%	**	28%	33%	**	**	35%	33%	41%	34%	45%	35%	**
Very high	89	**	6	**	14	31	**	**	28	65	24	85	5	83	**
	17%	**	11%	**	22%	20%	**	**	14%	18%	14%	18%	10%	17%	**
Don't Know (DO NOT READ OUT)	3	**	*	**	-	3	**	**	*	3	-	3	*	*	**
	1%	**	*%	**	-%	2%	**	**	*%	1%	-%	1%	*%	*%	**
NET: High	276	**	27	**	32	81	**	**	95	181	94	249	27	254	**
	52%	**	52%	**	49%	53%	**	**	50%	51%	55%	52%	55%	53%	**
NET: Low	80	**	3	**	16	29	**	**	29	54	26	78	2	76	**
	15%	**	6%	**	24%	19%	**	**	15%	15%	15%	16%	3%	16%	**
					bg	b						b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	532	314	90	124	398	113	17	3	1	-	-	-	511	21	169	229	134
Weighted total	527	340	75	106	456	59	11	*	*	-	-	-	515	12	248	209	71
Very low	23	14	3	6	16	4	**	**	**	**	**	**	21	**	8	8	7
	4%	4%	4%	6%	4%	7%	**	**	**	**	**	**	4%	**	3%	4%	10% ab
Quite low	57	39	12	5	51	*	**	**	**	**	**	**	52	**	30	21	5
	11%	11%	17%	5%	11%	1%	**	**	**	**	**	**	10%	**	12%	10%	7%
Neither low nor high	169	100	26	39	147	19	**	**	**	**	**	**	166	**	70	76	22
	32%	30%	34%	36%	32%	33%	**	**	**	**	**	**	32%	**	28%	37%	31%
Quite high	186	127	22	36	159	27	**	**	**	**	**	**	186	**	93	66	28
	35%	38%	30%	34%	35%	46%	**	**	**	**	**	**	36%	**	37%	32%	39%
Very high	89	56	11	20	80	8	**	**	**	**	**	**	88	**	43	37	9
	17%	17%	15%	18%	18%	13%	**	**	**	**	**	**	17%	**	18%	18%	13%
Don't Know (DO NOT READ OUT)	3	3	-	-	3	-	**	**	**	**	**	**	3	**	3	-	-
	1%	1%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	-%	-%
NET: High	276	184	34	56	239	35	**	**	**	**	**	**	274	**	136	103	37
	52%	54%	45%	53%	52%	59%	**	**	**	**	**	**	53%	**	55%	49%	51%
NET: Low	80	53	15	12	68	5	**	**	**	**	**	**	72	**	38	29	12
	15%	16%	21%	11%	15%	8%	**	**	**	**	**	**	14%	**	16%	14%	17%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 94 (continuation)

Page 1367

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
532	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
527	362	253	391	180	169	379	328	37	11	8	6	-	-	168	6	3	1	1	1	-	2
	294	177	333	158	115	341	304	14	5	4	5	-	-	150	5	2	*	*	*	-	*
23	5	3	7	6	9	15	3	**	**	**	**	**	**	6	**	**	**	**	**	**	**
4%	2%	2%	2%	4%	8%	5%	1%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
					abc	ab		a													
57	28	18	30	13	13	45	30	**	**	**	**	**	**	9	**	**	**	**	**	**	**
11%	10%	10%	9%	9%	11%	13%	10%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
169	100	59	114	50	41	123	101	**	**	**	**	**	**	48	**	**	**	**	**	**	**
32%	34%	33%	34%	32%	35%	36%	33%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
186	121	76	134	60	36	117	124	**	**	**	**	**	**	60	**	**	**	**	**	**	**
35%	41%	43%	40%	38%	31%	34%	41%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**
	e	ef	e																		
89	40	21	48	28	17	40	46	**	**	**	**	**	**	28	**	**	**	**	**	**	**
17%	13%	12%	14%	18%	15%	12%	15%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**
				f			b														
3	-	-	-	*	-	-	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	-%	-%	-%	*%	-%	-%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
276	161	97	182	88	53	157	169	**	**	**	**	**	**	88	**	**	**	**	**	**	**
52%	55%	55%	55%	56%	46%	46%	56%	**	**	**	**	**	**	59%	**	**	**	**	**	**	**
	f	f	f	f																	
80	33	21	38	19	22	61	33	**	**	**	**	**	**	14	**	**	**	**	**	**	**
15%	11%	12%	11%	12%	19%	18%	11%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
					abc	abc															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 94 (continuation)

Page 1368

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	532	106	99	85	3	60	35	44	37	4	99	9	71	506	26
Weighted total	527	132	84	74	3	61	30	39	24	4	106	10	42	501	27
Very low	23	4	2	*	**	1	**	**	**	**	5	**	1	23	**
	4%	3%	3%	1%	**	2%	**	**	**	**	4%	**	2%	5%	**
									c						
Quite low	57	6	12	10	3	2	**	**	**	**	12	**	1	56	**
	11%	4%	14%	13%	9%	3%	**	**	**	**	12%	**	3%	11%	**
		a	a	a							c				
Neither low nor high	169	41	33	20	17	15	**	**	**	**	41	**	9	161	**
	32%	31%	40%	27%	47%	25%	**	**	**	**	39%	**	21%	32%	**
				ac					a		c				
Quite high	186	63	32	24	12	29	**	**	**	**	32	**	19	174	**
	35%	48%	37%	33%	32%	48%	**	**	**	**	30%	**	44%	35%	**
		cd				d									
Very high	89	19	6	19	4	14	**	**	**	**	16	**	12	85	**
	17%	14%	7%	26%	10%	23%	**	**	**	**	15%	**	29%	17%	**
			abd										a		
Don't Know (DO NOT READ OUT)	3	-	-	-	**	*	**	**	**	**	-	**	-	*	**
	1%	-%	-%	-%	**	*%	**	**	**	**	-%	**	-%	*%	**
NET: High	276	82	37	43	16	43	**	**	**	**	48	**	31	259	**
	52%	62%	44%	59%	42%	70%	**	**	**	**	45%	**	74%	52%	**
		bd		bd		cd	d						a		
NET: Low	80	9	14	10	4	3	**	**	**	**	17	**	2	80	**
	15%	7%	16%	14%	11%	5%	**	**	**	**	16%	**	5%	16%	**
		a							a		c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	532	387	146	34	382	8	144	36	112	339	55	-
Weighted total	527	331	134	23	324	7	125	32	91	268	34	-
Very low	23	7	6	**	5	**	3	**	1	5	1	**
	4%	2%	4%	**	1%	**	2%	**	1%	2%	3%	**
Quite low	57	30	13	**	30	**	13	**	6	27	2	**
	11%	9%	10%	**	9%	**	11%	**	6%	10%	7%	**
Neither low nor high	169	112	45	**	109	**	40	**	30	91	12	**
	32%	34%	33%	**	34%	**	32%	**	33%	34%	34%	**
Quite high	186	133	48	**	131	**	48	**	44	106	15	**
	35%	40%	36%	**	41%	**	39%	**	48%	39%	44%	**
Very high	89	48	22	**	48	**	20	**	11	38	4	**
	17%	15%	17%	**	15%	**	16%	**	12%	14%	13%	**
Don't Know (DO NOT READ OUT)	3	-	*	**	-	**	*	**	-	-	-	**
	1%	-%	-%	**	-%	**	-%	**	-%	-%	-%	**
NET: High	276	182	71	**	179	**	68	**	54	144	19	**
	52%	55%	53%	**	55%	**	55%	**	60%	54%	57%	**
			a									
NET: Low	80	38	19	**	35	**	16	**	7	33	3	**
	15%	11%	14%	**	11%	**	13%	**	7%	12%	10%	**
			b									

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	532	94	226	37	-	120	130	44	-	357	248	160	331	261	6
Weighted total	527	70	149	18	-	108	114	30	-	290	173	143	270	217	3
Very low	23	-	3	**	**	3	6	**	**	5	3	6	6	4	**
	4%	-%	2%	**	**	3%	5%	**	**	2%	2%	4%	2%	2%	**
Quite low	57	8	14	**	**	8	10	**	**	28	17	8	23	26	**
	11%	12%	10%	**	**	8%	9%	**	**	10%	10%	6%	8%	12%	**
Neither low nor high	169	25	54	**	**	31	42	**	**	98	57	47	96	76	**
	32%	36%	36%	**	**	29%	37%	**	**	34%	33%	33%	36%	35%	**
Quite high	186	31	59	**	**	45	37	**	**	119	76	56	105	83	**
	35%	43%	40%	**	**	42%	33%	**	**	41%	44%	39%	39%	38%	**
		c													
Very high	89	6	19	**	**	20	19	**	**	40	21	27	40	29	**
	17%	9%	13%	**	**	19%	17%	**	**	14%	12%	19%	15%	13%	**
			a												
Don't Know (DO NOT READ OUT)	3	-	-	**	**	*	*	**	**	-	-	*	-	-	**
	1%	-%	-%	**	**	*%	*%	**	**	-%	-%	*%	-%	-%	**
NET: High	276	37	78	**	**	65	56	**	**	158	97	83	145	111	**
	52%	52%	52%	**	**	60%	49%	**	**	55%	56%	58%	54%	51%	**
NET: Low	80	8	17	**	**	12	16	**	**	33	20	14	29	30	**
	15%	12%	11%	**	**	11%	14%	**	**	12%	11%	10%	11%	14%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	129	72	90	33	28	313	261	15	6	6	4	491	397	495	416	520
Weighted total	527	103	54	76	11	264	218	15	3	11	4	473	352	475	379	506
Very low	23	6	5	1	**	6	4	**	**	**	**	23	15	23	18	23
	4%	5%	9%	1%	**	2%	2%	**	**	**	**	5%	4%	5%	5%	5%
Quite low	57	4	4	7	**	23	28	**	**	**	**	54	29	54	37	57
	11%	4%	8%	9%	**	9%	13%	**	**	**	**	11%	8%	11%	10%	11%
Neither low nor high	169	39	22	30	**	94	81	**	**	**	**	149	124	149	116	163
	32%	38%	42%	40%	**	36%	37%	**	**	**	**	31%	35%	31%	31%	32%
Quite high	186	34	13	25	**	97	77	**	**	**	**	168	127	170	141	177
	35%	33%	25%	34%	**	37%	35%	**	**	**	**	35%	36%	36%	37%	35%
Very high	89	21	9	13	**	43	27	**	**	**	**	80	58	80	67	83
	17%	20%	17%	17%	**	16%	12%	**	**	**	**	17%	16%	17%	18%	16%
Don't Know (DO NOT READ OUT)	3	*	-	-	**	*	-	**	**	**	**	*	*	*	*	3
	1%	*%	-%	-%	**	*%	-%	**	**	**	**	*%	*%	*%	*%	1%
NET: High	276	55	22	38	**	140	104	**	**	**	**	248	185	250	208	260
	52%	53%	42%	50%	**	53%	48%	**	**	**	**	52%	52%	53%	55%	51%
NET: Low	80	10	9	8	**	29	33	**	**	**	**	77	44	77	55	80
	15%	9%	17%	10%	**	11%	15%	**	**	**	**	16%	12%	16%	14%	16%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	532	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	527	278	491	127	-	454	17	67	465	63	3	14	60	54	380
Very low	23	253	475	94	-	433	17	71	456	72	*	15	65	45	387
	4%	5	19	2	**	15	**	8	16	3	**	**	3	4	13
		2%	4%	2%	**	4%	**	11%	3%	4%	**	**	4%	8%	3%
Quite low	57	30	54	9	**	28	**	7	49	2	**	**	2	12	33
	11%	12%	11%	10%	**	6%	**	10%	11%	3%	**	**	4%	27%	8%
Neither low nor high	169	86	147	29	**	127	**	27	142	27	**	**	23	12	130
	32%	34%	31%	31%	**	29%	**	38%	31%	38%	**	**	35%	26%	34%
Quite high	186	92	174	36	**	173	**	26	160	20	**	**	17	13	137
	35%	36%	37%	38%	**	40%	**	36%	35%	28%	**	**	27%	29%	35%
Very high	89	41	80	17	**	87	**	3	86	17	**	**	17	5	71
	17%	16%	17%	18%	**	20%	**	4%	19%	24%	**	**	27%	10%	18%
Don't Know (DO NOT READ OUT)	3	*	*	*	**	3	**	*	3	3	**	**	3	-	3
	1%	1%	1%	1%	**	1%	**	1%	1%	4%	**	**	4%	1%	1%
NET: High	276	132	254	53	**	261	**	29	246	37	**	**	34	17	208
	52%	52%	54%	57%	**	60%	**	41%	54%	52%	**	**	53%	39%	54%
NET: Low	80	35	74	11	**	43	**	15	65	5	**	**	5	16	46
	15%	14%	15%	12%	**	10%	**	21%	14%	7%	**	**	8%	35%	12%
														19%	19%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	53	17	458	302	230	368	51	165	78	120	52	200	127
Weighted total	527	70	435	303	224	307	23	142	62	106	42	172	100
Very low	23	4	17	20	3	7	1	6	6	6	6	6	6
	4%	5%	4%	7%	1%	2%	4%	4%	9%	5%	13%	4%	6%
				b					a		c		
Quite low	57	13	43	35	22	26	3	9	7	5	4	8	12
	11%	19%	10%	12%	10%	8%	12%	6%	11%	4%	10%	5%	12%
		c											ac
Neither low nor high	169	22	136	96	73	104	9	47	17	38	14	56	34
	32%	32%	31%	32%	33%	34%	38%	33%	27%	36%	33%	32%	34%
Quite high	186	17	160	108	78	125	6	53	22	36	10	71	32
	35%	25%	37%	36%	35%	41%	26%	37%	35%	34%	24%	41%	33%
				b								b	
Very high	89	11	78	45	45	44	5	28	11	22	8	31	15
	17%	16%	18%	15%	20%	14%	20%	20%	17%	20%	19%	18%	15%
Don't Know (DO NOT READ OUT)	3	3	*	*	3	-	-	*	-	*	-	-	-
	1%	4%	*%	*%	1%	-%	-%	*%	-%	*%	-%	-%	-%
		c											
NET: High	276	28	238	152	123	169	11	81	33	58	18	102	48
	52%	40%	55%	50%	55%	55%	46%	57%	53%	55%	44%	59%	48%
			a									bd	
NET: Low	80	17	61	55	25	33	4	14	12	10	10	15	18
	15%	24%	14%	18%	11%	11%	16%	10%	20%	10%	23%	8%	18%
				b					ac		ac		c

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All using RM (QV4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	532	105	242	34	129
Weighted total	527	92	221	31	154
Very low	23	5	16	**	2
	4%	6%	7%	**	1%
		d			
Quite low	57	12	26	**	14
	11%	13%	12%	**	9%
Neither low nor high	169	24	78	**	45
	32%	26%	35%	**	29%
Quite high	186	32	71	**	64
	35%	35%	32%	**	41%
Very high	89	18	31	**	29
	17%	20%	14%	**	19%
Don't Know (DO NOT READ OUT)	3	-	-	**	*
	1%	-%	-%	**	-%
NET: High	276	50	102	**	92
	52%	55%	46%	**	60%
				b	
NET: Low	80	17	41	**	17
	15%	19%	19%	**	11%
		d			

Columns Tested: a,b,c,d

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	*a	*b	*c	*d	e	*a	*b	*c	*d	*e
58	22	15	15	6	36	10	7	2	2	10
21	19	1	1	*	2	8	6	*	*	1
2	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**
6	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**
24%	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**
33%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
58	-	-	-	-	-	-	-	-	-	-	-	-	58
21	-	-	-	-	-	-	-	-	-	-	-	-	21
2	**	**	**	**	**	**	**	**	**	**	**	**	2
9%	**	**	**	**	**	**	**	**	**	**	**	**	9%
5	**	**	**	**	**	**	**	**	**	**	**	**	5
22%	**	**	**	**	**	**	**	**	**	**	**	**	22%
6	**	**	**	**	**	**	**	**	**	**	**	**	6
31%	**	**	**	**	**	**	**	**	**	**	**	**	31%
5	**	**	**	**	**	**	**	**	**	**	**	**	5
24%	**	**	**	**	**	**	**	**	**	**	**	**	24%
2	**	**	**	**	**	**	**	**	**	**	**	**	2
9%	**	**	**	**	**	**	**	**	**	**	**	**	9%
1	**	**	**	**	**	**	**	**	**	**	**	**	1
5%	**	**	**	**	**	**	**	**	**	**	**	**	5%
7	**	**	**	**	**	**	**	**	**	**	**	**	7
31%	**	**	**	**	**	**	**	**	**	**	**	**	31%
7	**	**	**	**	**	**	**	**	**	**	**	**	7
33%	**	**	**	**	**	**	**	**	**	**	**	**	33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
58	-	-	-	-	-	-	-	-	-	-	-	-	58
21	-	-	-	-	-	-	-	-	-	-	-	-	21
Very good	2	**	**	**	**	**	**	**	**	**	**	**	2
9%	**	**	**	**	**	**	**	**	**	**	**	**	9%
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	5
22%	**	**	**	**	**	**	**	**	**	**	**	**	22%
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	6
31%	**	**	**	**	**	**	**	**	**	**	**	**	31%
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	5
24%	**	**	**	**	**	**	**	**	**	**	**	**	24%
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	2
9%	**	**	**	**	**	**	**	**	**	**	**	**	9%
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	1
5%	**	**	**	**	**	**	**	**	**	**	**	**	5%
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	7
31%	**	**	**	**	**	**	**	**	**	**	**	**	31%
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	7
33%	**	**	**	**	**	**	**	**	**	**	**	**	33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
58	*a 3	*b 6	*c 3	*d 6	*e 18	*f 1	*g 5	*h 16	*a 29	*b 29	a 43	*b 15	a 56	*b 2
21	1	*	*	3	7	*	2	8	11	10	18	3	19	2
2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	9%	**
5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
22%	**	**	**	**	**	**	**	**	**	**	**	**	24%	**
6	**	**	**	**	**	**	**	**	**	**	**	**	5	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	24%	**
5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
24%	**	**	**	**	**	**	**	**	**	**	**	**	27%	**
2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**
1	**	**	**	**	**	**	**	**	**	**	**	**	1	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	34%	**
7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
33%	**	**	**	**	**	**	**	**	**	**	**	**	36%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	58	34	9	15	34	22	2	-	-	-	-	-	56	2	15	19	24
Weighted total	21	14	3	4	17	4	*	-	-	-	-	-	21	*	11	7	4
Very good	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	9%	**	**	**	**
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	22%	**	**	**	**
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	31%	**	**	**	**
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	25%	**	**	**	**
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	9%	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	5%	**	**	**	**
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	31%	**	**	**	**
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	33%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
58	a	*b	c	*d	*e	f	a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
21	44	26	46	18	23	44	41	3	1	1	-	-	-	16	1	1	-	-	-	-	-
	13	6	14	5	5	12	14	*	*	*	-	-	-	5	*	*	-	-	-	-	-
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	f		f																		
6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	f																				
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 95 (continuation)

Page 1381

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	8	12	8	18	-	4	4	4	5	1	8	2	8	53	5
Weighted total	4	6	2	3	-	2	1	^	1	1	3	^	2	20	1
Very good	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	9%	**
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
22%	**	**	**	**	**	**	**	**	**	**	**	**	**	24%	**
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	**	6	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**	32%	**
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
24%	**	**	**	**	**	**	**	**	**	**	**	**	**	26%	**
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	9%	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**	-	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**	33%	**
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	**	7	**
33%	**	**	**	**	**	**	**	**	**	**	**	**	**	35%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Unweighted total	58	41	10	8	40	6	10	8	12	42	13	-
Weighted total	21	13	4	1	13	1	4	1	4	12	4	-
Very good	2	**	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**
22%	**	**	**	**	**	**	**	**	**	**	**	**
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**
24%	**	**	**	**	**	**	**	**	**	**	**	**
Very poor	2	**	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**
33%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	a	b	*c
Unweighted total	58	10	23	7	-	14	13	7	-	39	21	11	33	31	2
Weighted total	21	3	4	2	-	4	3	2	-	12	5	3	10	7	*
Very good	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	58	*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	21	13	7	11	3	4	31	31	2	-	1	-	54	46	54	45	56
		3	*	4	*	*	9	7	*	-	*	-	18	13	18	15	20
Very good	2	**	**	**	**	**	**	**	**	**	**	**	2	**	2	**	2
	9%	**	**	**	**	**	**	**	**	**	**	**	10%	**	10%	**	9%
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	3	**	3	**	5
	22%	**	**	**	**	**	**	**	**	**	**	**	17%	**	17%	**	23%
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	6	**	6	**	6
	31%	**	**	**	**	**	**	**	**	**	**	**	37%	**	37%	**	32%
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	4	**	4	**	5
	24%	**	**	**	**	**	**	**	**	**	**	**	24%	**	24%	**	26%
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	2	**	2	**	1
	9%	**	**	**	**	**	**	**	**	**	**	**	11%	**	11%	**	5%
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	1
	5%	**	**	**	**	**	**	**	**	**	**	**	1%	**	1%	**	5%
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	5	**	5	**	7
	31%	**	**	**	**	**	**	**	**	**	**	**	27%	**	27%	**	32%
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	6	**	6	**	6
	33%	**	**	**	**	**	b		**	**	**	**	35%	**	35%	**	30%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	*a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	58	26	52	25	-	50	2	51	8	-	2	8	5	42	11
Weighted total	21	9	17	7	-	19	*	20	1	-	1	*	2	18	1
Very good	2	**	2	**	**	**	**	2	**	**	**	**	**	**	**
	9%	**	11%	**	**	**	**	9%	**	**	**	**	**	**	**
Fairly good	5	**	3	**	**	**	**	5	**	**	**	**	**	**	**
	22%	**	18%	**	**	**	**	24%	**	**	**	**	**	**	**
Neither good nor poor	6	**	6	**	**	**	**	6	**	**	**	**	**	**	**
	31%	**	39%	**	**	**	**	33%	**	**	**	**	**	**	**
Fairly poor	5	**	3	**	**	**	**	5	**	**	**	**	**	**	**
	24%	**	20%	**	**	**	**	25%	**	**	**	**	**	**	**
Very poor	2	**	2	**	**	**	**	2	**	**	**	**	**	**	**
	9%	**	11%	**	**	**	**	9%	**	**	**	**	**	**	**
Don't know	1	**	*	**	**	**	**	-	**	**	**	**	**	**	**
	5%	**	1%	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Good	7	**	5	**	**	**	**	7	**	**	**	**	**	**	**
	31%	**	29%	**	**	**	**	33%	**	**	**	**	**	**	**
NET: Poor	7	**	5	**	**	**	**	7	**	**	**	**	**	**	**
	33%	**	31%	**	**	**	**	35%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		*a	*b	c	a	*b	*c	*d		*a	*b	*c	*d
Unweighted total	58	3	5	49	33	25	41	3	16	8	9	4	15
Weighted total	21	3	1	17	11	10	14	*	4	1	3	*	3
Very good	2	**	**	**	**	**	**	**	**	**	**	**	**
9%		**	**	**	**	**	**	**	**	**	**	**	**
Fairly good	5	**	**	**	**	**	**	**	**	**	**	**	**
22%		**	**	**	**	**	**	**	**	**	**	**	**
Neither good nor poor	6	**	**	**	**	**	**	**	**	**	**	**	**
31%		**	**	**	**	**	**	**	**	**	**	**	**
Fairly poor	5	**	**	**	**	**	**	**	**	**	**	**	**
24%		**	**	**	**	**	**	**	**	**	**	**	**
Very poor	2	**	**	**	**	**	**	**	**	**	**	**	**
9%		**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	**	**	**	**	**	**	**	**	**	**	**	**
5%		**	**	**	**	**	**	**	**	**	**	**	**
NET: Good	7	**	**	**	**	**	**	**	**	**	**	**	**
31%		**	**	**	**	**	**	**	**	**	**	**	**
NET: Poor	7	**	**	**	**	**	**	**	**	**	**	**	**
33%		**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QRM6b. It currently costs £1.25* 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?

Base: All in Northern Ireland

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	^a	^b	^c	^d	
58	15	27	2	13	58
21	7	6	1	7	21
2	**	**	**	**	2
9%	**	**	**	**	9%
5	**	**	**	**	5
22%	**	**	**	**	22%
6	**	**	**	**	6
31%	**	**	**	**	31%
5	**	**	**	**	5
24%	**	**	**	**	24%
2	**	**	**	**	2
9%	**	**	**	**	9%
1	**	**	**	**	1
5%	**	**	**	**	5%
7	**	**	**	**	7
31%	**	**	**	**	31%
7	**	**	**	**	7
33%	**	**	**	**	33%

Columns Tested: a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	9	**	**	**	**	**	**	**	**	**
	8%	8%	**	**	**	**	**	**	**	**
Fairly Satisfied	41	**	**	**	**	**	**	**	**	**
	35%	36%	**	**	**	**	**	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	**
	54%	54%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
NET: Satisfied	103	**	**	**	**	**	**	**	**	**
	89%	90%	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
					a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	%	**	**	**
Neither Satisfied Nor Dissatisfied	9	**	**	**	**	**	**	**	**	9	**	**	**
	8%	**	**	**	**	**	**	**	**	9%	**	**	**
Fairly Satisfied	41	**	**	**	**	**	**	**	**	38	**	**	**
	35%	**	**	**	**	**	**	**	**	36%	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	55	**	**	**
	54%	**	**	**	**	**	**	**	**	53%	**	**	**
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	2%	**	**	**
NET: Satisfied	103	**	**	**	**	**	**	**	**	93	**	**	**
	89%	**	**	**	**	**	**	**	**	88%	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Neither Satisfied Nor Dissatisfied	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Fairly Satisfied	41	**	**	**	**	**	**	**	**	**	37	**	**	**
	35%	**	**	**	**	**	**	**	**	**	35%	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	**	57	**	**	**
	54%	**	**	**	**	**	**	**	**	**	54%	**	**	**
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
NET: Satisfied	103	**	**	**	**	**	**	**	**	**	94	**	**	**
	89%	**	**	**	**	**	**	**	**	**	89%	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
Unweighted total	105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**
Neither Satisfied Nor Dissatisfied	9	**	**	**	**	**	**	**	**	9	**	9	**	9	**
	8%	**	**	**	**	**	**	**	**	10%	**	10%	**	9%	**
Fairly Satisfied	41	**	**	**	**	**	**	**	**	34	**	32	**	38	**
	35%	**	**	**	**	**	**	**	**	38%	**	34%	**	35%	**
Very Satisfied	62	**	**	**	**	**	**	**	**	44	**	51	**	59	**
	54%	**	**	**	**	**	**	**	**	49%	**	53%	**	54%	**
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	2%	**
NET: Satisfied	103	**	**	**	**	**	**	**	**	78	**	82	**	97	**
	89%	**	**	**	**	**	**	**	**	87%	**	87%	**	89%	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	*	*	**	*	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	%	**	**	**	**	**	**	**	%	**	**	**	**
Neither Satisfied Nor Dissatisfied	9	4	**	4	**	**	**	**	**	**	**	9	**	**	**	**
	8%	6%	**	5%	**	**	**	**	**	**	**	9%	**	**	**	**
					a											
Fairly Satisfied	41	26	**	30	**	**	**	**	**	**	**	40	**	**	**	**
	35%	37%	**	36%	**	**	**	**	**	**	**	38%	**	**	**	**
Very Satisfied	62	36	**	46	**	**	**	**	**	**	**	54	**	**	**	**
	54%	53%	**	56%	**	**	**	**	**	**	**	51%	**	**	**	**
				b												
Don't Know (DO NOT READ OUT)	3	3	**	3	**	**	**	**	**	**	**	3	**	**	**	**
	2%	4%	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**
NET: Satisfied	103	62	**	75	**	**	**	**	**	**	**	94	**	**	**	**
	89%	90%	**	92%	**	**	**	**	**	**	**	89%	**	**	**	**
NET: Dissatisfied	*	*	**	*	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	%	**	**	**	**	**	**	**	%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	%	%	%	-%	**	%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	*	*	*	*	*	**	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	%	%	%	%	**	%	%	**	**	**	**	**	**	%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	9	7	2	7	5	**	2	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	8%	14% f	6%	10%	8%	**	4%	11%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
Fairly Satisfied	41	19	15	26	23	**	29	26	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	35%	38%	37%	39%	34%	**	43%	41%	**	**	**	**	**	**	35%	**	**	**	**	**	**	**
Very Satisfied	62	22	21	31	40	**	34	28	**	**	**	**	**	**	38	**	**	**	**	**	**	**
	54%	43%	50%	46%	58%	**	49%	44%	**	**	**	**	**	**	57%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	3	3	3	3	-	**	3	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	5%	6%	4%	-%	**	4%	4%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
NET: Satisfied	103	42	36	58	63	**	63	54	**	**	**	**	**	**	61	**	**	**	**	**	**	**
	89%	81%	87%	85%	92% a	**	92% a	85%	**	**	**	**	**	**	92%	**	**	**	**	**	**	**
NET: Dissatisfied	*	*	*	*	*	**	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	1%	1%	%	%	**	%	%	**	**	**	**	**	**	%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
105	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
115	30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*%
9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	11%
41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	22
35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	35%
62	**	**	**	**	**	**	**	**	**	**	**	**	**	**	31
54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	50%
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
103	**	**	**	**	**	**	**	**	**	**	**	**	**	**	53
89%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	85%
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
105	51	25	17	53	46	30	15	55	32	57	19	-
115	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**
*	*	**	**	*	**	**	**	*	**	*	**	**
%	%	**	**	%	**	**	**	%	**	%	**	**
9	5	**	**	3	**	**	**	3	**	7	**	**
8%	11%	**	**	6%	**	**	**	5%	**	18%	**	**
41	16	**	**	14	**	**	**	17	**	14	**	**
35%	35%	**	**	35%	**	**	**	33%	**	35%	**	**
62	25	**	**	24	**	**	**	31	**	16	**	**
54%	54%	**	**	59%	**	**	**	61%	**	40%	**	**
3	-	**	**	-	**	**	**	-	**	3	**	**
2%	-%	**	**	-%	**	**	**	-%	**	6%	**	**
				a								
103	41	**	**	38	**	**	**	48	**	30	**	**
89%	89%	**	**	93%	**	**	**	95%	**	75%	**	**
				b								
*	*	**	**	*	**	**	**	*	**	*	**	**
%	1%	**	**	%	**	**	**	%	**	1%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

*%

Fairly Dissatisfied

*%

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
	**	**	**	**	*	**	**	**	**	**	**	**	**	**
	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
	**	**	**	**	5	**	**	**	**	**	**	**	**	**
9	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
8%	**	**	**	**	17	**	**	**	**	**	**	**	**	**
	**	**	**	**	31%	**	**	**	**	**	**	**	**	**
41	**	**	**	**	32	**	**	**	**	**	**	**	**	**
35%	**	**	**	**	60%	**	**	**	**	**	**	**	**	**
62	**	**	**	**	-	**	**	**	**	**	**	**	**	**
54%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
	**	**	**	**	49	**	**	**	**	**	**	**	**	**
3	**	**	**	**	90%	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	*	**	**	**	**	**	**	**	**	**
	**	**	**	**	*%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Neither Satisfied Nor Dissatisfied	9	**	**	**	**	**	**	**	**	**	**	9	9	9	9	9
	8%	**	**	**	**	**	**	**	**	**	**	10%	12%	10%	9%	8%
Fairly Satisfied	41	**	**	**	**	**	**	**	**	**	**	35	28	35	29	38
	35%	**	**	**	**	**	**	**	**	**	**	37%	35%	36%	30%	35%
Very Satisfied	62	**	**	**	**	**	**	**	**	**	**	48	40	50	57	60
	54%	**	**	**	**	**	**	**	**	**	**	50%	50%	51%	58%	54%
Don't Know (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	2%	**	**	**	**	**	**	**	**	**	**	3%	3%	3%	3%	2%
NET: Satisfied	103	**	**	**	**	**	**	**	**	**	**	84	68	86	87	98
	89%	**	**	**	**	**	**	**	**	**	**	87%	85%	88%	88%	89%
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
	%	%	%	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	*	-	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	-%	%	**	%	**	**	%	-%	**	**	-%	**	%	**
Neither Satisfied Nor Dissatisfied	9	2	9	**	5	**	**	7	-	**	**	5	**	9	**
	8%	3%	9%	**	8%	**	**	11%	-%	**	**	5%	**	12%	**
Fairly Satisfied	41	25	38	**	24	**	**	25	41	**	**	30	**	26	**
	35%	35%	36%	**	39%	**	**	39%	40%	**	**	33%	**	33%	**
Very Satisfied	62	42	53	**	33	**	**	32	62	**	**	55	**	41	**
	54%	58%	52%	**	53%	**	**	49%	60%	**	**	61%	**	52%	**
Don't Know (DO NOT READ OUT)	3	3	3	**	-	**	**	-	-	**	**	-	**	3	**
	2%	4%	3%	**	-%	**	**	-%	-%	**	**	-%	**	3%	**
NET: Satisfied	103	66	91	**	57	**	**	57	103	**	**	86	**	68	**
	89%	93%	88%	**	91%	**	**	88%	100%	**	**	95%	**	85%	**
NET: Dissatisfied	*	*	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	%	%	**	1%	**	**	%	-%	**	**	-%	**	%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	-%	**	*%	**	*%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	9	**	**	9	**	7	**	3	**	**	**	**	**
	8%	**	**	14%	**	11%	**	6%	**	**	**	**	**
Fairly Satisfied	41	**	**	29	**	24	**	18	**	**	**	**	**
	35%	**	**	44%	**	37%	**	37%	**	**	**	**	**
Very Satisfied	62	**	**	25	**	31	**	28	**	**	**	**	**
	54%	**	**	38%	**	48%	**	57%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	3	**	**	3	**	3	**	-	**	**	**	**	**
	2%	**	**	4%	**	4%	**	-%	**	**	**	**	**
NET: Satisfied	103	**	**	54	**	55	**	46	**	**	**	**	**
	89%	**	**	82%	**	85%	**	94%	**	**	**	**	**
NET: Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	-%	**	1%	**	*%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Fairly Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Neither Satisfied Nor Dissatisfied						
	9	**	**	**	**	9
	8%	**	**	**	**	8%
Fairly Satisfied	41	**	**	**	**	41
	35%	**	**	**	**	35%
Very Satisfied	62	**	**	**	**	62
	54%	**	**	**	**	54%
Don't Know (DO NOT READ OUT)						
	3	**	**	**	**	3
	2%	**	**	**	**	2%
NET: Satisfied	103	**	**	**	**	103
	89%	**	**	**	**	89%
NET: Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%

Columns Tested: a,b,c,d

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	3	3	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	2	2	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	5	**	**	**	**	**	**	**	**
	5%	5%	**	**	**	**	**	**	**	**
Fairly Satisfied	35	34	**	**	**	**	**	**	**	**
	31%	31%	**	**	**	**	**	**	**	**
Very Satisfied	62	60	**	**	**	**	**	**	**	**
	54%	54%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	7	7	**	**	**	**	**	**	**	**
	6%	6%	**	**	**	**	**	**	**	**
NET: Satisfied	97	95	**	**	**	**	**	**	**	**
	85%	85%	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	5	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	3 2%	**	**	**	**	**	**	**	**	**	3 3%	**	**	**
Fairly Dissatisfied	2 2%	**	**	**	**	**	**	**	**	**	2 2%	**	**	**
Neither Satisfied Nor Dissatisfied	6 5%	**	**	**	**	**	**	**	**	**	5 4%	**	**	**
Fairly Satisfied	35 31%	**	**	**	**	**	**	**	**	**	33 32%	**	**	**
Very Satisfied	62 54%	**	**	**	**	**	**	**	**	**	55 53%	**	**	**
Don't Know (DO NOT READ OUT)	7 6%	**	**	**	**	**	**	**	**	**	7 7%	**	**	**
NET: Satisfied	97 85%	**	**	**	**	**	**	**	**	**	88 84%	**	**	**
NET: Dissatisfied	5 4%	**	**	**	**	**	**	**	**	**	5 5%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Fairly Dissatisfied	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	5%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Fairly Satisfied	35	**	**	**	**	**	**	**	**	**	34	**	**	**
	31%	**	**	**	**	**	**	**	**	**	32%	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	**	56	**	**	**
	54%	**	**	**	**	**	**	**	**	**	53%	**	**	**
Don't Know (DO NOT READ OUT)	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
NET: Satisfied	97	**	**	**	**	**	**	**	**	**	90	**	**	**
	85%	**	**	**	**	**	**	**	**	**	85%	**	**	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	105	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	3	**	**	**	**	**	**	**	3	**	3	**	3	**
	2%	**	**	**	**	**	**	**	3%	**	3%	**	2%	**
Fairly Dissatisfied	2	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	3%	**	2%	**	2%	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	4	**	6	**	6	**
	5%	**	**	**	**	**	**	**	5%	**	6%	**	5%	**
Fairly Satisfied	35	**	**	**	**	**	**	**	30	**	26	**	33	**
	31%	**	**	**	**	**	**	**	33%	**	27%	**	30%	**
Very Satisfied	62	**	**	**	**	**	**	**	44	**	53	**	59	**
	54%	**	**	**	**	**	**	**	49%	**	56%	**	54%	**
Don't Know (DO NOT READ OUT)	7	**	**	**	**	**	**	**	7	**	5	**	7	**
	6%	**	**	**	**	**	**	**	8%	**	5%	**	6%	**
NET: Satisfied	97	**	**	**	**	**	**	**	74	**	79	**	92	**
	85%	**	**	**	**	**	**	**	82%	**	84%	**	84%	**
NET: Dissatisfied	5	**	**	**	**	**	**	**	5	**	5	**	5	**
	4%	**	**	**	**	**	**	**	6%	**	5%	**	5%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 97 (continuation)

Page 1405

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	69	11	35	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	3	3	**	3	**	**	**	**	**	**	**	3	**	**	**	**
	2%	4%	**	3%	**	**	**	**	**	**	**	3%	**	**	**	**
Fairly Dissatisfied	2	2	**	2	**	**	**	**	**	**	**	2	**	**	**	**
	2%	3%	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	*	**	2	**	**	**	**	**	**	**	5	**	**	**	**
	5%	*%	**	3%	**	**	**	**	**	**	**	5%	**	**	**	**
			a													
Fairly Satisfied	35	27	**	27	**	**	**	**	**	**	**	35	**	**	**	**
	31%	40%	**	33%	**	**	**	**	**	**	**	33%	**	**	**	**
		c														
Very Satisfied	62	34	**	44	**	**	**	**	**	**	**	54	**	**	**	**
	54%	49%	**	53%	**	**	**	**	**	**	**	51%	**	**	**	**
			a													
Don't Know (DO NOT READ OUT)	7	3	**	5	**	**	**	**	**	**	**	7	**	**	**	**
	6%	4%	**	6%	**	**	**	**	**	**	**	6%	**	**	**	**
NET: Satisfied	97	62	**	71	**	**	**	**	**	**	**	89	**	**	**	**
	85%	89%	**	86%	**	**	**	**	**	**	**	84%	**	**	**	**
NET: Dissatisfied	5	5	**	5	**	**	**	**	**	**	**	5	**	**	**	**
	4%	7%	**	6%	**	**	**	**	**	**	**	5%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	3	3	3	3	-	**	3	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	5%	7%	4%	-%	**	4%	4%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
			d			d																
Fairly Dissatisfied	2	2	*	2	*	**	*	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	2%	4%	*%	3%	*%	**	*%	3%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	3	3	3	5	**	6	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	5%	6%	8%	5%	8%	**	8%	5%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
Fairly Satisfied	35	17	14	23	21	**	20	23	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	31%	32%	35%	35%	30%	**	29%	36%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**
Very Satisfied	62	22	21	31	40	**	33	28	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	54%	43%	50%	46%	58%	**	48%	44%	**	**	**	**	**	**	57%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	7	5	*	5	2	**	7	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	6%	9%	*%	7%	4%	**	10%	7%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
		b				b																
NET: Satisfied	97	39	35	55	61	**	52	51	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	85%	75%	85%	81%	88%	**	77%	80%	**	**	**	**	**	**	88%	**	**	**	**	**	**	**
				a																		
NET: Dissatisfied	5	5	3	5	*	**	3	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	10%	7%	7%	*%	**	4%	7%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
		d	d	d		d																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 97 (continuation)

Page 1407

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	105														
Weighted total	115														
Very Dissatisfied	3														
	2%														
Fairly Dissatisfied	2														
	2%														
Neither Satisfied Nor Dissatisfied	6														
	5%														
Fairly Satisfied	35														
	31%														
Very Satisfied	62														
	54%														
Don't Know (DO NOT READ OUT)	7														
	6%														
NET: Satisfied	97														
	85%														
NET: Dissatisfied	5														
	4%														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
Unweighted total	105	51	25	17	53	46	30	15	55	32	57	19
Weighted total	115	47	21	28	41	39	28	19	50	24	40	10
Very Dissatisfied	3	*	**	**	-	**	**	**	-	**	3	**
	2%	*%	**	**	-%	**	**	**	-%	**	7%	**
Fairly Dissatisfied	2	2	**	**	*	**	**	**	*	**	*	**
	2%	5%	**	**	*%	**	**	**	*%	**	*%	**
Neither Satisfied Nor Dissatisfied	6	2	**	**	1	**	**	**	1	**	2	**
	5%	5%	**	**	3%	**	**	**	2%	**	6%	**
Fairly Satisfied	35	15	**	**	13	**	**	**	16	**	14	**
	31%	31%	**	**	32%	**	**	**	31%	**	35%	**
Very Satisfied	62	25	**	**	24	**	**	**	31	**	16	**
	54%	54%	**	**	59%	**	**	**	61%	**	39%	**
Don't Know (DO NOT READ OUT)	7	2	**	**	2	**	**	**	2	**	5	**
	6%	5%	**	**	6%	**	**	**	5%	**	12%	**
NET: Satisfied	97	40	**	**	38	**	**	**	47	**	30	**
	85%	85%	**	**	91%	**	**	**	93%	**	75%	**
NET: Dissatisfied	5	2	**	**	*	**	**	**	*	**	3	**
	4%	5%	**	**	*%	**	**	**	*%	**	7%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 97 (continuation)

Page 1409

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	3	**	**	**	-	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	2	**	**	**	*	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	**	3	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	35	**	**	**	14	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	26%	**	**	**	**	**	**	**	**	**
Very Satisfied	62	**	**	**	34	**	**	**	**	**	**	**	**	**
54%	**	**	**	**	63%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	7	**	**	**	2	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
NET: Satisfied	97	**	**	**	49	**	**	**	**	**	**	**	**	**
85%	**	**	**	**	89%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	5	**	**	**	*	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	105	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	2%	**	**	**	**	**	**	**	**	**	**	**	3%	3%	3%	3%	2%
Fairly Dissatisfied	2	**	**	**	**	**	**	**	**	**	**	**	2	2	2	*	2
	2%	**	**	**	**	**	**	**	**	**	**	**	2%	3%	2%	*%	2%
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	**	**	**	**	**	**	**	5	5	5	5	6
	5%	**	**	**	**	**	**	**	**	**	**	**	5%	6%	5%	5%	5%
Fairly Satisfied	35	**	**	**	**	**	**	**	**	**	**	**	31	25	31	27	35
	31%	**	**	**	**	**	**	**	**	**	**	**	33%	31%	32%	27%	32%
Very Satisfied	62	**	**	**	**	**	**	**	**	**	**	**	48	39	50	59	57
	54%	**	**	**	**	**	**	**	**	**	**	**	50%	48%	51%	60%	52%
Don't Know (DO NOT READ OUT)	7	**	**	**	**	**	**	**	**	**	**	**	7	7	7	4	7
	6%	**	**	**	**	**	**	**	**	**	**	**	7%	9%	7%	5%	6%
NET: Satisfied	97	**	**	**	**	**	**	**	**	**	**	**	79	64	81	86	93
	85%	**	**	**	**	**	**	**	**	**	**	**	83%	79%	83%	87%	84%
NET: Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	5	5	5	3	5
	4%	**	**	**	**	**	**	**	**	**	**	**	5%	6%	5%	3%	5%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	3	3	3	**	*	**	**	-	-	**	**	-	**	3	**
	2%	4%	3%	**	%	**	**	-%	-%	**	**	-%	**	3%	**
Fairly Dissatisfied	2	-	2	**	*	**	**	2	2	**	**	2	**	2	**
	2%	-%	2%	**	%	**	**	4%	2%	**	**	2%	**	3%	**
Neither Satisfied Nor Dissatisfied	6	1	5	**	2	**	**	2	5	**	**	5	**	2	**
	5%	1%	5%	**	4%	**	**	4%	5%	**	**	5%	**	3%	**
Fairly Satisfied	35	22	31	**	22	**	**	22	28	**	**	30	**	28	**
	31%	31%	30%	**	35%	**	**	33%	28%	**	**	33%	**	35%	**
Very Satisfied	62	44	57	**	34	**	**	34	60	**	**	49	**	41	**
	54%	61%	55%	**	54%	**	**	53%	58%	**	**	54%	**	51%	**
Don't Know (DO NOT READ OUT)	7	2	5	**	4	**	**	4	7	**	**	5	**	4	**
	6%	3%	5%	**	7%	**	**	7%	7%	**	**	5%	**	5%	**
NET: Satisfied	97	66	88	**	55	**	**	55	88	**	**	79	**	68	**
	85%	92%	86%	**	89%	**	**	86%	86%	**	**	87%	**	85%	**
			b												
NET: Dissatisfied	5	3	5	**	*	**	**	2	2	**	**	2	**	5	**
	4%	4%	5%	**	1%	**	**	4%	2%	**	**	2%	**	6%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	3	**	**	3	**	3	**	-	**	**	**	**	**
	2%	**	**	4%	**	4%	**	-%	**	**	**	**	**
Fairly Dissatisfied	2	**	**	2	**	2	**	*	**	**	**	**	**
	2%	**	**	3%	**	3%	**	*%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	6	**	**	3	**	3	**	5	**	**	**	**	**
	5%	**	**	5%	**	5%	**	9%	**	**	**	**	**
Fairly Satisfied	35	**	**	24	**	21	**	12	**	**	**	**	**
	31%	**	**	37%	**	32%	**	25%	**	**	**	**	**
Very Satisfied	62	**	**	27	**	31	**	30	**	**	**	**	**
	54%	**	**	41%	**	48%	**	61%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	7	**	**	7	**	5	**	2	**	**	**	**	**
	6%	**	**	10%	**	7%	**	4%	**	**	**	**	**
NET: Satisfied	97	**	**	51	**	52	**	42	**	**	**	**	**
	85%	**	**	78%	**	80%	**	86%	**	**	**	**	**
NET: Dissatisfied	5	**	**	5	**	5	**	*	**	**	**	**	**
	4%	**	**	7%	**	8%	**	*%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
	*a	b	*c	*d		
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	3	**	**	**	**	3
	2%	**	**	**	**	2%
Fairly Dissatisfied	2	**	**	**	**	2
	2%	**	**	**	**	2%
Neither Satisfied Nor Dissatisfied	6	**	**	**	**	6
	5%	**	**	**	**	5%
Fairly Satisfied	35	**	**	**	**	35
	31%	**	**	**	**	31%
Very Satisfied	62	**	**	**	**	62
	54%	**	**	**	**	54%
Don't Know (DO NOT READ OUT)	7	**	**	**	**	7
	6%	**	**	**	**	6%
NET: Satisfied	97	**	**	**	**	97
	85%	**	**	**	**	85%
NET: Dissatisfied	5	**	**	**	**	5
	4%	**	**	**	**	4%

Columns Tested: a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	10	9	**	**	**	**	**	**	**	**
	8%	9%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	3	3	**	**	**	**	**	**	**	**
	3%	3%	**	**	**	**	**	**	**	**
					a					
Fairly Satisfied	37	36	**	**	**	**	**	**	**	**
	32%	32%	**	**	**	**	**	**	**	**
Very Satisfied	60	59	**	**	**	**	**	**	**	**
	52%	53%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	5	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**
NET: Satisfied	97	94	**	**	**	**	**	**	**	**
	84%	85%	**	**	**	**	**	**	**	**
NET: Dissatisfied	10	9	**	**	**	**	**	**	**	**
	9%	9%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Neither Satisfied Nor Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	33	**	**	**
	32%	**	**	**	**	**	**	**	**	**	31%	**	**	**
Very Satisfied	60	**	**	**	**	**	**	**	**	**	55	**	**	**
	52%	**	**	**	**	**	**	**	**	**	53%	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
NET: Satisfied	97	**	**	**	**	**	**	**	**	**	88	**	**	**
	84%	**	**	**	**	**	**	**	**	**	84%	**	**	**
NET: Dissatisfied	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Neither Satisfied Nor Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	33	**	**	**
	32%	**	**	**	**	**	**	**	**	**	31%	**	**	**
Very Satisfied	60	**	**	**	**	**	**	**	**	**	56	**	**	**
	52%	**	**	**	**	**	**	**	**	**	53%	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
NET: Satisfied	97	**	**	**	**	**	**	**	**	**	90	**	**	**
	84%	**	**	**	**	**	**	**	**	**	84%	**	**	**
NET: Dissatisfied	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry							Urbanity		Location		Internet connection		
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
%	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	10	**	10	**	10	**
%	8%	**	**	**	**	**	**	**	**	11%	**	10%	**	9%	**
Neither Satisfied Nor Dissatisfied	3	**	**	**	**	**	**	**	**	2	**	3	**	3	**
%	3%	**	**	**	**	**	**	**	**	3%	**	4%	**	3%	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	30	**	29	**	34	**
%	32%	**	**	**	**	**	**	**	**	34%	**	31%	**	31%	**
Very Satisfied	60	**	**	**	**	**	**	**	**	43	**	48	**	58	**
%	52%	**	**	**	**	**	**	**	**	48%	**	50%	**	52%	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	5	**	5	**	5	**
%	4%	**	**	**	**	**	**	**	**	5%	**	5%	**	4%	**
NET: Satisfied	97	**	**	**	**	**	**	**	**	73	**	77	**	92	**
%	84%	**	**	**	**	**	**	**	**	81%	**	81%	**	84%	**
NET: Dissatisfied	10	**	**	**	**	**	**	**	**	10	**	10	**	10	**
%	9%	**	**	**	**	**	**	**	**	11%	**	10%	**	9%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	105	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	10	7	**	7	**	**	**	**	**	**	**	10	**	**	**	**
	8%	10%	**	8%	**	**	**	**	**	**	**	9%	**	**	**	**
Neither Satisfied Nor Dissatisfied	3	*	**	*	**	**	**	**	**	**	**	3	**	**	**	**
	3%	%	**	%	**	**	**	**	**	**	**	3%	**	**	**	**
			a		ai											b
Fairly Satisfied	37	23	**	29	**	**	**	**	**	**	**	37	**	**	**	**
	32%	33%	**	35%	**	**	**	**	**	**	**	34%	**	**	**	**
Very Satisfied	60	37	**	42	**	**	**	**	**	**	**	52	**	**	**	**
	52%	53%	**	51%	**	**	**	**	**	**	**	49%	**	**	**	**
Don't Know (DO NOT READ OUT)	5	3	**	5	**	**	**	**	**	**	**	5	**	**	**	**
	4%	4%	**	6%	**	**	**	**	**	**	**	4%	**	**		c
NET: Satisfied	97	59	**	71	**	**	**	**	**	**	**	89	**	**	**	**
	84%	86%	**	86%	**	**	**	**	**	**	**	83%	**	**	**	**
NET: Dissatisfied	10	7	**	7	**	**	**	**	**	**	**	10	**	**	**	**
	9%	10%	**	8%	**	**	**	**	**	**	**	9%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	10	8	5	8	5	**	3	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	8%	15%	12%	11%	7%	**	4%	12%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
		f																				
Neither Satisfied Nor Dissatisfied	3	1	1	1	3	**	3	1	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	2%	2%	1%	5%	**	5%	2%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
Fairly Satisfied	37	15	13	19	18	**	23	19	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	32%	29%	31%	28%	25%	**	33%	29%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
Very Satisfied	60	25	22	37	43	**	34	34	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	52%	49%	54%	55%	62%	**	51%	54%	**	**	**	**	**	**	61%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	3	-	3	-	**	5	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	4%	5%	-%	4%	-%	**	7%	4%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
						bd																
NET: Satisfied	97	40	35	56	60	**	57	53	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	84%	78%	85%	83%	88%	**	84%	83%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**
NET: Dissatisfied	10	8	5	8	5	**	3	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	9%	15%	13%	11%	7%	**	4%	12%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
		f																				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied)

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
105	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
115	30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	11%
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	1
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2%
37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	22
32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	35%
60	**	**	**	**	**	**	**	**	**	**	**	**	**	**	30
52%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	48%
5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3
4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
97	**	**	**	**	**	**	**	**	**	**	**	**	**	**	51
84%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	82%
10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	11%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied)

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
105	51	25	17	53	46	30	15	55	32	57	19	-
115	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**
10	5	**	**	2	**	**	**	2	**	8	**	**
8%	11%	**	**	6%	**	**	**	5%	**	19%	**	**
3	*	**	**	1	**	**	**	1	**	*	**	**
3%	%	**	**	3%	**	**	**	3%	**	%	**	**
37	13	**	**	13	**	**	**	12	**	10	**	**
32%	27%	**	**	31%	**	**	**	24%	**	26%	**	**
60	29	**	**	25	**	**	**	35	**	19	**	**
52%	62%	**	**	60%	**	**	**	69%	**	48%	**	**
5	-	**	**	-	**	**	**	-	**	3	**	**
4%	-%	**	**	-%	**	**	**	-%	**	6%	**	**
					a							
97	41	**	**	38	**	**	**	47	**	30	**	**
84%	89%	**	**	91%	**	**	**	93%	**	74%	**	**
					b							
10	5	**	**	2	**	**	**	2	**	8	**	**
9%	11%	**	**	6%	**	**	**	5%	**	19%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
Weighted total	115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	10	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	3	**	**	**	**	3	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	37	**	**	**	**	10	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	18%	**	**	**	**	**	**	**	**	**
Very Satisfied	60	**	**	**	**	36	**	**	**	**	**	**	**	**	**
	52%	**	**	**	**	66%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	5	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
NET: Satisfied	97	**	**	**	**	46	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	85%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	10	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	**	10	10	10	10	10
	8%	**	**	**	**	**	**	**	**	**	**	10%	12%	10%	10%	9%
Neither Satisfied Nor Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	3%	**	**	**	**	**	**	**	**	**	**	3%	3%	3%	3%	3%
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	**	30	22	30	26	35
	32%	**	**	**	**	**	**	**	**	**	**	31%	27%	31%	26%	31%
							a									
Very Satisfied	60	**	**	**	**	**	**	**	**	**	**	49	42	51	58	58
	52%	**	**	**	**	**	**	**	**	**	**	51%	52%	52%	59%	52%
Don't Know (DO NOT READ OUT)	5	**	**	**	**	**	**	**	**	**	**	5	5	5	2	5
	4%	**	**	**	**	**	**	**	**	**	**	5%	6%	5%	2%	4%
NET: Satisfied	97	**	**	**	**	**	**	**	**	**	**	79	63	81	84	92
	84%	**	**	**	**	**	**	**	**	**	**	82%	79%	83%	85%	84%
NET: Dissatisfied	10	**	**	**	**	**	**	**	**	**	**	10	10	10	10	10
	9%	**	**	**	**	**	**	**	**	**	**	10%	12%	10%	10%	9%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
	%	%	%	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	10	5	10	**	5	**	**	7	-	**	**	2	**	10	**
	8%	7%	9%	**	8%	**	**	11%	-%	**	**	2%	**	12%	**
Neither Satisfied Nor Dissatisfied	3	1	3	**	2	**	**	2	3	**	**	2	**	2	**
	3%	1%	3%	**	4%	**	**	4%	3%	**	**	3%	**	3%	**
Fairly Satisfied	37	20	32	**	21	**	**	22	35	**	**	27	**	27	**
	32%	28%	31%	**	33%	**	**	34%	34%	**	**	30%	**	33%	**
Very Satisfied	60	45	56	**	32	**	**	31	60	**	**	54	**	39	**
	52%	63%	54%	**	51%	**	**	48%	59%	**	**	60%	**	49%	**
Don't Know (DO NOT READ OUT)	5	-	3	**	2	**	**	2	5	**	**	5	**	2	**
	4%	-%	3%	**	3%	**	**	3%	5%	**	**	5%	**	3%	**
NET: Satisfied	97	66	88	**	53	**	**	53	95	**	**	81	**	66	**
	84%	92%	85%	**	85%	**	**	82%	92%	**	**	90%	**	82%	**
NET: Dissatisfied	10	5	10	**	5	**	**	7	-	**	**	2	**	10	**
	9%	7%	10%	**	8%	**	**	11%	-%	**	**	2%	**	12%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	-	**	*	**	-	**	**	**	**	**
	*%	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	10	**	**	9	**	8	**	3	**	**	**	**	**
	8%	**	**	14%	**	12%	**	6%	**	**	**	**	**
	c			b									
Neither Satisfied Nor Dissatisfied	3	**	**	1	**	1	**	2	**	**	**	**	**
	3%	**	**	1%	**	2%	**	5%	**	**	**	**	**
Fairly Satisfied	37	**	**	25	**	17	**	10	**	**	**	**	**
	32%	**	**	39%	**	26%	**	21%	**	**	**	**	**
Very Satisfied	60	**	**	25	**	37	**	34	**	**	**	**	**
	52%	**	**	39%	**	57%	**	69%	**	**	**	**	**
				a									
Don't Know (DO NOT READ OUT)	5	**	**	5	**	3	**	-	**	**	**	**	**
	4%	**	**	7%	**	4%	**	-%	**	**	**	**	**
NET: Satisfied	97	**	**	51	**	54	**	44	**	**	**	**	**
	84%	**	**	77%	**	83%	**	90%	**	**	**	**	**
				a									
NET: Dissatisfied	10	**	**	9	**	8	**	3	**	**	**	**	**
	9%	**	**	14%	**	12%	**	6%	**	**	**	**	**
	c			b									

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	*a	b	*c	*d	
Unweighted total	105	24	46	7	21
Weighted total	115	23	54	5	26
Very Dissatisfied	*	**	**	**	**
	**%	**	**	**	**%
Fairly Dissatisfied	10	**	**	**	**
	8%	**	**	**	8%
Neither Satisfied Nor Dissatisfied	3	**	**	**	**
	3%	**	**	**	3%
Fairly Satisfied	37	**	**	**	**
	32%	**	**	**	32%
Very Satisfied	60	**	**	**	**
	52%	**	**	**	52%
Don't Know (DO NOT READ OUT)	5	**	**	**	**
	4%	**	**	**	4%
NET: Satisfied	97	**	**	**	**
	84%	**	**	**	84%
NET: Dissatisfied	10	**	**	**	**
	9%	**	**	**	9%

Columns Tested: a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	3	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	7	6	**	**	**	**	**	**	**	**
	6%	6%	**	**	**	**	**	**	**	**
Fairly Satisfied	42	42	**	**	**	**	**	**	**	**
	37%	37%	**	**	**	**	**	**	**	**
Very Satisfied	47	45	**	**	**	**	**	**	**	**
	41%	40%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	16	16	**	**	**	**	**	**	**	**
	14%	14%	**	**	**	**	**	**	**	**
NET: Satisfied	89	87	**	**	**	**	**	**	**	**
	78%	78%	**	**	**	**	**	**	**	**
NET: Dissatisfied	3	3	**	**	**	**	**	**	**	**
	3%	2%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Fairly Satisfied	42	**	**	**	**	**	**	**	**	**	42	**	**	**
	37%	**	**	**	**	**	**	**	**	**	40%	**	**	**
Very Satisfied	47	**	**	**	**	**	**	**	**	**	39	**	**	**
	41%	**	**	**	**	**	**	**	**	**	37%	**	**	**
Don't Know (DO NOT READ OUT)	16	**	**	**	**	**	**	**	**	**	14	**	**	**
	14%	**	**	**	**	**	**	**	**	**	14%	**	**	**
NET: Satisfied	89	**	**	**	**	**	**	**	**	**	81	**	**	**
	78%	**	**	**	**	**	**	**	**	**	78%	**	**	**
NET: Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Fairly Satisfied	42	**	**	**	**	**	**	**	**	**	42	**	**	**
	37%	**	**	**	**	**	**	**	**	**	40%	**	**	**
Very Satisfied	47	**	**	**	**	**	**	**	**	**	41	**	**	**
	41%	**	**	**	**	**	**	**	**	**	38%	**	**	**
Don't Know (DO NOT READ OUT)	16	**	**	**	**	**	**	**	**	**	14	**	**	**
	14%	**	**	**	**	**	**	**	**	**	13%	**	**	**
NET: Satisfied	89	**	**	**	**	**	**	**	**	**	83	**	**	**
	78%	**	**	**	**	**	**	**	**	**	78%	**	**	**
NET: Dissatisfied	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry							Urbanity		Location		Internet connection		
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	**	**	**	**	**	7	**	7	**	7	**
	6%	**	**	**	**	**	**	**	**	7%	**	7%	**	6%	**
Fairly Satisfied	42	**	**	**	**	**	**	**	**	34	**	34	**	42	**
	37%	**	**	**	**	**	**	**	**	37%	**	36%	**	39%	**
Very Satisfied	47	**	**	**	**	**	**	**	**	33	**	37	**	44	**
	41%	**	**	**	**	**	**	**	**	37%	**	40%	**	40%	**
Don't Know (DO NOT READ OUT)	16	**	**	**	**	**	**	**	**	14	**	14	**	13	**
	14%	**	**	**	**	**	**	**	**	16%	**	15%	**	12%	**
NET: Satisfied	89	**	**	**	**	**	**	**	**	67	**	71	**	87	**
	78%	**	**	**	**	**	**	**	**	74%	**	75%	**	79%	**
NET: Dissatisfied	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	3	*	**	*	**	**	**	**	**	**	**	3	**	**	**	**
	2%	%	**	%	**	**	**	**	**	**	**	3%	**	**	**	**
			a		ai											
Neither Satisfied Nor Dissatisfied	7	2	**	4	**	**	**	**	**	**	**	7	**	**	**	**
	6%	3%	**	5%	**	**	**	**	**	**	**	6%	**	**	**	**
Fairly Satisfied	42	26	**	28	**	**	**	**	**	**	**	37	**	**	**	**
	37%	38%	**	34%	**	**	**	**	**	**	**	35%	**	**	**	**
Very Satisfied	47	29	**	37	**	**	**	**	**	**	**	44	**	**	**	**
	41%	42%	**	45%	**	**	**	**	**	**	**	41%	**	**	**	**
Don't Know (DO NOT READ OUT)	16	11	**	13	**	**	**	**	**	**	**	16	**	**	**	**
	14%	16%	**	16%	**	**	**	**	**	**	**	15%	**	**	**	**
NET: Satisfied	89	56	**	65	**	**	**	**	**	**	**	81	**	**	**	**
	78%	81%	**	79%	**	**	**	**	**	**	**	76%	**	**	**	**
NET: Dissatisfied	3	*	**	*	**	**	**	**	**	**	**	3	**	**	**	**
	3%	%	**	%	**	**	**	**	**	**	**	3%	**	**	**	**
					ai											

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	%	%	%	-%	**	%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	3	3	*	3	3	**	*	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	5%	%	4%	4%	**	%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	7	5	2	5	5	**	5	4	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	6%	9%	6%	7%	7%	**	7%	7%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
Fairly Satisfied	42	19	18	27	23	**	30	25	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	37%	37%	44%	40%	33%	**	44%	38%	**	**	**	**	**	**	31%	**	**	**	**	**	**	**
Very Satisfied	47	20	15	25	30	**	21	25	**	**	**	**	**	**	30	**	**	**	**	**	**	**
	41%	39%	36%	37%	44%	**	32%	38%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	16	5	5	8	8	**	12	8	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	14%	10%	13%	12%	12%	**	18%	12%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
NET: Satisfied	89	39	33	52	53	**	51	49	**	**	**	**	**	**	51	**	**	**	**	**	**	**
	78%	76%	81%	78%	77%	**	75%	77%	**	**	**	**	**	**	77%	**	**	**	**	**	**	**
NET: Dissatisfied	3	3	*	3	3	**	*	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	6%	1%	4%	4%	**	%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
105	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
115	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
*	30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*%
7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	24
37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	39%
47	**	**	**	**	**	**	**	**	**	**	**	**	**	**	28
41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	45%
16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	8
14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	12%
89	**	**	**	**	**	**	**	**	**	**	**	**	**	**	52
78%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	84%
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
105	51	25	17	53	46	30	15	55	32	57	19	-
115	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**
3	3	**	**	*	**	**	**	*	**	3	**	**
2%	6%	**	**	%	**	**	**	%	**	7%	**	**
7	4	**	**	*	**	**	**	*	**	2	**	**
6%	10%	**	**	1%	**	**	**	%	**	6%	**	**
42	14	**	**	13	**	**	**	18	**	16	**	**
37%	30%	**	**	32%	**	**	**	37%	**	41%	**	**
						a						
47	20	**	**	25	**	**	**	27	**	16	**	**
41%	43%	**	**	60%	**	**	**	53%	**	39%	**	**
16	5	**	**	3	**	**	**	5	**	3	**	**
14%	11%	**	**	8%	**	**	**	10%	**	7%	**	**
89	34	**	**	38	**	**	**	45	**	32	**	**
78%	73%	**	**	92%	**	**	**	90%	**	80%	**	**
						a						
3	3	**	**	*	**	**	**	*	**	3	**	**
3%	6%	**	**	%	**	**	**	%	**	7%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
Weighted total	115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
%		**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**	3	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	5%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	42	**	**	**	**	16	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	30%	**	**	**	**	**	**	**	**	**
Very Satisfied	47	**	**	**	**	25	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	45%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	16	**	**	**	**	8	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	15%	**	**	**	**	**	**	**	**	**
NET: Satisfied	89	**	**	**	**	41	**	**	**	**	**	**	**	**	**
	78%	**	**	**	**	76%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	3	**	**	**	**	3	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	5%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	2%	**	**	**	**	**	**	**	**	**	**	3%	3%	3%	3%	3%
Neither Satisfied Nor Dissatisfied	7	**	**	**	**	**	**	**	**	**	**	6	7	7	5	7
	6%	**	**	**	**	**	**	**	**	**	**	7%	8%	7%	5%	6%
Fairly Satisfied	42	**	**	**	**	**	**	**	**	**	**	40	32	40	36	42
	37%	**	**	**	**	**	**	**	**	**	**	41%	39%	41%	36%	38%
Very Satisfied	47	**	**	**	**	**	**	**	**	**	**	35	31	37	44	42
	41%	**	**	**	**	**	**	**	**	**	**	36%	39%	38%	45%	39%
Don't Know (DO NOT READ OUT)	16	**	**	**	**	**	**	**	**	**	**	12	8	12	11	16
	14%	**	**	**	**	**	**	**	**	**	**	12%	10%	12%	11%	14%
NET: Satisfied	89	**	**	**	**	**	**	**	**	**	**	75	63	77	80	85
	78%	**	**	**	**	**	**	**	**	**	**	78%	78%	78%	81%	77%
NET: Dissatisfied	3	**	**	**	**	**	**	**	**	**	**	3	3	3	3	3
	3%	**	**	**	**	**	**	**	**	**	**	3%	4%	3%	3%	3%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 99 (continuation)

Page 1437

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	-	62	3	15	59	92	3	22	83	18	18
Weighted total	115	72	103	41	-	62	2	15	64	103	*	25	90	14	21
Very Dissatisfied	*	*	*	**	**	*	**	**	-	-	**	**	-	**	*
	%	%	%	**	**	%	**	**	-%	-%	**	**	-%	**	%
Fairly Dissatisfied	3	*	3	**	**	3	**	**	3	*	**	**	*	**	3
	2%	%	3%	**	**	4%	**	**	4%	%	**	**	%	**	3%
Neither Satisfied Nor Dissatisfied	7	*	7	**	**	2	**	**	4	6	**	**	6	**	4
	6%	%	6%	**	**	4%	**	**	7%	6%	**	**	7%	**	5%
Fairly Satisfied	42	29	40	**	**	18	**	**	18	33	**	**	29	**	26
	37%	40%	39%	**	**	29%	**	**	28%	33%	**	**	32%	**	33%
Very Satisfied	47	36	41	**	**	28	**	**	30	47	**	**	39	**	34
	41%	50%	40%	**	**	45%	**	**	47%	46%	**	**	43%	**	42%
Don't Know (DO NOT READ OUT)	16	7	12	**	**	11	**	**	9	16	**	**	16	**	12
	14%	10%	11%	**	**	17%	**	**	14%	15%	**	**	18%	**	16%
NET: Satisfied	89	64	82	**	**	46	**	**	48	80	**	**	68	**	60
	78%	90%	79%	**	**	75%	**	**	75%	78%	**	**	75%	**	75%
NET: Dissatisfied	3	*	3	**	**	3	**	**	3	*	**	**	*	**	3
	3%	%	3%	**	**	5%	**	**	4%	%	**	**	%	**	4%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 99 (continuation)

Page 1438

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	105	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	15	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	**	-	**	*	**	-	**	**	**	**	**
	*%	**	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	3	**	**	**	3	**	3	**	3	**	**	**	**	**
	2%	**	**	**	4%	**	4%	**	5%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	4	**	5	**	5	**	**	**	**	**
	6%	**	**	**	7%	**	7%	**	9%	**	**	**	**	**
Fairly Satisfied	42	**	**	**	31	**	25	**	14	**	**	**	**	**
	37%	**	**	**	48%	**	39%	**	29%	**	**	**	**	**
Very Satisfied	47	**	**	**	19	**	25	**	20	**	**	**	**	**
	41%	**	**	**	29%	**	38%	**	41%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	16	**	**	**	8	**	8	**	7	**	**	**	**	**
	14%	**	**	**	13%	**	12%	**	15%	**	**	**	**	**
NET: Satisfied	89	**	**	**	50	**	50	**	35	**	**	**	**	**
	78%	**	**	**	77%	**	77%	**	70%	**	**	**	**	**
NET: Dissatisfied	3	**	**	**	3	**	3	**	3	**	**	**	**	**
	3%	**	**	**	4%	**	4%	**	5%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	*a	b	*c	*d	
Unweighted total	105	24	46	7	21
Weighted total	115	23	54	5	26
Very Dissatisfied	*	**	**	**	**
	**%	**	**	**	**
Fairly Dissatisfied	3	**	**	**	**
	2%	**	**	**	**
Neither Satisfied Nor Dissatisfied	7	**	**	**	**
	6%	**	**	**	**
Fairly Satisfied	42	**	**	**	**
	37%	**	**	**	**
Very Satisfied	47	**	**	**	**
	41%	**	**	**	**
Don't Know (DO NOT READ OUT)	16	**	**	**	**
	14%	**	**	**	**
NET: Satisfied	89	**	**	**	**
	78%	**	**	**	**
NET: Dissatisfied	3	**	**	**	**
	3%	**	**	**	**

Columns Tested: a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	5	5	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**
Fairly Satisfied	37	36	**	**	**	**	**	**	**	**
	32%	32%	**	**	**	**	**	**	**	**
Very Satisfied	60	58	**	**	**	**	**	**	**	**
	52%	52%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	13	13	**	**	**	**	**	**	**	**
	12%	12%	**	**	**	**	**	**	**	**
NET: Satisfied	96	94	**	**	**	**	**	**	**	**
	84%	84%	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	-	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	**	**	**	**	**	5	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	36	**	**
	32%	**	**	**	**	**	**	**	**	**	34%	**	**
Very Satisfied	60	**	**	**	**	**	**	**	**	**	53	**	**
	52%	**	**	**	**	**	**	**	**	**	50%	**	**
Don't Know (DO NOT READ OUT)	13	**	**	**	**	**	**	**	**	**	12	**	**
	12%	**	**	**	**	**	**	**	**	**	11%	**	**
NET: Satisfied	96	**	**	**	**	**	**	**	**	**	88	**	**
	84%	**	**	**	**	**	**	**	**	**	84%	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	-	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	5%	**	**	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	36	**	**	**
	32%	**	**	**	**	**	**	**	**	33%	**	**	**
Very Satisfied	60	**	**	**	**	**	**	**	**	54	**	**	**
	52%	**	**	**	**	**	**	**	**	51%	**	**	**
Don't Know (DO NOT READ OUT)	13	**	**	**	**	**	**	**	**	12	**	**	**
	12%	**	**	**	**	**	**	**	**	11%	**	**	**
NET: Satisfied	96	**	**	**	**	**	**	**	**	90	**	**	**
	84%	**	**	**	**	**	**	**	**	84%	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 100 (continuation)

Page 1443

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry							Urbanity		Location		Internet connection		
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
Unweighted total	105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	-	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	-%	**	%	**	%	**
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	**	**	**	**	5	**	5	**	5	**
	4%	**	**	**	**	**	**	**	**	5%	**	5%	**	4%	**
Fairly Satisfied	37	**	**	**	**	**	**	**	**	32	**	28	**	34	**
	32%	**	**	**	**	**	**	**	**	36%	**	30%	**	31%	**
Very Satisfied	60	**	**	**	**	**	**	**	**	41	**	50	**	60	**
	52%	**	**	**	**	**	**	**	**	46%	**	53%	**	54%	**
Don't Know (DO NOT READ OUT)	13	**	**	**	**	**	**	**	**	11	**	11	**	11	**
	12%	**	**	**	**	**	**	**	**	13%	**	12%	**	10%	**
NET: Satisfied	96	**	**	**	**	**	**	**	**	74	**	78	**	94	**
	84%	**	**	**	**	**	**	**	**	82%	**	83%	**	86%	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	**	%	**	%	**	%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	105	56	13	36	55	39	10	1	-	-	-	94	11	13	42	50
Weighted total	115	69	11	35	82	24	8	*	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	**	-	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	**	-%	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	*	*	**	**	*	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	**	%	**	**	**	**	**	**	%	**	**	**	**
Neither Satisfied Nor Dissatisfied	5	*	**	**	-	**	**	**	**	**	**	5	**	**	**	**
	4%	%	**	**	-%	**	**	**	**	**	**	5%	**	**	**	**
			a			a										b
Fairly Satisfied	37	26	**	**	25	**	**	**	**	**	**	34	**	**	**	**
	32%	37%	**	**	31%	**	**	**	**	**	**	32%	**	**	**	**
		c														
Very Satisfied	60	32	**	**	44	**	**	**	**	**	**	54	**	**	**	**
	52%	47%	**	**	53%	**	**	**	**	**	**	51%	**	**	**	**
			a													
Don't Know (DO NOT READ OUT)	13	11	**	**	13	**	**	**	**	**	**	13	**	**	**	**
	12%	16%	**	**	16%	**	**	**	**	**	**	12%	**	**	**	**
		c			b							b			c	
NET: Satisfied	96	58	**	**	69	**	**	**	**	**	**	88	**	**	**	**
	84%	84%	**	**	84%	**	**	**	**	**	**	83%	**	**	**	**
NET: Dissatisfied	*	*	**	**	*	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	**	%	**	**	**	**	**	**	%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 100 (continuation)

Page 1445

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	*	-	-	-	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	-%	-%	-%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	5	3	*	3	5	**	2	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	4%	6%	*%	4%	7%	**	3%	4%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
Fairly Satisfied	37	22	15	26	19	**	23	23	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	32%	42%	36%	38%	28%	**	35%	36%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Very Satisfied	60	24	23	33	39	**	32	33	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	52%	47%	57%	49%	57%	**	48%	51%	**	**	**	**	**	**	55%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	13	3	3	5	6	**	10	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	12%	5%	6%	8%	8%	**	14%	8%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**
NET: Satisfied	96	46	38	59	58	**	56	56	**	**	**	**	**	**	56	**	**	**	**	**	**	**
	84%	89%	93%	88%	85%	**	82%	88%	**	**	**	**	**	**	84%	**	**	**	**	**	**	**
NET: Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	105														
Weighted total	115														
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	**	**	**	b	
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	22
Very Satisfied	60	**	**	**	**	**	**	**	**	**	**	**	**	**	36%
	52%	**	**	**	**	**	**	**	**	**	**	**	**	**	32
Don't Know (DO NOT READ OUT)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	8
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	12%
NET: Satisfied	96	**	**	**	**	**	**	**	**	**	**	**	**	**	54
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**	87%
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
105	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
115	51	25	17	53	46	30	15	55	32	57	19	-
*	47	21	28	41	39	28	19	50	24	40	10	-
%	*	**	**	-	**	**	**	-	**	*	**	**
*	%	**	**	-%	**	**	**	-%	**	%	**	**
%	-	**	**	-	**	**	**	-	**	-	**	**
%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
5	3	**	**	*	**	**	**	*	**	3	**	**
4%	6%	**	**	1%	**	**	**	%	**	7%	**	**
37	15	**	**	14	**	**	**	17	**	19	**	**
32%	32%	**	**	34%	**	**	**	33%	**	49%	**	**
60	26	**	**	24	**	**	**	29	**	15	**	**
52%	56%	**	**	58%	**	**	**	57%	**	37%	**	**
13	3	**	**	3	**	**	**	5	**	3	**	**
12%	6%	**	**	8%	**	**	**	10%	**	7%	**	**
96	41	**	**	38	**	**	**	45	**	35	**	**
84%	88%	**	**	92%	**	**	**	90%	**	86%	**	**
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 100 (continuation)

Page 1448

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%														
Unweighted total	105													
Weighted total	115													
Very Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	5	**	**	**	**	**	**	**	**
	4%	**	**	**	**	9%	**	**	**	**	**	**	**	**
Fairly Satisfied	37	**	**	**	**	14	**	**	**	**	**	**	**	**
	32%	**	**	**	**	25%	**	**	**	**	**	**	**	**
Very Satisfied	60	**	**	**	**	30	**	**	**	**	**	**	**	**
	52%	**	**	**	**	55%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	13	**	**	**	**	6	**	**	**	**	**	**	**	**
	12%	**	**	**	**	11%	**	**	**	**	**	**	**	**
NET: Satisfied	96	**	**	**	**	44	**	**	**	**	**	**	**	**
	84%	**	**	**	**	80%	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Neither Satisfied Nor Dissatisfied	5	**	**	**	**	**	**	**	**	**	**	5	5	5	5	5
	4%	**	**	**	**	**	**	**	**	**	**	5%	6%	5%	5%	4%
Fairly Satisfied	37	**	**	**	**	**	**	**	**	**	**	34	26	34	28	37
	32%	**	**	**	**	**	**	**	**	**	**	36%	32%	35%	28%	33%
	C															
Very Satisfied	60	**	**	**	**	**	**	**	**	**	**	48	41	50	57	55
	52%	**	**	a	**	**	**	**	**	**	**	50%	51%	51%	58%	50%
Don't Know (DO NOT READ OUT)	13	**	**	**	**	**	**	**	**	**	**	9	8	9	9	13
	12%	**	**	**	**	**	**	**	**	**	**	10%	10%	9%	9%	12%
NET: Satisfied	96	**	**	**	**	**	**	**	**	**	**	82	67	84	85	92
	84%	**	**	**	**	**	**	**	**	**	**	85%	83%	85%	86%	83%
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
	%	%	%	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	*	-	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	-%	%	**	%	**	**	%	-%	**	**	-%	**	%	**
Neither Satisfied Nor Dissatisfied	5	*	5	**	5	**	**	5	2	**	**	2	**	5	**
	4%	%	5%	**	8%	**	**	8%	2%	**	**	2%	**	6%	**
Fairly Satisfied	37	24	32	**	17	**	**	19	28	**	**	26	**	27	**
	32%	34%	31%	**	27%	**	**	29%	27%	**	**	29%	**	34%	**
Very Satisfied	60	43	56	**	30	**	**	32	59	**	**	49	**	37	**
	52%	60%	55%	**	48%	**	**	49%	58%	**	**	54%	**	47%	**
Don't Know (DO NOT READ OUT)	13	4	9	**	11	**	**	9	13	**	**	13	**	10	**
	12%	6%	9%	**	17%	**	**	14%	13%	**	**	15%	**	12%	**
NET: Satisfied	96	67	89	**	47	**	**	50	87	**	**	75	**	65	**
	84%	94%	86%	**	75%	**	**	78%	85%	**	**	83%	**	81%	**
NET: Dissatisfied	*	*	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	%	%	**	%	**	**	%	-%	**	**	-%	**	%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	*	**	*	**	-	**	**	**	**	**
%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Fairly Dissatisfied	*	**	**	*	**	-	**	-	**	**	**	**	**
%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	5	**	**	3	**	3	**	5	**	**	**	**	**
%	4%	**	**	4%	**	4%	**	10%	**	**	**	**	**
Fairly Satisfied	37	**	**	28	**	24	**	10	**	**	**	**	**
%	32%	**	**	42%	**	37%	**	21%	**	**	**	**	**
Very Satisfied	60	**	**	27	**	33	**	29	**	**	**	**	**
%	52%	**	**	41%	**	51%	**	59%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	13	**	**	8	**	5	**	5	**	**	**	**	**
%	12%	**	**	13%	**	8%	**	10%	**	**	**	**	**
NET: Satisfied	96	**	**	55	**	57	**	40	**	**	**	**	**
%	84%	**	**	83%	**	87%	**	80%	**	**	**	**	**
NET: Dissatisfied	*	**	**	*	**	*	**	-	**	**	**	**	**
%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 100 (continuation)

Page 1452

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
	*a	b	*c	*d		
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Fairly Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Neither Satisfied Nor						
Dissatisfied	5	**	**	**	**	5
	4%	**	**	**	**	4%
Fairly Satisfied	37	**	**	**	**	37
	32%	**	**	**	**	32%
Very Satisfied	60	**	**	**	**	60
	52%	**	**	**	**	52%
Don't Know (DO NOT READ						
OUT)	13	**	**	**	**	13
	12%	**	**	**	**	12%
NET: Satisfied	96	**	**	**	**	96
	84%	**	**	**	**	84%
NET: Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%

Columns Tested: a,b,c,d

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	21	**	**	**	**	**	**	**	**
	16%	19%	**	**	**	**	**	**	**	**
Fairly Satisfied	31	30	**	**	**	**	**	**	**	**
	27%	27%	**	**	**	**	**	**	**	**
Very Satisfied	43	41	**	**	**	**	**	**	**	**
	38%	37%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	19	19	**	**	**	**	**	**	**	**
	17%	17%	**	**	**	**	**	**	**	**
NET: Satisfied	74	72	**	**	**	**	**	**	**	**
	65%	64%	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
					a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	20	**	**	**
	16%	**	**	**	**	**	**	**	**	**	19%	**	**	**
Fairly Satisfied	31	**	**	**	**	**	**	**	**	**	28	**	**	**
	27%	**	**	**	**	**	**	**	**	**	27%	**	**	**
Very Satisfied	43	**	**	**	**	**	**	**	**	**	38	**	**	**
	38%	**	**	**	**	**	**	**	**	**	36%	**	**	**
Don't Know (DO NOT READ OUT)	19	**	**	**	**	**	**	**	**	**	18	**	**	**
	17%	**	**	**	**	**	**	**	**	**	18%	**	**	**
NET: Satisfied	74	**	**	**	**	**	**	**	**	**	66	**	**	**
	65%	**	**	**	**	**	**	**	**	**	63%	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	20	**	**	**
	18%	**	**	**	**	**	**	**	**	**	19%	**	**	**
Fairly Satisfied	31	**	**	**	**	**	**	**	**	**	29	**	**	**
	27%	**	**	**	**	**	**	**	**	**	27%	**	**	**
Very Satisfied	43	**	**	**	**	**	**	**	**	**	39	**	**	**
	38%	**	**	**	**	**	**	**	**	**	37%	**	**	**
Don't Know (DO NOT READ OUT)	19	**	**	**	**	**	**	**	**	**	18	**	**	**
	17%	**	**	**	**	**	**	**	**	**	17%	**	**	**
NET: Satisfied	74	**	**	**	**	**	**	**	**	**	68	**	**	**
	65%	**	**	**	**	**	**	**	**	**	64%	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1456

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	105	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	*	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	%	**	%	**	%	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	16	**	19	**	21	**
	16%	**	**	**	**	**	**	**	18%	**	20%	**	19%	**
Fairly Satisfied	31	**	**	**	**	**	**	**	24	**	22	**	31	**
	27%	**	**	**	**	**	**	**	27%	**	23%	**	28%	**
Very Satisfied	43	**	**	**	**	**	**	**	33	**	39	**	43	**
	38%	**	**	**	**	**	**	**	37%	**	41%	**	39%	**
Don't Know (DO NOT READ OUT)	19	**	**	**	**	**	**	**	16	**	15	**	14	**
	17%	**	**	**	**	**	**	**	18%	**	16%	**	13%	**
NET: Satisfied	74	**	**	**	**	**	**	**	58	**	60	**	74	**
	65%	**	**	**	**	**	**	**	64%	**	64%	**	68%	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	%	**	%	**	%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1457

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	12	**	18	**	**	**	**	**	**	**	21	**	**	**	**
	18%	17%	**	22%	**	**	**	**	**	**	**	20%	**	**	**	**
Fairly Satisfied	31	18	**	15	**	**	**	**	**	**	**	29	**	**	**	**
	27%	26%	**	19%	**	**	**	**	**	**	**	27%	**	**	**	**
				ai												b
Very Satisfied	43	25	**	30	**	**	**	**	**	**	**	37	**	**	**	**
	38%	36%	**	37%	**	**	**	**	**	**	**	35%	**	**	**	**
Don't Know (DO NOT READ OUT)	19	15	**	19	**	**	**	**	**	**	**	19	**	**	**	**
	17%	22%	**	23%	**	**	**	**	**	**	**	18%	**	**	**	**
		c		b								b			c	
NET: Satisfied	74	43	**	46	**	**	**	**	**	**	**	66	**	**	**	**
	65%	62%	**	55%	**	**	**	**	**	**	**	62%	**	**	**	**
				ai												b
NET: Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	*	*	*	*	*	**	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	**	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	8	10	12	14	**	12	12	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	16%	16%	24%	18%	20%	**	18%	19%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
Fairly Satisfied	31	15	8	19	15	**	17	19	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	27%	28%	19%	28%	22%	**	25%	29%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
Very Satisfied	43	24	18	27	33	**	27	24	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	38%	46%	44%	40%	47%	**	39%	37%	**	**	**	**	**	**	49%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	19	5	5	9	7	**	12	9	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	17%	9%	11%	14%	10%	**	17%	15%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
				e			e															
NET: Satisfied	74	38	26	46	48	**	44	42	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	65%	75%	63%	68%	70%	**	64%	66%	**	**	**	**	**	**	68%	**	**	**	**	**	**	**
NET: Dissatisfied	*	*	*	*	*	**	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	1%	1%	*%	*%	**	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1459

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	^a 20	^b 19	^c 16	^d 20	^e 1	^a 19	^b 16	^c 18	^d 15	^e 2	^a 44	^b 8	^c 18	^a 48	^b 57
Weighted total	115 30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	**	**	**	**	14
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	23%
Fairly Satisfied	31	**	**	**	**	**	**	**	**	**	**	**	**	**	18
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	29%
Very Satisfied	43	**	**	**	**	**	**	**	**	**	**	**	**	**	19
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	30%
Don't Know (DO NOT READ OUT)	19	**	**	**	**	**	**	**	**	**	**	**	**	**	12
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	19%
NET: Satisfied	74	**	**	**	**	**	**	**	**	**	**	**	**	**	36
	65%	**	**	**	**	**	**	**	**	**	**	**	**	**	58%
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
105	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
115	51	25	17	53	46	30	15	55	32	57	19	-
*	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
*	-	**	**	*	**	**	**	*	**	*	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
21	5	**	**	10	**	**	**	10	**	7	**	**
18%	10%	**	**	23%	**	**	**	19%	**	18%	**	**
31	13	**	**	10	**	**	**	10	**	12	**	**
27%	27%	**	**	25%	**	**	**	19%	**	31%	**	**
43	25	**	**	17	**	**	**	24	**	15	**	**
38%	53%	**	**	41%	**	**	**	48%	**	39%	**	**
19	5	**	**	4	**	**	**	7	**	5	**	**
17%	10%	**	**	10%	**	**	**	14%	**	12%	**	**
74	37	**	**	27	**	**	**	34	**	28	**	**
65%	80%	**	**	66%	**	**	**	67%	**	69%	**	**
*	*	**	**	*	**	**	**	*	**	*	**	**
-%	-%	**	**	-%	**	**	**	-%	**	1%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1461

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	-	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	*	**	**	**	*	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	10	**	**	**	**	**	**	**	**	**
18%	**	**	**	**	18%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	31	**	**	**	12	**	**	**	**	**	**	**	**	**
27%	**	**	**	**	22%	**	**	**	**	**	**	**	**	**
Very Satisfied	43	**	**	**	28	**	**	**	**	**	**	**	**	**
38%	**	**	**	**	51%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	19	**	**	**	5	**	**	**	**	**	**	**	**	**
17%	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
NET: Satisfied	74	**	**	**	40	**	**	**	**	**	**	**	**	**
65%	**	**	**	**	73%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	*	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	**	18	18	20	19	21
	18%	**	**	**	**	**	**	**	**	**	**	19%	23%	21%	19%	19%
Fairly Satisfied	31	**	**	**	**	**	**	**	**	**	**	29	23	29	27	29
	27%	**	**	**	**	**	**	**	**	**	**	30%	28%	29%	27%	26%
Very Satisfied	43	**	**	**	**	**	**	**	**	**	**	36	28	36	43	41
	38%	**	**	**	**	**	**	**	**	**	**	38%	34%	37%	44%	37%
Don't Know (DO NOT READ OUT)	19	**	**	**	**	**	**	**	**	**	**	13	12	13	10	19
	17%	**	**	**	**	**	**	**	**	**	**	13%	14%	13%	10%	17%
NET: Satisfied	74	**	**	**	**	**	**	**	**	**	**	65	50	65	70	70
	65%	**	**	**	**	**	**	**	**	**	**	68%	63%	66%	71%	63%
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1463

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
	%	%	%	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	*	*	*	**	*	**	**	*	*	**	**	*	**	*	**
	%	%	%	**	%	**	**	%	%	**	**	%	**	%	**
Neither Satisfied Nor Dissatisfied	21	15	20	**	9	**	**	9	18	**	**	13	**	11	**
	18%	20%	20%	**	15%	**	**	14%	18%	**	**	15%	**	14%	**
Fairly Satisfied	31	19	29	**	15	**	**	16	24	**	**	18	**	24	**
	27%	27%	28%	**	25%	**	**	25%	24%	**	**	20%	**	30%	**
Very Satisfied	43	30	41	**	23	**	**	25	41	**	**	40	**	28	**
	38%	42%	40%	**	37%	**	**	39%	40%	**	**	44%	**	36%	**
Don't Know (DO NOT READ OUT)	19	8	13	**	15	**	**	14	19	**	**	19	**	16	**
	17%	11%	12%	**	23%	**	**	21%	19%	**	**	21%	**	20%	**
NET: Satisfied	74	49	70	**	38	**	**	41	65	**	**	58	**	53	**
	65%	68%	68%	**	62%	**	**	64%	63%	**	**	64%	**	66%	**
NET: Dissatisfied	*	*	*	**	*	**	**	*	*	**	**	*	**	*	**
	%	%	%	**	%	**	**	%	%	**	**	%	**	%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1464

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	*%	**	*%	**	*%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	17	**	12	**	7	**	**	**	**	**
	18%	**	**	25%	**	19%	**	14%	**	**	**	**	**
Fairly Satisfied	31	**	**	22	**	19	**	12	**	**	**	**	**
	27%	**	**	34%	**	29%	**	25%	**	**	**	**	**
Very Satisfied	43	**	**	17	**	27	**	25	**	**	**	**	**
	38%	**	**	26%	**	41%	**	51%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	19	**	**	10	**	7	**	5	**	**	**	**	**
	17%	**	**	15%	**	11%	**	10%	**	**	**	**	**
NET: Satisfied	74	**	**	39	**	46	**	38	**	**	**	**	**
	65%	**	**	60%	**	70%	**	76%	**	**	**	**	**
NET: Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	*%	**	*%	**	*%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 101 (continuation)

Page 1465

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
	*a	b	*c	*d		
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Fairly Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Neither Satisfied Nor Dissatisfied						
	21	**	**	**	**	21
	18%	**	**	**	**	18%
Fairly Satisfied	31	**	**	**	**	31
	27%	**	**	**	**	27%
Very Satisfied	43	**	**	**	**	43
	38%	**	**	**	**	38%
Don't Know (DO NOT READ OUT)	19	**	**	**	**	19
	17%	**	**	**	**	17%
NET: Satisfied	74	**	**	**	**	74
	65%	**	**	**	**	65%
NET: Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%

Columns Tested: a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	2	2	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	12	12	**	**	**	**	**	**	**	**
	10%	10%	**	**	**	**	**	**	**	**
Fairly Satisfied	10	9	**	**	**	**	**	**	**	**
	9%	8%	**	**	**	**	**	**	**	**
Very Satisfied	81	79	**	**	**	**	**	**	**	**
	71%	71%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	9	9	**	**	**	**	**	**	**	**
	8%	8%	**	**	**	**	**	**	**	**
NET: Satisfied	91	89	**	**	**	**	**	**	**	**
	80%	80%	**	**	**	**	**	**	**	**
NET: Dissatisfied	2	2	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	**	**	**	**	**	12	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Fairly Satisfied	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Very Satisfied	81	**	**	**	**	**	**	**	**	**	73	**	**	**
	71%	**	**	**	**	**	**	**	**	**	69%	**	**	**
Don't Know (DO NOT READ OUT)	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
NET: Satisfied	91	**	**	**	**	**	**	**	**	**	82	**	**	**
	80%	**	**	**	**	**	**	**	**	**	78%	**	**	**
NET: Dissatisfied	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Fairly Dissatisfied	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	**	**	**	**	**	12	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Fairly Satisfied	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Very Satisfied	81	**	**	**	**	**	**	**	**	**	74	**	**	**
	71%	**	**	**	**	**	**	**	**	**	70%	**	**	**
Don't Know (DO NOT READ OUT)	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	8%	**	**	**	**	**	**	**	**	**	8%	**	**	**
NET: Satisfied	91	**	**	**	**	**	**	**	**	**	84	**	**	**
	80%	**	**	**	**	**	**	**	**	**	78%	**	**	**
NET: Dissatisfied	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 102 (continuation)

Page 1469

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	105	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	2	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	2%	**	2%	**	2%	**
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	**	**	**	12	**	12	**	9	**
	10%	**	**	**	**	**	**	**	13%	**	13%	**	9%	**
Fairly Satisfied	10	**	**	**	**	**	**	**	10	**	8	**	10	**
	9%	**	**	**	**	**	**	**	11%	**	9%	**	9%	**
Very Satisfied	81	**	**	**	**	**	**	**	62	**	63	**	79	**
	71%	**	**	**	**	**	**	**	68%	**	67%	**	72%	**
Don't Know (DO NOT READ OUT)	9	**	**	**	**	**	**	**	4	**	9	**	9	**
	8%	**	**	**	**	**	**	**	5%	**	10%	**	8%	**
NET: Satisfied	91	**	**	**	**	**	**	**	72	**	71	**	89	**
	80%	**	**	**	**	**	**	**	80%	**	75%	**	81%	**
NET: Dissatisfied	2	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	3%	**	2%	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	*	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	2	2	**	2	**	**	**	**	**	**	**	2	**	**	**	**
	2%	3%	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**
Neither Satisfied Nor Dissatisfied	12	7	**	5	**	**	**	**	**	**	**	12	**	**	**	**
	10%	10%	**	6%	**	**	**	**	**	**	**	11%	**	**	**	b
Fairly Satisfied	10	5	**	7	**	**	**	**	**	**	**	10	**	**	**	**
	9%	7%	**	8%	**	**	**	**	**	**	**	10%	**	**	**	**
Very Satisfied	81	51	**	60	**	**	**	**	**	**	**	73	**	**	**	**
	71%	74%	**	73%	**	**	**	**	**	**	**	69%	**	**	**	**
Don't Know (DO NOT READ OUT)	9	4	**	9	**	**	**	**	**	**	**	9	**	**	**	**
	8%	6%	**	11%	**	**	**	**	**	**	**	9%	**	**	c	**
NET: Satisfied	91	56	**	67	**	**	**	**	**	**	**	83	**	**	**	**
	80%	80%	**	81%	**	**	**	**	**	**	**	78%	**	**	**	**
NET: Dissatisfied	2	2	**	2	**	**	**	**	**	**	**	2	**	**	**	**
	2%	3%	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 102 (continuation)

Page 1471

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	*	**	-	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	**	-%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Fairly Dissatisfied	2	2	2	2	2	**	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	4%	5%	3%	3%	**	-%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
			f																			
Neither Satisfied Nor Dissatisfied	12	5	*	5	7	**	5	5	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	10%	10%	1%	7%	10%	**	7%	8%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
		b		b	b																	
Fairly Satisfied	10	3	3	3	7	**	8	3	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	9%	6%	7%	5%	11%	**	12%	4%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
Very Satisfied	81	36	33	52	47	**	46	49	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	71%	70%	80%	77%	69%	**	68%	77%	**	**	**	**	**	**	68%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	9	5	3	5	5	**	9	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	8%	10%	7%	7%	7%	**	13%	8%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
NET: Satisfied	91	39	36	55	55	**	54	52	**	**	**	**	**	**	52	**	**	**	**	**	**	**
	80%	76%	87%	82%	79%	**	80%	81%	**	**	**	**	**	**	79%	**	**	**	**	**	**	**
NET: Dissatisfied	2	2	2	2	2	**	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	4%	6%	3%	3%	**	-%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
			f																			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
105	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
115	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7
10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	12%
10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	6
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	9%
81	**	**	**	**	**	**	**	**	**	**	**	**	**	**	45
71%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	72%
9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
91	**	**	**	**	**	**	**	**	**	**	**	**	**	**	51
80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	81%
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 102 (continuation)

Page 1473

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
105	51	25	17	53	46	30	15	55	32	57	19	-
115	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**
2	2	**	**	2	**	**	**	2	**	2	**	**
2%	5%	**	**	5%	**	**	**	4%	**	6%	**	**
12	3	**	**	2	**	**	**	2	**	5	**	**
10%	6%	**	**	6%	**	**	**	5%	**	12%	**	**
10	3	**	**	5	**	**	**	5	**	1	**	**
9%	6%	**	**	12%	**	**	**	10%	**	2%	**	**
81	34	**	**	29	**	**	**	36	**	30	**	**
71%	72%	**	**	71%	**	**	**	71%	**	74%	**	**
9	5	**	**	2	**	**	**	5	**	2	**	**
8%	10%	**	**	5%	**	**	**	10%	**	6%	**	**
91	37	**	**	34	**	**	**	41	**	31	**	**
80%	79%	**	**	83%	**	**	**	81%	**	76%	**	**
2	2	**	**	2	**	**	**	2	**	2	**	**
2%	5%	**	**	5%	**	**	**	4%	**	6%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
Weighted total	115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	2	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	10	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
Very Satisfied	81	**	**	**	**	35	**	**	**	**	**	**	**	**	**
	71%	**	**	**	**	65%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	9	**	**	**	**	3	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	5%	**	**	**	**	**	**	**	**	**
NET: Satisfied	91	**	**	**	**	42	**	**	**	b	**	**	**	**	**
	80%	**	**	**	**	78%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	2	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	2	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	**	**	**	**	**	2%	3%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	**	**	**	**	**	**	9	9	9	9	12
	10%	**	**	**	**	**	**	**	**	**	**	10%	12%	10%	9%	11%
Fairly Satisfied	10	**	**	**	**	**	**	**	**	**	**	10	6	10	10	10
	9%	**	**	**	**	**	**	**	**	**	**	11%	8%	10%	10%	9%
Very Satisfied	81	**	**	**	**	**	**	**	**	**	**	67	56	69	68	77
	71%	**	**	**	**	**	**	**	**	**	**	70%	69%	70%	69%	70%
Don't Know (DO NOT READ OUT)	9	**	**	**	**	**	**	**	**	**	**	7	7	7	9	9
	8%	**	**	**	**	**	**	**	**	**	**	7%	9%	7%	9%	8%
NET: Satisfied	91	**	**	**	**	**	**	**	**	**	**	77	62	79	78	87
	80%	**	**	**	**	**	**	**	**	**	**	81%	77%	81%	79%	79%
NET: Dissatisfied	2	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	**	**	**	**	**	2%	3%	2%	2%	2%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	-	*	**	*	**	**	*	-	**	**	-	**	*	**
	%	-%	%	**	%	**	**	%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	2	2	2	**	2	**	**	2	-	**	**	2	**	2	**
	2%	3%	2%	**	4%	**	**	3%	-%	**	**	2%	**	3%	**
Neither Satisfied Nor Dissatisfied	12	2	9	**	8	**	**	9	7	**	**	7	**	12	**
	10%	3%	9%	**	12%	**	**	15%	7%	**	**	8%	**	15%	**
Fairly Satisfied	10	8	8	**	6	**	**	6	10	**	**	5	**	9	**
	9%	11%	8%	**	10%	**	**	9%	10%	**	**	5%	**	11%	**
Very Satisfied	81	54	76	**	37	**	**	38	76	**	**	67	**	48	**
	71%	76%	74%	**	60%	**	**	58%	75%	**	**	74%	**	59%	**
Don't Know (DO NOT READ OUT)	9	5	7	**	9	**	**	9	9	**	**	9	**	9	**
	8%	7%	7%	**	14%	**	**	14%	9%	**	**	10%	**	11%	**
NET: Satisfied	91	62	84	**	43	**	**	44	86	**	**	72	**	57	**
	80%	87%	82%	**	70%	**	**	68%	84%	**	**	80%	**	71%	**
NET: Dissatisfied	2	2	2	**	2	**	**	2	-	**	**	2	**	2	**
	2%	3%	2%	**	4%	**	**	4%	-%	**	**	2%	**	3%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	-%	**	*%	**	*%	**	**	**	**	**
Fairly Dissatisfied	2	**	**	2	**	2	**	-	**	**	**	**	**
	2%	**	**	3%	**	3%	**	-%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	12	**	**	7	**	5	**	7	**	**	**	**	**
	10%	**	**	10%	**	8%	**	14%	**	**	**	**	**
Fairly Satisfied	10	**	**	8	**	3	**	5	**	**	**	**	**
	9%	**	**	12%	**	5%	**	10%	**	**	**	**	**
Very Satisfied	81	**	**	44	**	50	**	34	**	**	**	**	**
	71%	**	**	68%	**	76%	**	69%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	9	**	**	4	**	5	**	3	**	**	**	**	**
	8%	**	**	6%	**	8%	**	6%	**	**	**	**	**
NET: Satisfied	91	**	**	52	**	53	**	39	**	**	**	**	**
	80%	**	**	80%	**	81%	**	80%	**	**	**	**	**
NET: Dissatisfied	2	**	**	2	**	2	**	*	**	**	**	**	**
	2%	**	**	3%	**	4%	**	*%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
		*a	b	*c	*d	
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Fairly Dissatisfied	2	**	**	**	**	2
	2%	**	**	**	**	2%
Neither Satisfied Nor Dissatisfied	12	**	**	**	**	12
	10%	**	**	**	**	10%
Fairly Satisfied	10	**	**	**	**	10
	9%	**	**	**	**	9%
Very Satisfied	81	**	**	**	**	81
	71%	**	**	**	**	71%
Don't Know (DO NOT READ OUT)	9	**	**	**	**	9
	8%	**	**	**	**	8%
NET: Satisfied	91	**	**	**	**	91
	80%	**	**	**	**	80%
NET: Dissatisfied	2	**	**	**	**	2
	2%	**	**	**	**	2%

Columns Tested: a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	4	4	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	24	23	**	**	**	**	**	**	**	**
	21%	20%	**	**	**	**	**	**	**	**
Fairly Satisfied	40	39	**	**	**	**	**	**	**	**
	35%	35%	**	**	**	**	**	**	**	**
Very Satisfied	43	42	**	**	**	**	**	**	**	**
	37%	37%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	4	4	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**
NET: Satisfied	82	80	**	**	**	**	**	**	**	**
	72%	72%	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	4	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	**	**	**	**	**	23	**	**	**
	21%	**	**	**	**	**	**	**	**	**	22%	**	**	**
Fairly Satisfied	40	**	**	**	**	**	**	**	**	**	37	**	**	**
	35%	**	**	**	**	**	**	**	**	**	35%	**	**	**
Very Satisfied	43	**	**	**	**	**	**	**	**	**	36	**	**	**
	37%	**	**	**	**	**	**	**	**	**	35%	**	**	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
NET: Satisfied	82	**	**	**	**	**	**	**	**	**	73	**	**	**
	72%	**	**	**	**	**	**	**	**	**	70%	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	**	**	**	**	23	**	**	**
	21%	**	**	**	**	**	**	**	**	22%	**	**	**
Fairly Satisfied	40	**	**	**	**	**	**	**	**	37	**	**	**
	35%	**	**	**	**	**	**	**	**	34%	**	**	**
Very Satisfied	43	**	**	**	**	**	**	**	**	38	**	**	**
	37%	**	**	**	**	**	**	**	**	36%	**	**	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**	**
NET: Satisfied	82	**	**	**	**	**	**	**	**	75	**	**	**
	72%	**	**	**	**	**	**	**	**	70%	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	4	**	2	**	4	**
	4%	**	**	**	**	**	**	**	**	5%	**	2%	**	4%	**
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	**	**	**	**	19	**	21	**	21	**
	21%	**	**	**	**	**	**	**	**	21%	**	22%	**	19%	**
Fairly Satisfied	40	**	**	**	**	**	**	**	**	33	**	31	**	37	**
	35%	**	**	**	**	**	**	**	**	37%	**	33%	**	34%	**
Very Satisfied	43	**	**	**	**	**	**	**	**	30	**	38	**	43	**
	37%	**	**	**	**	**	**	**	**	33%	**	40%	**	39%	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	4	**	2	**	4	**
	4%	**	**	**	**	**	**	**	**	5%	**	2%	**	4%	**
NET: Satisfied	82	**	**	**	**	**	**	**	**	63	**	69	**	80	**
	72%	**	**	**	**	**	**	**	**	70%	**	73%	**	73%	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	4	**	2	**	4	**
	4%	**	**	**	**	**	**	**	**	5%	**	2%	**	4%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	105	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	35	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	4	2	**	**	4	**	**	**	**	**	**	**	4	**	**	**	**
	4%	3%	**	**	5%	**	**	**	**	**	**	**	4%	**	**	**	**
Neither Satisfied Nor Dissatisfied	24	13	**	**	14	**	**	**	**	**	**	**	21	**	**	**	**
	21%	18%	**	**	18%	**	**	**	**	**	**	**	20%	**	**	**	**
Fairly Satisfied	40	30	**	**	30	**	**	**	**	**	**	**	39	**	**	**	**
	35%	43%	**	**	36%	**	**	**	**	**	**	**	37%	**	**	**	**
Very Satisfied	43	25	**	**	32	**	**	**	**	**	**	**	37	**	**	**	**
	37%	36%	**	**	39%	**	**	**	**	**	**	**	35%	**	**	**	**
Don't Know (DO NOT READ OUT)	4	-	**	**	2	**	**	**	**	**	**	**	4	**	**	**	**
	4%	-%	**	**	2%	**	**	**	**	**	**	**	4%	**	**	**	**
NET: Satisfied	82	54	**	**	62	**	**	**	**	**	**	**	77	**	**	**	**
	72%	79%	**	**	75%	**	**	**	**	**	**	**	72%	**	**	**	**
NET: Dissatisfied	4	2	**	**	4	**	**	**	**	**	**	**	4	**	**	**	**
	4%	3%	**	**	5%	**	**	**	**	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	4	*	4	4	*	**	*	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	*%	10%	6%	*%	**	*%	7%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
			adf	df																		
Neither Satisfied Nor Dissatisfied	24	10	10	15	12	**	21	15	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	21%	20%	25%	22%	17%	**	32%	23%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
Fairly Satisfied	40	20	8	22	20	**	20	22	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	35%	38%	20%	32%	29%	**	30%	34%	**	**	**	**	**	**	30%	**	**	**	**	**	**	**
		b			b																	
Very Satisfied	43	19	18	24	35	**	22	21	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	37%	37%	44%	36%	50%	**	32%	33%	**	**	**	**	**	**	52%	**	**	**	**	**	**	**
				ef																		
Don't Know (DO NOT READ OUT)	4	2	-	2	2	**	4	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	4%	-%	3%	3%	**	6%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
NET: Satisfied	82	39	26	46	55	**	42	43	**	**	**	**	**	**	54	**	**	**	**	**	**	**
	72%	75%	64%	68%	79%	**	62%	67%	**	**	**	**	**	**	82%	**	**	**	**	**	**	**
				f																		
NET: Dissatisfied	4	*	4	4	*	**	*	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	1%	11%	7%	*%	**	*%	7%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
			adf	df																		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 103 (continuation)

Page 1485

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
Weighted total	115	30	15	13	9	19	12	20	16	1	48	6	15	53	62
Very Dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	14
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	23%
Fairly Satisfied	40	**	**	**	**	**	**	**	**	**	**	**	**	**	17
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	28%
Very Satisfied	43	**	**	**	**	**	**	**	**	**	**	**	**	**	26
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	42%
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	3%
NET: Satisfied	82	**	**	**	**	**	**	**	**	**	**	**	**	**	43
	72%	**	**	**	**	**	**	**	**	**	**	**	**	**	70%
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	2
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
105	51	25	17	53	46	30	15	55	32	57	19	-
115	47	21	28	41	39	28	19	50	24	40	10	-
*	*	**	**	-	**	**	**	-	**	*	**	**
%	%	**	**	-%	**	**	**	-%	**	%	**	**
4	2	**	**	*	**	**	**	*	**	*	**	**
4%	5%	**	**	%	**	**	**	%	**	%	**	**
						a						
24	8	**	**	5	**	**	**	8	**	10	**	**
21%	16%	**	**	12%	**	**	**	15%	**	25%	**	**
40	17	**	**	8	**	**	**	15	**	12	**	**
35%	36%	**	**	19%	**	**	**	30%	**	30%	**	**
					b							
43	18	**	**	26	**	**	**	25	**	16	**	**
37%	39%	**	**	64%	**	**	**	50%	**	39%	**	**
4	2	**	**	2	**	**	**	2	**	2	**	**
4%	4%	**	**	5%	**	**	**	4%	**	5%	**	**
82	35	**	**	34	**	**	**	40	**	28	**	**
72%	74%	**	**	82%	**	**	**	80%	**	69%	**	**
4	2	**	**	*	**	**	**	*	**	*	**	**
4%	5%	**	**	%	**	**	**	%	**	1%	**	**
					a							

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 103 (continuation)

Page 1487

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
Weighted total	115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	4	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	10	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	18%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	40	**	**	**	**	16	**	**	**	a	**	**	**	**	**
	35%	**	**	**	**	28%	**	**	**	**	**	**	**	**	**
Very Satisfied	43	**	**	**	**	27	**	**	**	b	**	**	**	**	**
	37%	**	**	**	**	50%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	4	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
NET: Satisfied	82	**	**	**	**	43	**	**	**	**	**	**	**	**	**
	72%	**	**	**	**	78%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	-	**	**	**	bc	**	**	**	**	**
	4%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	2	4	2	4
	4%	**	**	**	**	**	**	**	**	**	**	4%	3%	4%	2%	4%
Neither Satisfied Nor Dissatisfied	24	**	**	**	**	**	**	**	**	**	**	24	22	24	19	24
	21%	**	**	**	**	**	**	**	**	**	**	25%	27%	24%	19%	22%
Fairly Satisfied	40	**	**	**	**	**	**	**	**	**	**	29	24	29	35	40
	35%	**	**	**	**	**	**	**	**	**	**	31%	30%	30%	35%	36%
Very Satisfied	43	**	**	**	**	**	**	**	**	**	**	34	28	36	39	38
	37%	**	**	**	**	**	**	**	**	**	**	36%	35%	37%	39%	35%
Don't Know (DO NOT READ OUT)	4	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
	4%	**	**	**	**	**	**	**	**	**	**	4%	5%	4%	4%	4%
NET: Satisfied	82	**	**	**	**	**	**	**	**	**	**	64	52	66	74	78
	72%	**	**	**	**	**	**	**	**	**	**	67%	65%	67%	75%	71%
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	2	4	2	4
	4%	**	**	**	**	**	**	**	**	**	**	5%	3%	5%	2%	4%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 103 (continuation)

Page 1489

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
%	%	%	**	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	4	2	4	**	*	**	**	2	4	**	**	4	**	2	**
%	4%	3%	4%	**	%	**	**	3%	4%	**	**	5%	**	3%	**
Neither Satisfied Nor Dissatisfied	24	14	24	**	12	**	**	12	17	**	**	12	**	16	**
%	21%	20%	23%	**	19%	**	**	18%	16%	**	**	14%	**	21%	**
Fairly Satisfied	40	25	34	**	28	**	**	29	37	**	**	35	**	27	**
%	35%	35%	33%	**	45%	**	**	45%	36%	**	**	39%	**	34%	**
Very Satisfied	43	28	39	**	18	**	**	17	41	**	**	36	**	30	**
%	37%	38%	37%	**	29%	**	**	26%	40%	**	**	40%	**	37%	**
Don't Know (DO NOT READ OUT)	4	2	2	**	4	**	**	4	4	**	**	2	**	4	**
%	4%	3%	2%	**	7%	**	**	6%	4%	**	**	2%	**	5%	**
NET: Satisfied	82	53	73	**	46	**	**	46	78	**	**	71	**	57	**
%	72%	74%	71%	**	74%	**	**	72%	76%	**	**	79%	**	71%	**
NET: Dissatisfied	4	2	4	**	*	**	**	2	4	**	**	4	**	2	**
%	4%	3%	4%	**	%	**	**	3%	4%	**	**	5%	**	3%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	-	**	*	**	-	**	**	**	**	**
	*%	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	4	**	**	4	**	2	**	*	**	**	**	**	**
	4%	**	**	6%	**	3%	**	*%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	24	**	**	14	**	15	**	10	**	**	**	**	**
	21%	**	**	21%	**	23% d	**	20%	**	**	**	**	**
Fairly Satisfied	40	**	**	25	**	22	**	15	**	**	**	**	**
	35%	**	**	38%	**	33%	**	30%	**	**	**	**	**
Very Satisfied	43	**	**	18	**	24	**	22	**	**	**	**	**
	37%	**	**	27%	**	37%	**	45%	**	**	**	**	**
					a				a				
Don't Know (DO NOT READ OUT)	4	**	**	4	**	2	**	2	**	**	**	**	**
	4%	**	**	6%	**	3%	**	4%	**	**	**	**	**
			a										
NET: Satisfied	82	**	**	43	**	46	**	37	**	**	**	**	**
	72%	**	**	66%	**	70%	**	76%	**	**	**	**	**
							ac						
NET: Dissatisfied	4	**	**	4	**	2	**	*	**	**	**	**	**
	4%	**	**	6%	**	4%	**	*%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	*a	b	*c	*d	
Unweighted total	105	24	46	7	21
Weighted total	115	23	54	5	26
Very Dissatisfied	*	**	**	**	**
	**%	**	**	**	**%
Fairly Dissatisfied	4	**	**	**	**
	4%	**	**	**	4%
Neither Satisfied Nor Dissatisfied	24	**	**	**	**
	21%	**	**	**	21%
Fairly Satisfied	40	**	**	**	**
	35%	**	**	**	35%
Very Satisfied	43	**	**	**	**
	37%	**	**	**	37%
Don't Know (DO NOT READ OUT)	4	**	**	**	**
	4%	**	**	**	4%
NET: Satisfied	82	**	**	**	**
	72%	**	**	**	72%
NET: Dissatisfied	4	**	**	**	**
	4%	**	**	**	4%

Columns Tested: a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3
Weighted total	115	111	2	1	*	3	45	24	3	1
Very Dissatisfied	*	-	**	**	**	**	**	**	**	**
	%	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	4	4	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	4	3	**	**	**	**	**	**	**	**
	3%	3%	**	**	**	**	**	**	**	**
					a					
Fairly Satisfied	43	42	**	**	**	**	**	**	**	**
	37%	38%	**	**	**	**	**	**	**	**
Very Satisfied	62	60	**	**	**	**	**	**	**	**
	54%	54%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	2	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**
NET: Satisfied	105	102	**	**	**	**	**	**	**	**
	91%	92%	**	**	**	**	**	**	**	**
		e								
NET: Dissatisfied	4	4	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	4	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Fairly Satisfied	43	**	**	**	**	**	**	**	**	**	41	**	**	**
	37%	**	**	**	**	**	**	**	**	**	39%	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	**	55	**	**	**
	54%	**	**	**	**	**	**	**	**	**	52%	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
NET: Satisfied	105	**	**	**	**	**	**	**	**	**	96	**	**	**
	91%	**	**	**	**	**	**	**	**	**	91%	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	4	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Fairly Satisfied	43	**	**	**	**	**	**	**	**	**	41	**	**	**
	37%	**	**	**	**	**	**	**	**	**	38%	**	**	**
Very Satisfied	62	**	**	**	**	**	**	**	**	**	57	**	**	**
	54%	**	**	**	**	**	**	**	**	**	53%	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
NET: Satisfied	105	**	**	**	**	**	**	**	**	**	97	**	**	**
	91%	**	**	**	**	**	**	**	**	**	91%	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	105	17	2	8	35	5	9	28	78	27	84	21	103	2
Weighted total	115	12	*	8	43	3	13	33	90	25	95	20	110	5
Very Dissatisfied	*	**	**	**	**	**	**	**	*	**	*	**	*	**
	%	**	**	**	**	**	**	**	%	**	%	**	%	**
Fairly Dissatisfied	4	**	**	**	**	**	**	**	4	**	4	**	4	**
	4%	**	**	**	**	**	**	**	5%	**	5%	**	4%	**
Neither Satisfied Nor Dissatisfied	4	**	**	**	**	**	**	**	2	**	3	**	4	**
	3%	**	**	**	**	**	**	**	3%	**	4%	**	3%	**
Fairly Satisfied	43	**	**	**	**	**	**	**	35	**	36	**	40	**
	37%	**	**	**	**	**	**	**	39%	**	38%	**	37%	**
Very Satisfied	62	**	**	**	**	**	**	**	46	**	48	**	59	**
	54%	**	**	**	**	**	**	**	51%	**	51%	**	54%	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	2%	**	2%	**	2%	**
NET: Satisfied	105	**	**	**	**	**	**	**	81	**	85	**	100	**
	91%	**	**	**	**	**	**	**	90%	**	89%	**	91%	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	4	**	4	**	4	**
	4%	**	**	**	**	**	**	**	5%	**	5%	**	4%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1496

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	82	24	8	*	-	-	-	-	106	8	22	60	32
Very Dissatisfied	*	*	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	%	%	**	-%	**	**	**	**	**	**	**	%	**	**	**	**
Fairly Dissatisfied	4	4	**	4	**	**	**	**	**	**	**	4	**	**	**	**
	4%	6%	**	5%	**	**	**	**	**	**	**	4%	**	**	**	**
Neither Satisfied Nor Dissatisfied	4	*	**	*	**	**	**	**	**	**	**	3	**	**	**	**
	3%	%	**	%	**	**	**	**	**	**	**	3%	**	**	**	**
			a		ai											b
Fairly Satisfied	43	26	**	30	**	**	**	**	**	**	**	40	**	**	**	**
	37%	38%	**	37%	**	**	**	**	**	**	**	38%	**	**	**	**
Very Satisfied	62	38	**	46	**	**	**	**	**	**	**	56	**	**	**	**
	54%	56%	**	56%	**	**	**	**	**	**	**	53%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	-	**	2	**	**	**	**	**	**	**	2	**	**	**	**
	2%	-%	**	2%	**	**	**	**	**	**	**	2%	**	**	**	**
NET: Satisfied	105	65	**	76	**	**	**	**	**	**	**	96	**	**	**	**
	91%	93%	**	92%	**	**	**	**	**	**	**	91%	**	**	**	**
NET: Dissatisfied	4	4	**	4	**	**	**	**	**	**	**	4	**	**	**	**
	4%	6%	**	5%	**	**	**	**	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1497

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
Very Dissatisfied	*	*	*	*	-	**	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	**	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	4	2	2	2	2	**	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	4%	5%	3%	3%	**	-%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
			f																			
Neither Satisfied Nor Dissatisfied	4	1	1	1	3	**	3	1	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	2%	3%	2%	5%	**	5%	2%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
Fairly Satisfied	43	19	14	23	22	**	26	23	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	37%	37%	35%	34%	31%	**	38%	36%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Very Satisfied	62	29	23	41	41	**	36	38	**	**	**	**	**	**	41	**	**	**	**	**	**	**
	54%	56%	57%	60%	60%	**	54%	59%	**	**	**	**	**	**	62%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	*	*	*	*	**	2	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	2%	*%	*%	*%	*%	**	3%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
NET: Satisfied	105	48	38	64	63	**	62	61	**	**	**	**	**	**	61	**	**	**	**	**	**	**
	91%	93%	91%	95%	92%	**	92%	95%	**	**	**	**	**	**	91%	**	**	**	**	**	**	**
NET: Dissatisfied	4	2	2	2	2	**	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	5%	6%	3%	3%	**	*%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1498

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
105	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
115	30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4
4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7%
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	1
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2%
43	**	**	**	**	**	**	**	**	**	**	**	**	**	**	22
37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	36%
62	**	**	**	**	**	**	**	**	**	**	**	**	**	**	34
54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	55%
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
105	**	**	**	**	**	**	**	**	**	**	**	**	**	**	56
91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	91%
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4
4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1499

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
Unweighted total	105	51	25	17	53	46	30	15	55	32	57	19
Weighted total	115	47	21	28	41	39	28	19	50	24	40	10
Very Dissatisfied	*	*	**	**	-	**	**	**	-	**	*	**
	%	%	**	**	-%	**	**	**	-%	**	%	**
Fairly Dissatisfied	4	2	**	**	2	**	**	**	2	**	2	**
	4%	5%	**	**	5%	**	**	**	4%	**	6%	**
Neither Satisfied Nor Dissatisfied	4	*	**	**	1	**	**	**	1	**	*	**
	3%	1%	**	**	3%	**	**	**	3%	**	1%	**
Fairly Satisfied	43	16	**	**	12	**	**	**	11	**	15	**
	37%	35%	**	**	30%	**	**	**	23%	**	36%	**
Very Satisfied	62	28	**	**	25	**	**	**	35	**	23	**
	54%	59%	**	**	61%	**	**	**	70%	**	57%	**
Don't Know (DO NOT READ OUT)	2	*	**	**	-	**	**	**	-	**	*	**
	2%	%	**	**	-%	**	**	**	-%	**	%	**
NET: Satisfied	105	44	**	**	38	**	**	**	47	**	37	**
	91%	94%	**	**	91%	**	**	**	93%	**	93%	**
NET: Dissatisfied	4	2	**	**	2	**	**	**	2	**	2	**
	4%	5%	**	**	5%	**	**	**	4%	**	6%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1500

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Very Dissatisfied	*	**	**	**	-	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	4	**	**	**	2	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	4	**	**	**	3	**	**	**	**	**	**	**	**	**
3%	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
Fairly Satisfied	43	**	**	**	15	**	**	**	**	**	**	**	**	**
37%	**	**	**	**	27%	**	**	**	**	**	**	**	**	**
Very Satisfied	62	**	**	**	34	**	**	**	**	**	**	**	**	**
54%	**	**	**	**	62%	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	*	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
NET: Satisfied	105	**	**	**	49	**	**	**	**	**	**	**	**	**
91%	**	**	**	**	90%	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	2	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1501

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Very Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
	4%	**	**	**	**	**	**	**	**	**	**	4%	5%	4%	4%	4%
Neither Satisfied Nor Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	2	3	3	3	4
	3%	**	**	**	**	**	**	**	**	**	**	3%	3%	3%	3%	3%
Fairly Satisfied	43	**	**	**	**	**	**	**	**	**	**	36	30	36	34	41
	37%	**	**	**	**	**	**	**	**	**	**	38%	37%	37%	34%	37%
Very Satisfied	62	**	**	**	**	**	**	**	**	**	**	51	41	53	55	59
	54%	**	**	**	**	**	**	**	**	**	**	53%	51%	54%	56%	54%
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	**	**	**	**	**	2%	3%	2%	2%	2%
NET: Satisfied	105	**	**	**	**	**	**	**	**	**	**	87	71	89	89	100
	91%	**	**	**	**	**	**	**	**	**	**	91%	89%	91%	90%	91%
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
	4%	**	**	**	**	**	**	**	**	**	**	5%	5%	5%	4%	4%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1502

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	105	67	98	40	62	3	15	59	92	3	22	83	18	69	18
Weighted total	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Very Dissatisfied	*	*	*	**	*	**	**	-	-	**	**	-	**	*	**
%	%	%	**	**	%	**	**	-%	-%	**	**	-%	**	%	**
Fairly Dissatisfied	4	2	4	**	2	**	**	4	-	**	**	2	**	4	**
%	4%	3%	4%	**	4%	**	**	7%	-%	**	**	2%	**	5%	**
Neither Satisfied Nor Dissatisfied	4	1	3	**	3	**	**	3	3	**	**	2	**	2	**
%	3%	1%	3%	**	4%	**	**	4%	3%	**	**	3%	**	3%	**
Fairly Satisfied	43	27	38	**	27	**	**	26	38	**	**	28	**	30	**
%	37%	37%	37%	**	44%	**	**	41%	37%	**	**	31%	**	38%	**
Very Satisfied	62	42	57	**	28	**	**	29	60	**	**	55	**	41	**
%	54%	58%	56%	**	45%	**	**	45%	58%	**	**	61%	**	51%	**
Don't Know (DO NOT READ OUT)	2	*	*	**	2	**	**	2	2	**	**	2	**	2	**
%	2%	%	%	**	3%	**	**	3%	2%	**	**	2%	**	3%	**
NET: Satisfied	105	68	96	**	55	**	**	55	97	**	**	83	**	71	**
%	91%	95%	93%	**	89%	**	**	86%	95%	**	**	92%	**	89%	**
NET: Dissatisfied	4	2	4	**	2	**	**	4	-	**	**	2	**	4	**
%	4%	3%	4%	**	4%	**	**	7%	-%	**	**	2%	**	6%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 104 (continuation)

Page 1503

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Very Dissatisfied	*	**	**	*	**	*	**	-	**	**	**	**	**
	*%	**	**	-%	**	*%	**	-%	**	**	**	**	**
Fairly Dissatisfied	4	**	**	4	**	2	**	-	**	**	**	**	**
	4%	**	**	7%	**	3%	**	-%	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	4	**	**	1	**	1	**	3	**	**	**	**	**
	3%	**	**	2%	**	2%	**	5%	**	**	**	**	**
Fairly Satisfied	43	**	**	29	**	21	**	16	**	**	**	**	**
	37%	**	**	45%	**	32%	**	33%	**	**	**	**	**
Very Satisfied	62	**	**	29	**	40	**	30	**	**	**	**	**
	54%	**	**	44%	**	62%	**	61%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	2	**	*	**	*	**	**	**	**	**
	2%	**	**	3%	**	*%	**	*%	**	**	**	**	**
NET: Satisfied	105	**	**	58	**	62	**	47	**	**	**	**	**
	91%	**	**	89%	**	94%	**	95%	**	**	**	**	**
NET: Dissatisfied	4	**	**	4	**	2	**	-	**	**	**	**	**
	4%	**	**	7%	**	4%	**	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
	*a	b	*c	*d		
Significance Level: 95%						
Unweighted total	105	24	46	7	21	105
Weighted total	115	23	54	5	26	115
Very Dissatisfied	*	**	**	**	**	*
	*%	**	**	**	**	*%
Fairly Dissatisfied	4	**	**	**	**	4
	4%	**	**	**	**	4%
Neither Satisfied Nor Dissatisfied	4	**	**	**	**	4
	3%	**	**	**	**	3%
Fairly Satisfied	43	**	**	**	**	43
	37%	**	**	**	**	37%
Very Satisfied	62	**	**	**	**	62
	54%	**	**	**	**	54%
Don't Know (DO NOT READ OUT)	2	**	**	**	**	2
	2%	**	**	**	**	2%
NET: Satisfied	105	**	**	**	**	105
	91%	**	**	**	**	91%
NET: Dissatisfied	4	**	**	**	**	4
	4%	**	**	**	**	4%

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	105	56	26	18	5	49	25	17	8	3	13
Weighted total	115	111	2	1	*	3	45	24	3	1	5
Delivery time (when you receive your mail delivery)	4	4	**	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	7	**	**	**	**	**	**	**	**	**
	6%	6%	**	**	**	**	**	**	**	**	**
Collection time of items you are sending	2	2	**	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**	**
Collection reliability	2	2	**	**	**	**	**	**	**	**	**
	2%	2%	**	**	**	**	**	**	**	**	**
Availability of a daily collection	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Latest collection time	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Account management (if applicable)	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Trustworthiness of the provider	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Latest collection time	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Amount of lost post sent	*	-	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**
No Problems	90	88	**	**	**	**	**	**	**	**	**
	79%	79%	**	**	**	**	**	**	**	**	**
Price of postage	*	-	**	**	**	**	**	**	**	**	**
	*%	-%	**	**	**	**	**	**	**	**	**
Items being delivered intact/undamaged	8	8	**	**	**	**	**	**	**	**	**
	7%	7%	**	**	**	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	-	-	**	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**	**
Lost or late delivery of sent mail	5	5	**	**	**	**	**	**	**	**	**
	4%	4%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	*b	*c	*d	e	*a	*b	*c	*d	*e
105	56	26	18	5	49	25	17	8	3	13
115	111	2	1	*	3	45	24	3	1	5
-	-	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**
-	-	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**
-	-	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**
-	-	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**
*	-	**	**	**	**	**	**	**	**	**
*%	-%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	-	8	24	1	7	14	7	7	4	72	13	10	10
Weighted total	115	-	16	24	2	11	19	10	16	7	105	4	5	1
Delivery time (when you receive your mail delivery)	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Collection time of items you are sending	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Collection reliability	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Latest collection time	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Latest collection time	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amount of lost post sent	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
No Problems	90	**	**	**	**	**	**	**	**	**	82	**	**	**
	79%	**	**	**	**	**	**	**	**	**	78%	**	**	**
Price of postage	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Items being delivered intact/undamaged	8	**	**	**	**	**	**	**	**	**	6	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lost or late delivery of sent mail	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
105	-	8	24	1	7	14	7	7	4	72	13	10	10
115	-	16	24	2	11	19	10	16	7	105	4	5	1
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	105	4	4	21	1	6	15	7	9	6	73	13	9	10
Weighted total	115	7	8	21	2	9	21	11	15	12	107	4	3	1
Delivery time (when you receive your mail delivery)	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Collection time of items you are sending	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Collection reliability	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Latest collection time	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Latest collection time	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amount of lost post sent	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
No Problems	90	**	**	**	**	**	**	**	**	**	84	**	**	**
	79%	**	**	**	**	**	**	**	**	**	79%	**	**	**
Price of postage	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Items being delivered intact/undamaged	8	**	**	**	**	**	**	**	**	**	6	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lost or late delivery of sent mail	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
105	4	4	21	1	6	15	7	9	6	73	13	9	10
115	7	8	21	2	9	21	11	15	12	107	4	3	1
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1511

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%															
Unweighted total	105	^a 1	^b 17	^c 2	^d 8	^e 35	^f 5	^g 9	^h 28	^a 78	^b 27	^a 84	^b 21	^a 103	^b 2
Weighted total	115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
Delivery time (when you receive your mail delivery)	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	4%	**	**	**	**	**	**	**	**	5%	**	5%	**	4%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	**	**	**	**	7	**	5	**	7	**
	6%	**	**	**	**	**	**	**	**	8%	**	5%	**	6%	**
Collection time of items you are sending	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	2%	**	2%	**	2%	**
Collection reliability	2	**	**	**	**	**	**	**	**	2	**	*	**	2	**
	2%	**	**	**	**	**	**	**	**	3%	**	*%	**	2%	**
Availability of a daily collection	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Latest collection time	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Account management (if applicable)	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Latest collection time	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Amount of lost post sent	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
No Problems	90	**	**	**	**	**	**	**	**	69	**	74	**	85	**
	79%	**	**	**	**	**	**	**	**	76%	**	78%	**	78%	**
Price of postage	*	**	**	**	**	**	**	**	**	-	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	-%	**	*%	**	*%	**
Items being delivered intact/undamaged	8	**	**	**	**	**	**	**	**	7	**	8	**	8	**
	7%	**	**	**	**	**	**	**	**	8%	**	9%	**	7%	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1512

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Lost or late delivery of
sent mail

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	^a	^b	^c	^d	^e	^f	^g	^h	^a	^b	^a	^b	^a	^b
105	1	17	2	8	35	5	9	28	78	27	84	21	103	2
115	2	12	*	8	43	3	13	33	90	25	95	20	110	5
5	**	**	**	**	**	**	**	**	3	**	5	**	5	**
4%	**	**	**	**	**	**	**	**	3%	**	5%	**	5%	**
-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1513

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	105	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50
Weighted total	115	69	11	35	82	24	8	*	-	-	-	-	106	8	22	60	32
Delivery time (when you receive your mail delivery)	4	2	**	**	4	**	**	**	**	**	**	**	4	**	**	**	**
	4%	3%	**	**	5%	**	**	**	**	**	**	**	4%	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	-	**	**	2	**	**	**	**	**	**	**	5	**	**	**	**
	6%	-%	**	a	3%	**	**	**	**	**	**	**	5%	**	**	**	**
Collection time of items you are sending	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	**	**
	2%	3%	**	**	2%	**	**	**	**	**	**	**	2%	**	**	**	**
Collection reliability	2	*	**	**	*	**	**	**	**	**	**	**	2	**	**	**	**
	2%	*%	**	**	*%	**	**	**	**	**	**	**	2%	**	**	**	**
					a												
Availability of a daily collection	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Latest collection time	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Account management (if applicable)	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Trustworthiness of the provider	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Latest collection time	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Amount of lost post sent	*	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	*%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
No Problems	90	62	**	**	73	**	**	**	**	**	**	**	86	**	**	**	**
	79%	90%	**	**	89%	**	**	**	**	**	**	**	81%	**	**	**	**
		c			b								b			c	
Price of postage	*	-	**	**	-	**	**	**	**	**	**	**	*	**	**	**	**
	*%	-%	**	**	-%	**	**	**	**	**	**	**	*%	**	**	**	**
Items being delivered intact/undamaged	8	2	**	**	2	**	**	**	**	**	**	**	8	**	**	**	**
	7%	3%	**	**	2%	**	**	**	**	**	**	**	8%	**	**	**	b
					ai												
Wrong postage / shortfall on incoming mail - having to pay	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Accessibility of the sorting office / opening hours	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Lost or late delivery of
sent mail

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
105	a	b	c	a	b	c	d	e	f	g	h	i	j	a	b	c	
	56	13	36	55	39	10	1	-	-	-	-	94	11	13	42	50	
115	69	11	35	82	24	8	*	-	-	-	-	106	8	22	60	32	
5	3	**	**	3	**	**	**	**	**	**	**	3	**	**	**	**	
4%	4%	**	**	3%	**	**	**	**	**	**	**	3%	**	**	**	**	
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**	
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**	
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**	
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**	
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**	
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**	
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**	
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**	
*	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**	
*%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1515

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g		a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	105	67	55	76	70	33	71	62	9	1	2	2	-	-		63	6	-	1	-	-	-	-
Weighted total	115	52	41	68	69	24	68	64	1	*	*	3	-	-		66	3	-	*	-	-	-	-
Delivery time (when you receive your mail delivery)	4	-	-	-	2	**	2	-	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	4%	-%	-%	-%	3%	**	3%	-%	**	**	**	**	**	**		3%	**	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	3	-	3	7	**	4	3	**	**	**	**	**	**		7	**	**	**	**	**	**	**
	6%	5%	-%	4%	10% b	**	6%	4%	**	**	**	**	**	**		10%	**	**	**	**	**	**	**
Collection time of items you are sending	2	-	2	2	2	**	-	2	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	2%	-%	5%	3%	3%	**	-%	3%	**	**	**	**	**	**		3%	**	**	**	**	**	**	**
Collection reliability	2	2	*	2	2	**	2	2	**	**	**	**	**	**		2	**	**	**	**	**	**	**
	2%	5%	1%	3%	3%	**	4%	3%	**	**	**	**	**	**		3%	**	**	**	**	**	**	**
Availability of a daily collection	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Latest collection time	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Account management (if applicable)	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Trustworthiness of the provider	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Latest collection time	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Amount of lost post sent	*	*	*	*	*	**	*	*	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	**	*%	*%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
No Problems	90	43	33	55	50	**	52	51	**	**	**	**	**	**		50	**	**	**	**	**	**	**
	79%	83%	80%	81%	73%	**	77%	80%	**	**	**	**	**	**		75%	**	**	**	**	**	**	**
Price of postage	*	*	*	*	*	**	*	*	**	**	**	**	**	**		*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	**	*%	*%	**	**	**	**	**	**		*%	**	**	**	**	**	**	**
Items being delivered intact/undamaged	8	1	1	1	5	**	4	1	**	**	**	**	**	**		5	**	**	**	**	**	**	**
	7%	2%	3%	2%	8%	**	6%	1%	**	**	**	**	**	**		8%	**	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	-	-	-	-	-	**	-	-	**	**	**	**	**	**		-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**		-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Lost or late delivery of
sent mail

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
105	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
115	67	55	76	70	33	71	62	9	1	2	2	-	-	63	6	-	1	-	-	-	-
	52	41	68	69	24	68	64	1	*	*	3	-	-	66	3	-	*	-	-	-	-
5	3	5	5	2	**	5	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
4%	5%	12%	7%	3%	**	7%	8%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
-	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
*	-	-	-	*	**	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	-%	-%	-%	*%	**	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1517

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	105	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Weighted total	115	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
Delivery time (when you receive your mail delivery)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	7%
Collection time of items you are sending	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3%
Collection reliability	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	2
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Latest collection time	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Latest collection time	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Amount of lost post sent	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**	**	*%
No Problems	90	**	**	**	**	**	**	**	**	**	**	**	**	**	**	43
	79%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	69%
Price of postage	*	**	**	**	**	**	**	**	**	**	**	**	**	**	b	-
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Items being delivered intact/undamaged	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	8
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	13% a
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1518

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	105	20	19	16	20	1	19	16	18	15	2	44	8	18	48	57
Weighted total	115	30	15	13	9	1	19	12	20	16	1	48	6	15	53	62
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Lost or late delivery of sent mail	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	3
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	4%
Wrong mail delivered / our mail delivered elsewhere	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Problems with the Smart Stamp online system	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Recorded letters not being signed for	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Don't know / na	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-%
Other	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
105	a	*b	*a	b	a	b	*a	b	a	b	*c	*d
115	51	25	17	53	46	30	15	55	32	57	19	-
	47	21	28	41	39	28	19	50	24	40	10	-
4	-	**	**	2	**	**	**	2	**	-	**	**
4%	-%	**	**	5%	**	**	**	4%	**	-%	**	**
7	3	**	**	4	**	**	**	4	**	3	**	**
6%	6%	**	**	10%	**	**	**	9%	**	6%	**	**
2	-	**	**	2	**	**	**	2	**	-	**	**
2%	-%	**	**	5%	**	**	**	4%	**	-%	**	**
2	2	**	**	2	**	**	**	2	**	2	**	**
2%	5%	**	**	5%	**	**	**	4%	**	6%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**
*	*	**	**	*	**	**	**	*	**	*	**	**
*%	*%	**	**	*%	**	**	**	*%	**	*%	**	**
90	39	**	**	27	**	**	**	36	**	32	**	**
79%	84%	**	**	66%	**	**	**	72%	**	81%	**	**
*	*	**	**	*	**	**	**	*	**	*	**	**
*%	*%	**	**	*%	**	**	**	*%	**	*%	**	**
8	*	**	**	5	**	**	**	5	**	*	**	**
7%	*%	**	**	13%	**	**	**	10%	**	*%	**	**
-	-	**	**	-	**	**	**	-	**	-	**	**
-%	-%	**	**	-%	**	**	**	-%	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	105	a	*b	*a	b	a	b	*a	a	b	*c	*d
Weighted total	115	51	25	17	53	46	30	15	32	57	19	-
Accessibility of the sorting office / opening hours	-	47	21	28	41	39	28	19	24	40	10	-
	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Lost or late delivery of sent mail	5	2	**	**	*	**	**	**	**	3	**	**
	4%	5%	**	**	%	**	**	**	**	7%	**	**
Wrong mail delivered / our mail delivered elsewhere	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Problems with the Smart Stamp online system	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Recorded letters not being signed for	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Don't know / na	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Other	*	-	**	**	*	**	**	**	**	-	**	**
	%	-%	**	**	%	**	**	**	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1521

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	105	29	45	20	-	52	45	21	-	46	36	42	43	30	1
Weighted total	115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
Delivery time (when you receive your mail delivery)	4	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	13%	**	**	**	**	**	b	**	**	**
Collection time of items you are sending	2	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Collection reliability	2	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
Availability of a daily collection	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Latest collection time	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Account management (if applicable)	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Trustworthiness of the provider	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Latest collection time	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Amount of lost post sent	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
No Problems	90	**	**	**	**	40	**	**	**	**	**	**	**	**	**
	79%	**	**	**	**	74%	**	**	**	**	**	**	**	**	**
Price of postage	*	**	**	**	**	-	**	**	**	C	**	**	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
Items being delivered intact/undamaged	8	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

 Produced by OLR
 Issue date: 11/05/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Accessibility of the
sorting office / opening
hours

Lost or late delivery of
sent mail

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
105	*a 29	b 45	*c 20	*d -	a 52	b 45	*c 21	*d -	a 46	b 36	c 42	a 43	b 30	*c 1
115	27	34	16	-	54	46	17	-	37	25	45	35	30	1
-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
5	**	**	**	**	-	**	**	**	**	**	**	**	**	**
4%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
-	**	**	**	**	-	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
*	**	**	**	**	*	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	*%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	105	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
Weighted total	115	39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Delivery time (when you receive your mail delivery)	4	**	**	**	**	**	**	**	**	**	**	**	4	4	4	4	4
	4%	**	**	**	**	**	**	**	**	**	**	**	4%	5%	4%	4%	4%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	**	**	**	**	**	**	**	**	**	7	7	7	7	7
	6%	**	**	**	**	**	**	**	**	**	**	**	7%	9%	7%	7%	6%
Collection time of items you are sending	2	**	**	**	**	**	**	**	**	**	**	**	2	-	2	-	2
	2%	**	**	**	**	**	**	**	**	**	**	**	2%	-%	2%	-%	2%
Collection reliability	2	**	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	**	**	**	**	**	**	2%	3%	2%	2%	2%
Availability of a daily collection	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Latest collection time	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Account management (if applicable)	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Trustworthiness of the provider	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Latest collection time	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Amount of lost post sent	*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
No Problems	90	**	**	**	**	**	**	**	**	**	**	**	74	63	76	76	88
	79%	**	**	**	**	**	**	**	**	**	**	**	78%	78%	78%	77%	80%
Price of postage	*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%
Items being delivered intact/undamaged	8	**	**	**	**	**	**	**	**	**	**	**	5	3	5	8	6
	7%	**	**	**	**	**	**	**	**	**	**	**	5%	4%	5%	8%	5%
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1524

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location					
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	
Significance Level: 95%																	
Unweighted total	105	a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	115	40	24	36	11	10	47	30	1	2	5	2	93	81	95	93	101
		39	28	36	8	4	43	29	*	2	8	3	96	81	98	99	110
Lost or late delivery of sent mail	5	**	**	**	**	**	**	**	**	**	**	**	5	5	5	5	5
	4%	**	**	**	**	**	**	**	**	**	**	**	5%	6%	5%	5%	4%
Wrong mail delivered / our mail delivered elsewhere	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Don't know / na	-	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	-%	-%	-%
Other	*	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1525

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	105	a	b	c	d	a	b	a	b	a	b	a	b	a	b
Weighted total	115	67	98	40	-	62	3	15	59	92	3	22	83	18	69
		72	103	41	-	62	2	15	64	103	*	25	90	14	80
Delivery time (when you receive your mail delivery)	4	2	4	**	**	2	**	**	4	2	**	**	-	**	4
	4%	3%	4%	**	**	4%	**	**	7%	2%	**	**	-%	**	5%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	4	7	**	**	5	**	**	5	4	**	**	-	**	7
	6%	6%	7%	**	**	8%	**	**	7%	4%	**	**	-%	**	9%
Collection time of items you are sending	2	2	2	**	**	-	**	**	-	2	**	**	-	**	-
	2%	3%	2%	**	**	-%	**	**	-%	2%	**	**	-%	**	-%
Collection reliability	2	2	2	**	**	2	**	**	2	2	**	**	-	**	2
	2%	3%	2%	**	**	4%	**	**	3%	2%	**	**	-%	**	3%
Availability of a daily collection	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Latest collection time	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Account management (if applicable)	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Trustworthiness of the provider	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Latest collection time	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Amount of lost post sent	*	*	*	**	**	*	**	**	-	*	**	**	-	**	*
	*%	*%	*%	**	**	*%	**	**	-%	*%	**	**	-%	**	*%
No Problems	90	54	79	**	**	50	**	**	52	86	**	**	90	**	62
	79%	76%	77%	**	**	80%	**	**	81%	83%	**	**	100%	**	77%
Price of postage	*	-	*	**	**	*	**	**	*	-	**	**	-	**	-
	*%	-%	*%	**	**	*%	**	**	*%	-%	**	**	-%	**	-%
Items being delivered intact/undamaged	8	4	7	**	**	3	**	**	5	6	**	**	-	**	6
	7%	5%	7%	**	**	5%	**	**	8%	6%	**	**	-%	**	8%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%
Accessibility of the sorting office / opening hours	-	-	-	**	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1526

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Weighted total	67	98	40	-	62	3	15	59	92	3	22	83	18	69	18
Lost or late delivery of sent mail	115	72	103	41	62	2	15	64	103	*	25	90	14	80	21
Wrong mail delivered / our mail delivered elsewhere	5	5	5	**	2	**	**	*	2	**	**	-	**	3	**
Problems with the Smart Stamp online system	4%	7%	5%	**	4%	**	**	%	2%	**	**	-%	**	3%	**
Recorded letters not being signed for	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
Don't know / na	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
Other	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
	*	-	*	**	-	**	**	-	*	**	**	-	**	-	**
	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1527

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	44	66	49	65	19	49	38	32	18	34	24
Delivery time (when you receive your mail delivery)	4	**	**	4	**	-	**	2	**	**	**	**	**
	4%	**	**	7%	**	-%	**	5%	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	7	**	**	5	**	3	**	7	**	**	**	**	**
	6%	**	**	7%	**	4%	**	14% a	**	**	**	**	**
Collection time of items you are sending	2	**	**	2	**	2	**	-	**	**	**	**	**
	2%	**	**	3%	**	3%	**	-%	**	**	**	**	**
Collection reliability	2	**	**	2	**	2	**	2	**	**	**	**	**
	2%	**	**	3%	**	4%	**	4%	**	**	**	**	**
Availability of a daily collection	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**
Latest collection time	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**
Account management (if applicable)	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**
Trustworthiness of the provider	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**
Latest collection time	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**
Amount of lost post sent	*	**	**	*	**	*	**	*	**	**	**	**	**
	*%	**	**	*%	**	*%	**	*%	**	**	**	**	**
No Problems	90	**	**	50	**	52	**	36	**	**	**	**	**
	79%	**	**	76%	**	80%	**	72%	**	**	**	**	**
Price of postage	*	**	**	*	**	*	**	-	**	**	**	**	**
	*%	**	**	*%	**	*%	**	-%	**	**	**	**	**
Items being delivered intact/undamaged	8	**	**	4	**	1	**	2	**	**	**	**	**
	7%	**	**	6%	**	2%	**	5%	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	-%	**	-%	**	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 105 (continuation)

Page 1528

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month				
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class	
Significance Level: 95%		a	*b	c	a	b	a	*b	c	d	a	*b	c	*d
Unweighted total	105	45	12	46	56	49	70	20	53	41	34	19	38	22
Weighted total	115	56	15	44	66	49	65	19	49	38	32	18	34	24
Accessibility of the sorting office / opening hours	-	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Lost or late delivery of sent mail	5	**	**	**	3	**	5	**	2	**	**	**	**	**
	4%	**	**	**	4%	**	8%	**	5%	**	**	**	**	**
Wrong mail delivered / our mail delivered elsewhere	-	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Problems with the Smart Stamp online system	-	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Recorded letters not being signed for	-	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Don't know / na	-	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**
Other	*	**	**	**	-	**	-	**	-	**	**	**	**	**
	-%	**	**	**	-%	**	-%	**	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	105				105
Weighted total	115				115
Delivery time (when you receive your mail delivery)	4				4
	4%				4%
Delivery consistency / reliability (e.g. arrives as promised consistently)	7				7
	6%				6%
Collection time of items you are sending	2				2
	2%				2%
Collection reliability	2				2
	2%				2%
Availability of a daily collection	-				-
	-%				-%
Latest collection time	-				-
	-%				-%
Account management (if applicable)	-				-
	-%				-%
Trustworthiness of the provider	-				-
	-%				-%
Latest collection time	-				-
	-%				-%
Amount of lost post sent	*				*
	*%				*%
No Problems	90				90
	79%				79%
Price of postage	*				*
	*%				*%
Items being delivered intact/undamaged	8				8
	7%				7%
Wrong postage / shortfall on incoming mail - having to pay	-				-
	-%				-%
Accessibility of the sorting office / opening hours	-				-
	-%				-%

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

Significance Level: 95%

Unweighted total

Weighted total

Lost or late delivery of
sent mail

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	b	*c	*d	
105	24	46	7	21	105
115	23	54	5	26	115
5	**	**	**	**	5
4%	**	**	**	**	4%
-	**	**	**	**	-
-%	**	**	**	**	-%
-	**	**	**	**	-
-%	**	**	**	**	-%
-	**	**	**	**	-
-%	**	**	**	**	-%
-	**	**	**	**	-
-%	**	**	**	**	-%
*	**	**	**	**	*
*%	**	**	**	**	*%

Columns Tested: a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	50	24	16	9	1	26	12	8	5	1	8
Weighted total	48	46	1	1	*	2	18	11	3	*	3
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	-	4	13	-	2	6	4	2	3	34	5	5	6
Weighted total	48	-	6	7	-	2	12	6	5	5	43	3	2	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	3	2	11	-	2	7	3	3	3	34	5	5	6
Weighted total	48	5	3	7	-	2	12	4	5	5	43	3	2	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Industry							Urbanity		Location		Internet connection			
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No	
Significance Level: 95%																
Unweighted total	50	-		7	2	4	18	2	5	12	40	10	43	7	50	-
Weighted total	48	-		3	*	3	18	1	7	16	41	7	42	6	48	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	18	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	37%	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	27	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	57%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	45	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	93%	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	50	25	8	17	23	22	4	1	-	-	-	-	45	5	7	16	27
Weighted total	48	28	7	14	30	18	*	*	-	-	-	-	48	*	11	20	18
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
57%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
93%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	50	34	24	37	34	19	37	28	7	1	1	-	-	-	28	5	-	1	-	-	-	-
Weighted total	48	26	14	31	32	7	26	30	1	*	*	-	-	-	32	*	-	*	-	-	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	50	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Weighted total	48	8	14	4	11	-	7	7	10	9	1	22	6	6	22	28
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
50	*a	*b	*a	*b	*a	*b	*a	*b	*a	b	*c	*d
48	23	14	6	28	20	17	6	28	15	32	10	-
-	18	13	10	22	15	16	10	22	14	22	4	-
-%	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**
18	**	**	**	**	**	**	**	**	**	**	**	**
37%	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**
57%	**	**	**	**	**	**	**	**	**	**	**	**
-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**
45	**	**	**	**	**	**	**	**	**	**	**	**
93%	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%															
Unweighted total	50	12	23	11	-	29	23	10	-	21	14	17	21	16	-
Weighted total	48	9	14	6	-	30	23	10	-	17	6	19	16	15	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**
57%	57	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**
93%	93	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	50	21	12	14	5	25	15	1	1	1	2	43	37	45	46	48
Weighted total	48	16	12	12	4	20	13	*	1	*	3	37	30	39	42	46
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
57%	57	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
93%	93	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	50	32	49	19	32	3	4	31	42	1	10	40	10	31	9
Weighted total	48	27	46	14	30	2	1	32	38	*	11	37	5	38	5
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**
57%	57	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**
93%	93	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 106 (continuation)

Page 1542

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

Significance Level: 95%

Unweighted total

Weighted total

Very low

-

-%

Quite low

1

2%

Neither low nor high

2

5%

Quite high

18

37%

Very high

27

57%

Don't Know (DO NOT READ OUT)

-

-%

NET: High

45

93%

NET: Low

1

2%

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	*a	*b	*c	*a	*b	a	*b	*c	*d	*a	*b	*c	*d
50	23	10	16	26	24	31	8	23	12	16	8	16	10
48	24	11	13	26	22	29	7	19	10	11	7	13	11
-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**
5%	**	**	**	**	**	**	**	**	**	**	**	**	**
18	**	**	**	**	**	**	**	**	**	**	**	**	**
37%	**	**	**	**	**	**	**	**	**	**	**	**	**
27	**	**	**	**	**	**	**	**	**	**	**	**	**
57%	**	**	**	**	**	**	**	**	**	**	**	**	**
-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
45	**	**	**	**	**	**	**	**	**	**	**	**	**
93%	**	**	**	**	**	**	**	**	**	**	**	**	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	*b	*c	*d	
Unweighted total	11	21	4	11	50
Weighted total	14	16	2	13	48
Very low	-	**	**	**	-
	-%	**	**	**	-%
Quite low	1	**	**	**	1
	2%	**	**	**	2%
Neither low nor high	2	**	**	**	2
	5%	**	**	**	5%
Quite high	18	**	**	**	18
	37%	**	**	**	37%
Very high	27	**	**	**	27
	57%	**	**	**	57%
Don't Know (DO NOT READ OUT)	-	**	**	**	-
	-%	**	**	**	-%
NET: High	45	**	**	**	45
	93%	**	**	**	93%
NET: Low	1	**	**	**	1
	2%	**	**	**	2%

Columns Tested: a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	50	24	16	9	1	26	12	8	5	1	8
Weighted total	48	46	1	1	*	2	18	11	3	*	3
Very low	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	-	4	13	-	2	6	4	2	3	34	5	5	6
Weighted total	48	-	6	7	-	2	12	6	5	5	43	3	2	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	3	2	11	-	2	7	3	3	3	34	5	5	6
Weighted total	48	5	3	7	-	2	12	4	5	5	43	3	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**
38%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**
36%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
*/%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**
75%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 107 (continuation)

Page 1547

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
50	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
48	-	7	2	4	18	2	5	12	40	10	43	7	50	-
	-	3	*	3	18	1	7	16	41	7	42	6	48	-
-	**	**	**	**	**	**	**	**	**	**	**	**	-	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
3	**	**	**	**	**	**	**	**	**	**	**	**	3	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
9	**	**	**	**	**	**	**	**	**	**	**	**	9	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	19%	**
18	**	**	**	**	**	**	**	**	**	**	**	**	18	**
38%	**	**	**	**	**	**	**	**	**	**	**	**	38%	**
17	**	**	**	**	**	**	**	**	**	**	**	**	17	**
36%	**	**	**	**	**	**	**	**	**	**	**	**	36%	**
*	**	**	**	**	**	**	**	**	**	**	**	**	*	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
36	**	**	**	**	**	**	**	**	**	**	**	**	36	**
75%	**	**	**	**	**	**	**	**	**	**	**	**	75%	**
3	**	**	**	**	**	**	**	**	**	**	**	**	3	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	50	25	8	17	23	22	4	1	-	-	-	-	45	5	7	16	27
Weighted total	48	28	7	14	30	18	*	*	-	-	-	-	48	*	11	20	18
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
19%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
38%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
36%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	50	34	24	37	34	19	37	28	7	1	1	-	-	-	28	5	-	1	-	-	-	-
Weighted total	48	26	14	31	32	7	26	30	1	*	*	-	-	-	32	*	-	*	-	-	-	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
					f																	
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	50	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Weighted total	48	8	14	4	11	-	7	7	10	9	1	22	6	6	22	28
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	b	*c	*d
Unweighted total	50	23	14	6	28	20	17	6	28	15	32	10	-
Weighted total	48	18	13	10	22	15	16	10	22	14	22	4	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b	*c
Unweighted total	50	12	23	11	-	29	23	10	-	21	14	17	21	16	-
Weighted total	48	9	14	6	-	30	23	10	-	17	6	19	16	15	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
19%	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
38%	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
36%	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75%	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	50	21	12	14	5	25	15	1	1	1	2	43	37	45	46	48
Weighted total	48	16	12	12	4	20	13	*	1	*	3	37	30	39	42	46
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
19%	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
38%	38	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
36%	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75%	75	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	50	32	49	19	32	3	4	31	42	1	10	40	10	31	9
Weighted total	48	27	46	14	30	2	1	32	38	*	11	37	5	38	5
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
19%	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
38%	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
36%	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75%	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	*c	*a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	23	10	16	26	24	31	8	23	12	16	8	16	10
Weighted total	48	24	11	26	22	29	7	19	10	11	7	13	11
Very low	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	18	**	**	**	**	**	**	**	**	**	**	**	**
38%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**
36%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	36	**	**	**	**	**	**	**	**	**	**	**	**
75%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	*b	*c	*d	
Unweighted total	50	11	21	4	11
Weighted total	48	14	16	2	13
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	3	**	**	**	**
	6%	**	**	**	**
Neither low nor high	9	**	**	**	**
	19%	**	**	**	**
Quite high	18	**	**	**	**
	38%	**	**	**	**
Very high	17	**	**	**	**
	36%	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**
	*%	**	**	**	**
NET: High	36	**	**	**	**
	75%	**	**	**	**
NET: Low	3	**	**	**	**
	6%	**	**	**	**

Columns Tested: a,b,c,d

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted total	50	24	16	9	1	26	12	8	5	1	8
Weighted total	48	46	1	1	*	2	18	11	3	*	3
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**
2%	2%	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**
10%	10%	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**
37%	37%	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**
51%	51%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**
88%	88%	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**
2%	2%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	-	4	13	-	2	6	4	2	3	34	5	5	6
Weighted total	48	-	6	7	-	2	12	6	5	5	43	3	2	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
10%		**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**
37%		**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**
51%		**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**
88%		**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	50	3	2	11	-	2	7	3	3	3	34	5	5	6
Weighted total	48	5	3	7	-	2	12	4	5	5	43	3	2	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**
10%		**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**
37%		**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**
51%		**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**
88%		**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1560

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor

dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
50	*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	-	7	2	4	18	2	5	12	40	10	43	7	50	-
Weighted total	48	-	3	*	3	18	1	7	16	41	7	42	6	48
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	1	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
Neither satisfied nor	5	**	**	**	**	**	**	**	**	**	**	**	5	**
dissatisfied	10%	**	**	**	**	**	**	**	**	**	**	**	10%	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	18	**
37%	**	**	**	**	**	**	**	**	**	**	**	**	37%	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	24	**
51%	**	**	**	**	**	**	**	**	**	**	**	**	51%	**
Don't Know (DO NOT READ	-	**	**	**	**	**	**	**	**	**	**	**	-	**
OUT)	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	42	**
88%	**	**	**	**	**	**	**	**	**	**	**	**	88%	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	1	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Significance Level: 95%	50	25	8	17	23	22	4	1	-	-	-	-	45	5	7	16	27
Unweighted total	48	28	7	14	30	18	*	*	-	-	-	-	48	*	11	20	18
Weighted total																	
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
51%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
88%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1562

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	*b	c	d	*e	f	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	50	34	24	37	34	19	37	28	7	1	1	-	-	-	28	5	-	1	-	-	-	-	
Weighted total	48	26	14	31	32	7	26	30	1	*	*	-	-	-	32	*	-	*	-	-	-	-	
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
10%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
37%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
		d					d																
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
51%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
88%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1563

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	50	*a 8	*b 14	*c 4	*d 11	*e -	*a 7	*b 7	*c 10	*d 9	*e 1	*a 22	*b 6	*c 6	*a 22	*b 28
Weighted total	48	12	12	4	3	-	9	6	7	9	*	22	6	5	19	29
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	b	*c	*d
Unweighted total	50	23	14	6	28	20	17	6	28	15	32	10	-
Weighted total	48	18	13	10	22	15	16	10	22	14	22	4	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1565

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%															
Unweighted total	50	12	23	11	-	29	23	10	-	21	14	17	21	16	-
Weighted total	48	9	14	6	-	30	23	10	-	17	6	19	16	15	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	50	21	12	14	5	5	25	15	1	1	1	2	43	37	45	46	48
Weighted total	48	16	12	12	4	3	20	13	*	1	*	3	37	30	39	42	46
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
51%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
88%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	32	49	19	-	32	3	4	31	42	1	10	40	10	31	9
Weighted total	48	27	46	-	30	2	1	32	38	*	11	37	5	38	5
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**
51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**	**	**
88%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1568

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	*c	*a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	50	23	10	26	24	31	8	23	12	16	8	16	10
Weighted total	48	24	11	26	22	29	7	19	10	11	7	13	11
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	5	**	**	**	**	**	**	**	**	**	**	**	**
10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	18	**	**	**	**	**	**	**	**	**	**	**	**
37%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**
51%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	42	**	**	**	**	**	**	**	**	**	**	**	**
88%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 108 (continuation)

Page 1569

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	*a	*b	*c	*d	
50	11	21	4	11	50
48	14	16	2	13	48
-	**	**	**	**	-
-%	**	**	**	**	-%
1	**	**	**	**	1
2%	**	**	**	**	2%
5	**	**	**	**	5
10%	**	**	**	**	10%
18	**	**	**	**	18
37%	**	**	**	**	37%
24	**	**	**	**	24
51%	**	**	**	**	51%
-	**	**	**	**	-
-%	**	**	**	**	-%
42	**	**	**	**	42
88%	**	**	**	**	88%
1	**	**	**	**	1
2%	**	**	**	**	2%

Columns Tested: a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Disagree very strongly	8	7	*	*	**	*	3	-	**	**	*
	1%	1%	1%	3%	**	2%	2%	-%	**	**	1%
Disagree	30	29	1	*	**	1	13	7	**	**	3
	5%	5%	7%	3%	**	6%	6%	5%	**	**	18%
											abc
Neither Agree nor disagree	124	119	3	2	**	5	50	24	**	**	6
	22%	22%	20%	32%	**	23%	22%	19%	**	**	37%
				b							ab
Agree	222	213	5	2	**	9	97	61	**	**	3
	40%	39%	39%	40%	**	40%	42%	47%	**	**	18%
							e	e	e		
Agree very strongly	177	170	5	1	**	6	66	39	**	**	4
	31%	31%	34%	19%	**	29%	29%	30%	**	**	26%
		c	c								
Don't Know (DO NOT READ OUT)	2	2	-	*	**	*	-	-	**	**	-
	*%	*%	-%	2%	**	1%	-%	-%	**	**	-%
NET: Agree	399	384	10	3	**	15	163	100	**	**	7
	71%	71%	73%	59%	**	69%	71%	76%	**	**	44%
			c				e	e	e		
NET: Disagree	38	36	1	*	**	2	17	7	**	**	3
	7%	7%	7%	7%	**	8%	7%	5%	**	**	19%
											abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Disagree very strongly	8	**	**	2	**	**	-	-	**	**	5	2	1	-
	1%	**	**	4%	**	**	-%	-%	**	**	1%	6%	4%	-%
											fj			
Disagree	30	**	**	4	**	**	2	*	**	**	25	-	3	3
	5%	**	**	8%	**	**	2%	*%	**	**	5%	-%	10%	13%
			fgjk	gk		gk							fgk	fgjk
Neither Agree nor disagree	124	**	**	13	**	**	15	15	**	**	105	7	5	6
	22%	**	**	24%	**	**	14%	19%	**	**	22%	24%	19%	29%
			cefg hkl											f
Agree	222	**	**	20	**	**	48	30	**	**	198	12	6	7
	40%	**	**	36%	**	**	46%	38%	**	**	41%	38%	22%	32%
							bl		l		bl	l		
Agree very strongly	177	**	**	15	**	**	40	33	**	**	149	10	12	6
	31%	**	**	27%	**	**	38%	43%	**	**	31%	32%	45%	26%
							b	b	b				bcjm	
Don't Know (DO NOT READ OUT)	2	**	**	*	**	**	-	-	**	**	2	-	-	-
	*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
NET: Agree	399	**	**	34	**	**	88	63	**	**	347	22	18	12
	71%	**	**	64%	**	**	84%	81%	**	**	72%	71%	68%	59%
				b		b	bcjlm	bcm	bm		bm	b	b	b
NET: Disagree	38	**	**	6	**	**	2	*	**	**	30	2	4	3
	7%	**	**	12%	**	**	2%	*%	**	**	6%	6%	14%	13%
			fgjk	fg		g							fgj	fg

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
563	a	*b	c	*d	e	f	g	h	i	j	k	l	m
	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
8	**	**	2	**	**	-	-	**	**	5	2	1	-
1%	**	**	4%	**	**	-%	-%	**	**	1%	5%	4%	-%
30	**	**	2	**	**	4	*	**	**	25	-	3	3
	**	**	4%	**	**	4%	*%	**	**	5%	-%	10%	12%
124	gk							gk				gk	gk
	**	**	15	**	**	15	15	**	**	105	7	5	6
22%	**	**	29%	**	**	16%	21%	**	**	22%	22%	20%	26%
222	**	**	19	**	**	42	28	**	**	196	12	5	9
	**	**	38%	**	**	44%	37%	**	**	41%	36%	21%	39%
177	l		l		l	l		l		l		l	l
	**	**	13	**	**	34	31	**	**	148	12	11	6
31%	**	**	25%	**	**	36%	42%	**	**	31%	36%	44%	24%
2	**	**	*	**	**	-	-	**	**	2	-	-	-
	*%	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%
399	**	**	32	**	**	77	59	**	j	344	24	16	15
	**	**	62%	**	**	80%	79%	**	**	71%	72%	65%	62%
38	**	**	4	**	**	4	*	**	**	30	2	4	3
	**	**	8%	**	**	4%	*%	**	**	6%	5%	14%	12%
	g		g					g				efgij	g

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
8	**	*	**	*	-	**	**	5	3	4	6	2	7	**
1%	**	*%	**	*%	-%	**	**	2%	1%	2%	1%	4%	1%	**
							e							
30	**	*	**	7	18	**	**	5	23	7	26	4	27	**
5%	**	1%	**	10%	11%	**	**	3%	6%	4%	5%	7%	5%	**
				bgh	bgh									
124	**	12	**	19	35	**	**	50	91	33	116	8	120	**
22%	**	21%	**	28%	21%	**	**	26%	24%	18%	23% b	13%	23%	**
222	**	23	**	26	57	**	**	74	148	74	193	29	199	**
40%	**	41%	**	38%	34%	**	**	38%	39%	41%	38%	51% a	38%	**
							eh							
177	**	21	**	16	56	**	**	61	118	59	162	14	162	**
31%	**	37%	**	24%	33%	**	**	31%	31%	33%	32%	25%	31%	**
2	**	-	**	-	2	**	**	-	*	2	2	*	2	**
*%	**	-%	**	-%	1%	**	**	-%	*%	1% a	*%	*%	*%	**
399	**	44	**	42	113	**	**	135	266	133	356	43	361	**
71%	**	78% d	**	62%	67%	**	**	69%	69%	74%	70%	76%	70%	**
38	**	*	**	7	18	**	**	9	26	12	31	6	34	**
7%	**	1%	**	11% b	11% bh	**	**	5%	7%	6%	6%	11%	7%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	482	67	14	*	*	-	-	-	549	14	250	232	81
Disagree very strongly	8	4	2	7	1	**	**	**	**	**	**	8	**	4	3	1
	1%	1%	3%	1%	2%	**	**	**	**	**	**	1%	**	1%	1%	1%
Disagree	30	18	5	21	4	**	**	**	**	**	**	25	**	11	10	9
	5%	5%	6%	4%	6%	**	**	**	**	**	**	5%	**	4%	4%	11%
																ab
Neither Agree nor disagree	124	67	29	105	16	**	**	**	**	**	**	121	**	46	59	19
	22%	18%	35%	22%	24%	**	**	**	**	**	**	22%	**	18%	25%	23%
			ac													
Agree	222	152	23	186	34	**	**	**	**	**	**	219	**	107	78	37
	40%	42%	28%	39%	51%	**	**	**	**	**	**	40%	**	43%	34%	45%
		b			ai											b
Agree very strongly	177	119	22	161	12	**	**	**	**	**	**	173	**	80	82	15
	31%	33%	28%	33%	18%	**	**	**	**	**	**	32%	**	32%	35%	19%
				b								b		c	c	
Don't Know (DO NOT READ OUT)	2	2	*	2	*	**	**	**	**	**	**	2	**	2	-	*
	*%	1%	*%	*%	*%	**	**	**	**	**	**	*%	**	1%	-%	*%
NET: Agree	399	271	45	347	46	**	**	**	**	**	**	392	**	187	160	52
	71%	75%	56%	72%	68%	**	**	**	**	**	**	72%	**	75%	69%	64%
		b			b									c		
NET: Disagree	38	21	7	28	5	**	**	**	**	**	**	33	**	15	13	10
	7%	6%	9%	6%	8%	**	**	**	**	**	**	6%	**	6%	6%	12%
																ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Disagree very strongly

Disagree

Neither Agree nor disagree

Agree

Agree very strongly

Don't Know (DO NOT READ OUT)

NET: Agree

NET: Disagree

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
8	2	2	4	1	*	2	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	a																				
30	10	6	12	12	7	26	12	**	**	**	**	**	**	7	**	**	**	**	**	**	**
5%	3%	3%	3%	7%	6%	7%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
	abc																				
124	74	53	83	43	29	85	76	**	**	**	**	**	**	43	**	**	**	**	**	**	**
22%	24%	28%	24%	25%	24%	24%	23%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
222	120	75	143	65	46	147	130	**	**	**	**	**	**	63	**	**	**	**	**	**	**
40%	39%	39%	40%	37%	38%	41%	40%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**
177	101	55	111	54	37	98	104	**	**	**	**	**	**	54	**	**	**	**	**	**	**
31%	33%	29%	31%	31%	30%	27%	32%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
2	*	*	*	*	2	2	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	1%	1%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
	abc																				
399	220	129	254	120	84	245	234	**	**	**	**	**	**	117	**	**	**	**	**	**	**
71%	72%	68%	72%	68%	69%	68%	72%	**	**	**	**	**	**	70%	**	**	**	**	**	**	**
38	12	8	16	13	7	28	15	**	**	**	**	**	**	8	**	**	**	**	**	**	**
7%	4%	4%	5%	7%	6%	8%	5%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
	a																				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	3	65	37	41	28	4	117	11	48	501	62
Disagree very strongly	8	1	2	1	**	1	**	**	**	**	-	**	1	6	2
	1%	1%	3%	2%	**	1%	**	**	**	**	-%	**	2%	1%	3%
Disagree	30	3	7	*	**	2	**	**	**	**	9	**	2	27	3
	5%	2%	8%	5%	**	3%	**	**	**	**	8%	**	5%	5%	5%
		ac							abc						
Neither Agree nor disagree	124	35	19	19	11	7	**	**	**	**	37	**	3	114	10
	22%	24%	21%	24%	27%	11%	**	**	**	**	32%	**	6%	23%	16%
								a	a		c				
Agree	222	58	39	25	17	27	**	**	**	**	39	**	19	197	25
	40%	41%	43%	33%	42%	42%	**	**	**	**	34%	**	39%	39%	40%
Agree very strongly	177	45	25	30	10	27	**	**	**	**	31	**	23	155	22
	31%	32%	28%	40%	24%	42%	**	**	**	**	27%	**	49%	31%	35%
			d			d	d						a		
Don't Know (DO NOT READ OUT)	2	-	*	-	**	-	**	**	**	**	*	**	*	2	*
	*%	-%	*%	-%	**	-%	**	**	**	**	*%	**	*%	*%	*%
NET: Agree	399	103	64	55	27	55	**	**	**	**	70	**	42	352	47
	71%	73%	71%	72%	66%	84%	**	**	**	**	60%	**	87%	70%	76%
						cd	d						a		
NET: Disagree	38	3	7	3	3	3	**	**	**	**	9	**	3	33	5
	7%	2%	8%	3%	7%	5%	**	**	**	**	8%	**	6%	7%	8%
									abc						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39
Disagree very strongly	8	2	**	1	-	2	**	1	-	1	2	1
	1%	1%	**	1%	-%	1%	**	1%	-%	1%	1%	2%
						a						
Disagree	30	11	**	9	3	11	**	9	3	1	10	4
	5%	3%	**	7%	7%	3%	**	7%	6%	1%	4%	11%
											ab	
Neither Agree nor disagree	124	77	**	38	5	72	**	33	10	28	64	12
	22%	23%	**	29%	11%	22%	**	27%	20%	29%	23%	30%
				b		a						
Agree	222	132	**	48	17	132	**	49	16	39	107	15
	40%	40%	**	36%	41%	41%	**	39%	32%	41%	38%	38%
Agree very strongly	177	109	**	38	17	106	**	33	21	28	97	8
	31%	33%	**	28%	40%	33%	**	26%	43%	29%	35%	19%
								a		c		
Don't Know (DO NOT READ OUT)	2	-	**	-	*	-	**	-	*	-	*	-
	*%	-%	**	-%	*%	-%	**	-%	*%	-%	*%	-%
NET: Agree	399	241	**	86	33	238	**	82	37	67	203	22
	71%	73%	**	64%	81%	74%	**	66%	74%	69%	73%	57%
				a	b					c		
NET: Disagree	38	13	**	10	3	13	**	10	3	2	12	5
	7%	4%	**	7%	7%	4%	**	8%	6%	2%	4%	13%
											ab	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Disagree very strongly	8 1%	2 2%	2 1%	** **	** **	1 1%	1 1%	** **	** **	2 1%	* *%	1 1%	1 *%	1 1%	** **
				b											
Disagree	30 5%	2 3%	6 4%	** **	** **	8 7%	10 8%	** **	** **	9 3%	6 3%	6 4%	9 3%	6 3%	** **
				ab				ab							
Neither Agree nor disagree	124 22%	30 36%	41 26%	** **	** **	29 24%	33 27%	** **	** **	70 24%	48 27%	35 24%	64 24%	57 26%	** **
		b													
Agree	222 40%	27 33%	64 40%	** **	** **	44 36%	48 39%	** **	** **	113 39%	70 40%	54 38%	109 41%	84 39%	** **
		c													
Agree very strongly	177 31%	22 26%	48 30%	** **	** **	40 33%	32 26%	** **	** **	96 33%	49 29%	47 33%	86 32%	69 32%	** **
						c									
Don't Know (DO NOT READ OUT)	2 *%	* *%	* *%	** **	** **	* *%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
NET: Agree	399 71%	49 59%	112 69%	** **	** **	84 69%	80 65%	** **	** **	209 72%	120 69%	101 71%	195 72%	153 70%	** **
			c												
NET: Disagree	38 7%	4 5%	8 5%	** **	** **	9 8%	11 8%	** **	** **	11 4%	6 4%	7 5%	10 4%	7 3%	** **
				ab				ab							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
Disagree very strongly	8	1	-	1	**	1	1	**	**	**	**	8	4	8	2	8
	1%	1%	-%	1%	**	*%	1%	**	**	**	**	2%	1%	2%	1%	1%
				ab												
Disagree	30	5	4	1	**	12	9	**	**	**	**	30	19	30	21	29
	5%	4%	7%	1%	**	5%	4%	**	**	**	**	6%	5%	6%	5%	5%
			c		abcd											
Neither Agree nor disagree	124	31	21	20	**	61	55	**	**	**	**	116	85	117	89	124
	22%	29%	35%	25%	**	23%	25%	**	**	**	**	23%	22%	23%	22%	23%
			d													
Agree	222	35	24	30	**	103	88	**	**	**	**	184	136	188	157	211
	40%	32%	40%	37%	**	39%	40%	**	**	**	**	36%	36%	37%	39%	39%
Agree very strongly	177	36	11	29	**	87	64	**	**	**	**	163	137	164	139	168
	31%	33%	18%	36%	**	33%	29%	**	**	**	**	32%	36%	32%	34%	31%
		be		be	e											
Don't Know (DO NOT READ OUT)	2	*	-	-	**	-	-	**	**	**	**	2	*	2	*	2
	*%	*%	-%	-%	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
NET: Agree	399	70	35	59	**	189	152	**	**	**	**	347	273	351	296	379
	71%	66%	58%	73%	**	72%	70%	**	**	**	**	69%	72%	69%	73%	70%
		e		be	e											
NET: Disagree	38	6	4	2	**	14	11	**	**	**	**	38	23	38	23	37
	7%	5%	7%	2%	**	5%	5%	**	**	**	**	7%	6%	7%	6%	7%
				c	abc											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	563	299	521	142	-		67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	-		71	456	103	*	25	90	49	413	101
Disagree very strongly	8	3	8	1	**		3	3	2	**	**	2	1	7	*
	1%	1%	2%	1%	**		4%	1%	2%	**	**	2%	2%	2%	%
Disagree	30	15	29	7	**		8	19	3	**	**	1	4	22	4
	5%	5%	6%	6%	**		11%	4%	3%	**	**	1%	8%	5%	4%
Neither Agree nor disagree	124	60	113	32	**		19	98	27	**	**	23	24	69	30
	22%	22%	22%	29%	**		26%	22%	26%	**	**	25%	50%	17%	29%
Agree	222	111	194	37	**		33	179	39	**	**	35	10	177	35
	40%	40%	38%	33%	**		46%	39%	38%	**	**	38%	21%	43%	35%
Agree very strongly	177	89	164	36	**		9	155	32	**	**	30	9	138	30
	31%	32%	32%	32%	**		12%	34%	31%	**	**	33%	19%	33%	29%
Don't Know (DO NOT READ OUT)	2	*	2	*	**		-	2	*	**	**	*	*	-	2
	%	%	%	%	**		-%	%	%	**	**	%	%	-%	2%
NET: Agree	399	200	358	73	**		42	333	71	**	**	64	20	314	65
	71%	72%	70%	64%	**		59%	73%	69%	**	**	71%	40%	76%	64%
NET: Disagree	38	18	37	8	**		11	22	5	**	**	3	5	29	4
	7%	7%	7%	7%	**		15%	5%	5%	**	**	3%	10%	7%	4%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	448	325	238	325	35	151	74	108	46	175	108
Disagree very strongly	8	1	7	8	*	2	3	1	1	1	1	1	1
	1%	**	1%	2%	*%	1%	9%	1%	1%	1%	2%	1%	1%
				b			acd						
Disagree	30	11	17	21	9	10	2	7	3	5	3	5	5
	5%	12%	4%	7%	4%	3%	7%	5%	4%	5%	7%	3%	4%
		c											
Neither Agree nor disagree	124	18	94	83	41	78	12	38	21	25	16	36	33
	22%	21%	21%	26%	17%	24%	35%	25%	29%	23%	35%	21%	30%
				b							c		c
Agree	222	33	176	110	113	130	8	55	24	39	16	66	43
	40%	38%	39%	34%	47%	40%	22%	37%	32%	36%	34%	37%	40%
				a		b		b					
Agree very strongly	177	24	151	102	75	105	9	50	25	38	11	67	26
	31%	27%	34%	31%	32%	32%	27%	33%	34%	35%	23%	38%	24%
												bd	
Don't Know (DO NOT READ OUT)	2	*	2	2	*	*	*	*	*	*	-	*	-
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: Agree	399	57	328	211	188	236	17	105	49	77	26	133	69
	71%	65%	73%	65%	79%	72%	49%	70%	66%	71%	56%	76%	64%
				a		b		b	b	b		bd	
NET: Disagree	38	12	24	29	9	12	5	8	4	6	4	6	6
	7%	13%	5%	9%	4%	4%	15%	5%	5%	5%	9%	3%	5%
		c		b			acd						

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
Unweighted total	112	256	36	134	563
Weighted total	102	240	32	158	563
Disagree very strongly	8	5	**	*	8
	1%	2%	**	*%	1%
Disagree	30	14	**	4	30
	5%	6%	**	3%	5%
	d				
Neither Agree nor disagree	124	62	**	33	124
	22%	26%	**	21%	22%
	a	a			
Agree	222	86	**	69	222
	40%	36%	**	44%	40%
	c			c	
Agree very strongly	177	71	**	51	177
	31%	30%	**	32%	31%
Don't Know (DO NOT READ OUT)	2	2	**	-	2
	*%	1%	**	-%	*%
NET: Agree	399	157	**	121	399
	71%	65%	**	76%	71%
				b	
NET: Disagree	38	19	**	4	38
	7%	8%	**	3%	7%
	d	d			

Columns Tested: a,b,c,d

Base: All respondents

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
49	540	13	6	3	23	230	131	28	15	15
9%	46	2	1	**	3	16	15	**	**	*
	9%	14%	15%	**	13%	7%	12%	**	**	3%
413	397	10	4	**	15	168	91	**	**	11
73%	73%	71%	63%	**	68%	73%	69%	**	**	73%
101	97	2	1	**	4	46	25	**	**	4
18%	18%	14%	23%	**	19%	20%	19%	**	**	24%
				b						
*	-	*	-	**	*	-	-	**	**	-
*%	-%	%	-%	**	%	-%	-%	**	**	-%

Produced by OLR
Issue date: 11/05/18

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
49	**	**	4	**	**	2	4	**	**	40	4	4	2
9%	**	**	8%	**	**	2%	5%	**	**	8%	12%	14%	9%
								efgj			f	f	
413	**	**	45	**	**	77	59	**	**	355	21	18	18
73%	**	**	83% h	**	**	74%	76%	**	**	73%	68%	69%	84% hkl
101	**	**	5	**	**	25	15	**	**	89	6	4	1
18%	**	**	8%	**	**	24% cm	19% m	**	**	18% m	20% m	17%	7%
*	**	**	*	**	**	-	-	**	**	*	-	-	-
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
49	**	**	4	**	**	2	4	**	**	40	4	3	2
9%	**	**	8%	**	**	2%	6%	**	**	8%	11%	12%	8%
								efgj	efj		f	f	
413	**	**	42	**	**	66	57	**	**	352	24	17	20
73%	**	**	83%	**	**	68%	77%	**	**	73%	70%	70%	86%
	i		hi										thijkl
101	**	**	5	**	**	28	13	**	**	89	6	5	1
18%	**	**	9%	**	**	29%	17%	**	**	19%	19%	18%	6%
					cm	acjm			m	m	m	m	
*	**	**	*	**	**	-	-	**	**	*	-	-	-
*%	**	**	*%	**	**	-%	-%	**	**	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
49	**	5	**	6	16	**	**	18	44	5	45	4	49	**
9%	**	9%	**	9%	10%	**	**	9%	11%	3%	9%	8%	9%	**
									b					
413	**	38	**	52	115	**	**	156	280	133	368	44	367	**
73%	**	68%	**	77%	68%	**	**	80%	73%	74%	73%	77%	71%	**
								beg						
101	**	13	**	9	37	**	**	21	59	42	93	9	101	**
18%	**	23%	**	14%	22%	**	**	11%	16%	23%	18%	15%	20%	**
		h			h		dh			a				
*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Increase	49	16	14	33	10	**	**	**	**	**	**	43	**	12	21	16
9%	4%	18%	17%	7%	15%	**	**	**	**	**	**	8%	**	5%	9%	20%
		a	a		ai											ab
Stay about the same	413	272	60	366	43	**	**	**	**	**	**	410	**	191	175	46
73%	75%	75%	67%	76%	65%	**	**	**	**	**	**	75%	**	76%	75%	57%
				b								b		c	c	
Decrease	101	74	6	83	14	**	**	**	**	**	**	96	**	46	36	19
18%	20%	8%	17%	17%	21%	**	**	**	**	**	**	18%	**	19%	16%	23%
	b		b													
Don't Know (DO NOT READ OUT)	*	*	-	*	-	**	**	**	**	**	**	*	**	*	-	-
*%	*%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	*%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
Increase	49	34	31	38	31	20	29	**	**	**	**	**	**	28	**	**	**	**	**	**	**
9%	11%	16%	11%	18%	16%	10%	9%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
		cf		acf				a													
Stay about the same	413	223	124	259	120	75	244	**	**	**	**	**	**	120	**	**	**	**	**	**	**
	73%	72%	65%	73%	69%	62%	75%	**	**	**	**	**	**	72%	**	**	**	**	**	**	**
		be		be			b														
Decrease	101	50	36	57	24	27	52	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	18%	16%	19%	16%	14%	22%	16%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
				d																	
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	-%	*%	-%	-%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	65	37	41	28	4	117	11	48	501	62
Increase	49	11	9	6	11	6	**	**	**	**	28	**	2	44	5
	9%	8%	10%	9%	27%	9%	**	**	**	**	24%	**	5%	9%	8%
				abc					ab		c				
Stay about the same	413	100	73	59	23	51	**	**	**	**	74	**	40	361	51
	73%	71%	80%	77%	56%	79%	**	**	**	**	63%	**	83%	72%	82%
		d	d	d		d	d	d					a		
Decrease	101	30	9	11	7	8	**	**	**	**	15	**	6	96	6
	18%	21%	10%	14%	17%	12%	**	**	**	**	13%	**	12%	19%	10%
		b													
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	**	**	**	**	-	**	-	*	-
	*%	-%	*%	-%	-%	-%	**	**	**	**	-%	**	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
Increase	49	34	**	26	4	31	**	24	7	12	31	6	**
	9%	10%	**	20%	11%	10%	**	19%	14%	12%	11%	15%	**
							a						
Stay about the same	413	243	**	85	35	241	**	83	37	65	201	24	**
	73%	74%	**	63%	86% a	74% b	**	67%	74%	67%	72%	61%	**
Decrease	101	53	**	23	1	51	**	18	6	21	47	9	**
	18%	16%	**	17% b	3%	16%	**	14%	12%	21%	17%	24%	**
Don't Know (DO NOT READ OUT)													
	*	*	**	-	-	*	**	-	-	-	*	-	**
	*%	*%	**	-%	-%	*%	**	-%	-%	-%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ
OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
49	14	25	**	**	18	21	**	**	32	27	24	25	24	**
9%	16%	15%	**	**	15%	17%	**	**	11%	15%	17%	9%	11%	**
			b											
413	54	106	**	**	88	82	**	**	211	112	99	198	154	**
73%	65%	65%	**	**	72%	66%	**	**	73%	65%	69%	73%	71%	**
	c	c							b					
101	15	31	**	**	16	21	**	**	47	35	20	47	39	**
16%	19%	19%	**	**	13%	17%	**	**	16%	20%	14%	18%	18%	**
*	-	-	**	**	-	-	**	**	*	-	-	-	*	**
*%	-%	-%	**	**	-%	-%	**	**	*%	-%	-%	-%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
Increase	49	20	11	12	**	23	21	**	**	**	**	48	39	48	41	48
	9%	19%	19%	15%	**	9%	10%	**	**	**	**	10%	10%	9%	10%	9%
				c												
Stay about the same	413	70	38	57	**	192	157	**	**	**	**	363	270	365	294	392
	73%	66%	64%	70%	**	73%	72%	**	**	**	**	72%	71%	72%	72%	72%
Decrease	101	17	10	12	**	48	40	**	**	**	**	93	71	95	73	101
	18%	15%	18%	15%	**	18%	18%	**	**	**	**	18%	19%	19%	18%	19%
			e	e												
Don't Know (DO NOT READ OUT)	*	-	-	-	**	-	*	**	**	**	**	*	*	*	*	*
	*9%	-9%	-%	-%	**	-9%	*%	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	-	433	17	71	456	103	*	25	90	49	413	101
Increase	49	32	48	12	25	**	16	29	14	**	**	10	49	-	-
	9%	12%	9%	10%	6%	**	22%	6%	14%	**	**	11%	100%	-%	-%
							b						bc		
Stay about the same	413	203	370	83	328	**	35	352	68	**	**	62	-	413	-
	73%	73%	73%	74%	76%	**	49%	77%	66%	**	**	68%	100%	100%	-%
							a						ac		
Decrease	101	43	91	18	80	**	21	75	21	**	**	18	-	-	101
	18%	15%	18%	16%	18%	**	29%	16%	20%	**	**	20%	100%	100%	100%
							b						ab		
Don't Know (DO NOT READ OUT)	*	*	*	-	*	**	-	*	-	**	**	-	-	-	-
	1%	1%	1%	0%	1%	**	0%	1%	0%	**	**	0%	0%	0%	0%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	^b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Increase	49	17		28	32	17	38	5	25	20	17	7	23	16
	9%	20%	**	6%	10%	7%	12%	14%	17%	27%	16%	15%	13%	15%
		c							a					
Stay about the same	413	50	**	347	211	202	233	20	104	41	72	32	122	75
	73%	57%	**	78%	65%	85%	72%	58%	69%	56%	67%	68%	70%	70%
				a		a	^{bd}		d					
Decrease	101	20	**	72	82	19	55	9	22	13	19	8	30	17
	18%	23%	**	16%	25%	8%	17%	27%	14%	17%	17%	17%	17%	15%
				b				c						
Don't Know (DO NOT READ OUT)	*	-	**	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	**	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
49	9	24	**	6	49
9%	9%	10%	**	4%	9%
		d	abd		
413	84	139	**	142	413
73%	82%	58%	**	89%	73%
	b		bc		
101	9	77	**	11	101
18%	9%	32%	**	7%	18%
		acd			
*	-	-	**	-	*
*%	-%	-%	**	-%	*%

Columns Tested: a,b,c,d

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	60	26	22	11	1	34	11	12	3	3	7
Weighted total	49	46	2	1	*	3	16	15	4	1	*
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	2	6	7	3	3	6	4	5	1	37	10	8	5
Weighted total	49	3	6	4	5	2	2	4	11	2	40	4	4	2
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	5	3	5	1	1	6	4	7	5	37	10	8	5
Weighted total	49	6	1	4	2	*	2	4	11	9	40	4	3	2
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 111 (continuation)

Page 1599

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	60	-	6	2	4	19	1	6	22	43	17	55	5	59	1
Weighted total	49	-	5	*	6	16	1	3	18	44	5	45	4	49	*
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	23	**	25	**
	51%	**	**	**	**	**	**	**	**	**	**	52%	**	51%	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	15	**	16	**
	32%	**	**	**	**	**	**	**	**	**	**	33%	**	32%	**
Letters	15	**	**	**	**	**	**	**	**	**	**	14	**	15	**
	31%	**	**	**	**	**	**	**	**	**	**	32%	**	31%	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	7	**	7	**
	14%	**	**	**	**	**	**	**	**	**	**	16%	**	14%	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	4	**	4	**
	9%	**	**	**	**	**	**	**	**	**	**	8%	**	9%	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	1	**	3	**
	7%	**	**	**	**	**	**	**	**	**	**	2%	**	7%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	3	**	3	**
	6%	**	**	**	**	**	**	**	**	**	**	7%	**	6%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	1	**	1	**
	2%	**	**	**	**	**	**	**	**	**	**	2%	**	2%	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	60	16	15	29	27	21	12	-	-	-	-	-	48	12	7	20	33
Weighted total	49	16	14	19	33	10	6	-	-	-	-	-	43	6	12	21	16
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h
Unweighted total	60	42	39	48	35	27	48	33	8	2	2	3	-	-	31	1	2	1	-	-	-	-
Weighted total	49	34	31	38	31	20	38	29	6	*	*	3	-	-	28	*	2	*	-	-	-	-
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
					abcf																	
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			df																			
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			f		f																	
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 111 (continuation)

Page 1602

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	60	8	9	10	19	2	5	6	9	14	1	28	1	6	51	9
Weighted total	49	11	9	6	11	1	6	4	9	11	1	28	*	2	44	5
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**	23	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	51%	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**	14	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	31%	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**	13	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	30%	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**	6	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	14%	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	4	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

 Produced by OLR
 Issue date: 11/05/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Unweighted total	60	44	4	25	10	42	6	24	11	18	37	8	-
Weighted total	49	34	4	26	4	31	7	24	7	12	31	6	-
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	a	b	*c
Unweighted total	60	18	32	9	-	22	23	11	-	39	35	26	35	30	2
Weighted total	49	14	25	8	-	18	21	6	-	32	27	24	25	24	1
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**
51%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**
32%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**
31%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
14%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%		**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	60	25	11	17	9	7	32	29	1	4	2	1	57	46	57	48	57
Weighted total	49	20	11	12	3	4	23	21	2	2	5	*	48	39	48	41	48
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	24	**	24	**	24
	51%	**	**	**	**	**	**	**	**	**	**	**	50%	**	50%	**	50%
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	16	**	16	**	16
	32%	**	**	**	**	**	**	**	**	**	**	**	33%	**	33%	**	33%
Letters	15	**	**	**	**	**	**	**	**	**	**	**	15	**	15	**	14
	31%	**	**	**	**	**	**	**	**	**	**	**	32%	**	32%	**	30%
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	7	**	7	**	7
	14%	**	**	**	**	**	**	**	**	**	**	**	14%	**	14%	**	14%
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	4	**	4	**	4
	9%	**	**	**	**	**	**	**	**	**	**	**	8%	**	8%	**	9%
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	3	**	3	**	3
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	**	7%	**	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	3	**	3	**	3
	6%	**	**	**	**	**	**	**	**	**	**	**	6%	**	6%	**	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**	*%
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	1	**	1	**	1
	2%	**	**	**	**	**	**	**	**	**	**	**	2%	**	2%	**	2%
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	*%	**	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**	*%
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	-	**	-	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**	-%
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	-	**	-	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	a	*b	*c
Unweighted total	60	37	58	20	-	41	15	39	18	-	6	12	60	-	-
Weighted total	49	32	48	12	-	25	16	29	14	-	4	10	49	-	-
Parcels and packets	25	**	24	**	**	**	**	**	**	**	**	**	25	**	**
	51%	**	50%	**	**	**	**	**	**	**	**	**	51%	**	**
Large letters	16	**	16	**	**	**	**	**	**	**	**	**	16	**	**
	32%	**	33%	**	**	**	**	**	**	**	**	**	32%	**	**
Letters	15	**	15	**	**	**	**	**	**	**	**	**	15	**	**
	31%	**	32%	**	**	**	**	**	**	**	**	**	31%	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	7	**	**	**	**	**	**	**	**	**	7	**	**
	14%	**	14%	**	**	**	**	**	**	**	**	**	14%	**	**
Order fulfilment (sending ordered goods to customers)	4	**	4	**	**	**	**	**	**	**	**	**	4	**	**
	9%	**	7%	**	**	**	**	**	**	**	**	**	9%	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	3	**	**	**	**	**	**	**	**	**	3	**	**
	7%	**	7%	**	**	**	**	**	**	**	**	**	7%	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	3	**	**	**	**	**	**	**	**	**	3	**	**
	6%	**	6%	**	**	**	**	**	**	**	**	**	6%	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	*%	**	**
Other (PLEASE SPECIFY)	1	**	1	**	**	**	**	**	**	**	**	**	1	**	**
	2%	**	2%	**	**	**	**	**	**	**	**	**	2%	**	**
None of these (DO NOT READ OUT)	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	*%	**	**
Don't Know (DO NOT READ OUT)	-	**	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	-%	**	**	**	**	**	**	**	**	**	-%	**	**
Refused (DO NOT READ OUT)	-	**	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	-%	**	**	**	**	**	**	**	**	**	-%	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	60	15	5	40	34	47	6	27	17	20	9	25	19
Weighted total	49	17	4	28	32	38	5	25	20	17	7	23	16
Parcels and packets	25	**	**	**	**	**	**	**	**	**	**	**	**
51%	**	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	16	**	**	**	**	**	**	**	**	**	**	**	**
32%	**	**	**	**	**	**	**	**	**	**	**	**	**
Letters	15	**	**	**	**	**	**	**	**	**	**	**	**
31%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	**	**	**	**	**	**	**	**	**
14%	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	4	**	**	**	**	**	**	**	**	**	**	**	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	**	**	**	**	**	**	**	**	**
7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	1	**	**	**	**	**	**	**	**	**	**	**	**
2%	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 111 (continuation)

Page 1608

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	60	15	15	12	60
Weighted total	49	9	24	10	49
Parcels and packets	25	**	**	**	25
	51%	**	**	**	51%
Large letters	16	**	**	**	16
	32%	**	**	**	32%
Letters	15	**	**	**	15
	31%	**	**	**	31%
Other everyday correspondence, such as invoices, one off bills etc.	7	**	**	**	7
	14%	**	**	**	14%
Order fulfilment (sending ordered goods to customers)	4	**	**	**	4
	9%	**	**	**	9%
Publications, such as magazines, periodicals, customer newsletters	3	**	**	**	3
	7%	**	**	**	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	3	**	**	**	3
	6%	**	**	**	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	*	**	**	**	*
	*%	**	**	**	*%
Other (PLEASE SPECIFY)	1	**	**	**	1
	2%	**	**	**	2%
None of these (DO NOT READ OUT)	*	**	**	**	*
	*%	**	**	**	*%
Don't Know (DO NOT READ OUT)	-	**	**	**	-
	-%	**	**	**	-%
Refused (DO NOT READ OUT)	-	**	**	**	-
	-%	**	**	**	-%

Columns Tested: a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	102	52	24	16	10	27	14	6	4	15
Weighted total	101	97	2	1	1	46	25	2	4	4
Letters	48	46	**	**	**	**	**	**	**	**
	48%	47%	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	41	39	**	**	**	**	**	**	**	**
	41%	40%	**	**	**	**	**	**	**	**
Large letters	30	28	**	**	**	**	**	**	**	**
	29%	29%	**	**	**	**	**	**	**	**
Parcels and packets	19	18	**	**	**	**	**	**	**	**
	18%	18%	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	14	**	**	**	**	**	**	**	**
	15%	15%	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	11	**	**	**	**	**	**	**	**
	12%	11%	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	11	10	**	**	**	**	**	**	**	**
	10%	10%	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	5	**	**	**	**	**	**	**	**
	6%	5%	**	**	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	-	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	-	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	3	3	**	**	**	**	**	**	**	**
	3%	3%	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	23	23	**	**	**	**	**	**	**	**
	23%	23%	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	1	**	**	**	**	**	**	**	**
	1%	1%	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	-	**	**	**	**	**	**	**	**
	-%	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	102	3	4	8	4	10	23	12	5	5	74	10	7	11
Weighted total	101	3	8	5	5	12	25	15	8	9	89	6	4	1
Letters	48	**	**	**	**	**	**	**	**	**	40	**	**	**
	48%	**	**	**	**	**	**	**	**	**	45%	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	**	**	**	**	37	**	**	**
	41%	**	**	**	**	**	**	**	**	**	41%	**	**	**
Large letters	30	**	**	**	**	**	**	**	**	**	26	**	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**	**
Parcels and packets	19	**	**	**	**	**	**	**	**	**	19	**	**	**
	18%	**	**	**	**	**	**	**	**	**	21%	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	**	**	**	**	12	**	**	**
	15%	**	**	**	**	**	**	**	**	**	13%	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	**	**	**	**	9	**	**	**
	12%	**	**	**	**	**	**	**	**	**	10%	**	**	**
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	23%	**	**	**	**	**	**	**	**	**	25%	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	102	7	2	9	3	7	22	11	5	7	73	10	8	11
Weighted total	101	8	3	5	5	9	28	13	8	11	89	6	5	1
Letters	48	**	**	**	**	**	**	**	**	**	40	**	**	**
	48%	**	**	**	**	**	**	**	**	**	45%	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	**	**	**	**	36	**	**	**
	41%	**	**	**	**	**	**	**	**	**	41%	**	**	**
Large letters	30	**	**	**	**	**	**	**	**	**	26	**	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**	**
Parcels and packets	19	**	**	**	**	**	**	**	**	**	19	**	**	**
	18%	**	**	**	**	**	**	**	**	**	21%	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	**	**	**	**	12	**	**	**
	15%	**	**	**	**	**	**	**	**	**	13%	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	**	**	**	**	9	**	**	**
	12%	**	**	**	**	**	**	**	**	**	10%	**	**	**
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	10%	**	**	**	**	**	**	**	**	**	11%	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	6%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	**	22	**	**	**
	23%	**	**	**	**	**	**	**	**	**	25%	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 112 (continuation)

Page 1612

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b	a	*b
Unweighted total	102	3	13	2	12	33	4	14	21	56	46	86	16	102	-
Weighted total	101	2	13	2	9	37	2	13	21	59	42	93	9	101	-
Letters	48	**	**	**	**	**	**	**	**	30	**	44	**	48	**
	48%	**	**	**	**	**	**	**	**	51%	**	48%	**	48%	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	**	**	**	25	**	41	**	41	**
	41%	**	**	**	**	**	**	**	**	41%	**	44%	**	41%	**
Large letters	30	**	**	**	**	**	**	**	**	24	**	26	**	30	**
	29%	**	**	**	**	**	**	**	**	40%	**	28%	**	29%	**
										b					
Parcels and packets	19	**	**	**	**	**	**	**	**	14	**	18	**	19	**
	18%	**	**	**	**	**	**	**	**	23%	**	20%	**	18%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	**	**	**	11	**	13	**	16	**
	15%	**	**	**	**	**	**	**	**	18%	**	14%	**	15%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	**	**	**	6	**	12	**	12	**
	12%	**	**	**	**	**	**	**	**	10%	**	12%	**	12%	**
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	**	**	**	7	**	10	**	11	**
	10%	**	**	**	**	**	**	**	**	11%	**	11%	**	10%	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	**	**	**	4	**	5	**	6	**
	6%	**	**	**	**	**	**	**	**	7%	**	6%	**	6%	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	2	**	3	**	3	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	15	**	21	**	23	**
	23%	**	**	**	**	**	**	**	**	25%	**	23%	**	23%	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	-	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	-%	**	1%	**	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
102	*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b	a	*b
Unweighted total	3	13	2	12	33	4	14	21	56	46	86	16	102	-
Weighted total	2	13	2	9	37	2	13	21	59	42	93	9	101	-
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	-	**	-	**	-	**
-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 112 (continuation)

Page 1614

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	102	63	11	27	70	28	3	-	1	-	-	-	98	4	28	42	32
Weighted total	101	74	6	19	83	14	5	-	*	-	-	-	96	5	46	36	19
Letters	48	39	**	**	43	**	**	**	**	**	**	**	48	**	**	**	**
	48%	53%	**	**	52%	**	**	**	**	**	**	**	50%	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	41	31	**	**	37	**	**	**	**	**	**	**	41	**	**	**	**
	41%	42%	**	**	45%	**	**	**	**	**	**	**	43%	**	**	**	**
Large letters	30	26	**	**	29	**	**	**	**	**	**	**	30	**	**	**	**
	29%	36%	**	**	35%	**	**	**	**	**	**	**	31%	**	**	**	**
Parcels and packets	19	16	**	**	16	**	**	**	**	**	**	**	16	**	**	**	**
	18%	21%	**	**	19%	**	**	**	**	**	**	**	17%	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	13	**	**	15	**	**	**	**	**	**	**	15	**	**	**	**
	15%	18%	**	**	18%	**	**	**	**	**	**	**	16%	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	9	**	**	11	**	**	**	**	**	**	**	12	**	**	**	**
	12%	13%	**	**	14%	**	**	**	**	**	**	**	12%	**	**	**	**
Order fulfilment (sending ordered goods to customers)	11	7	**	**	8	**	**	**	**	**	**	**	11	**	**	**	**
	10%	9%	**	**	9%	**	**	**	**	**	**	**	11%	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	4	**	**	5	**	**	**	**	**	**	**	6	**	**	**	**
	6%	6%	**	**	6%	**	**	**	**	**	**	**	6%	**	**	**	**
Goods / business supplies / large packets ordered via lorry	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Legal / accounts documents / tax forms	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
Other (PLEASE SPECIFY)	3	2	**	**	2	**	**	**	**	**	**	**	3	**	**	**	**
	3%	3%	**	**	2%	**	**	**	**	**	**	**	3%	**	**	**	**
None of these (DO NOT READ OUT)	23	14	**	**	14	**	**	**	**	**	**	**	21	**	**	**	**
	23%	19%	**	**	17%	**	**	**	**	**	**	**	22%	**	**	**	**
Don't Know (DO NOT READ OUT)	1	1	**	**	1	**	**	**	**	**	**	**	1	**	**	**	**
	1%	1%	**	**	1%	**	**	**	**	**	**	**	1%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
102	a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
101	63	11	27	70	28	3	-	1	-	-	-	98	4	28	42	32
	74	6	19	83	14	5	-	*	-	-	-	96	5	46	36	19
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 112 (continuation)

Page 1616

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	102	65	52	72	33	32	78	63	5	3	1	-	-	-	29	3	-	-	1	-	-	1
Weighted total	101	50	36	57	24	27	73	52	3	2	*	-	-	-	19	5	-	-	*	-	-	*
Letters	48	28	18	32	**	**	32	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	55%	51%	56%	**	**	44%	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		e		e	e																	
Other everyday correspondence, such as invoices, one off bills etc.	41	16	7	18	**	**	36	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	31%	20%	32%	**	**	49%	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		d		d		bd	abcd															
Large letters	30	18	12	20	**	**	18	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	35%	32%	35%	**	**	25%	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Parcels and packets	19	7	5	9	**	**	10	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	15%	13%	16%	**	**	14%	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	10	9	12	**	**	10	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	15%	20%	24%	21%	**	**	13%	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	5	6	7	**	**	7	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	10%	18%	13%	**	**	9%	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	11	3	3	6	**	**	6	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	7%	9%	10%	**	**	9%	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	1	3	3	**	**	2	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	2%	9%	6%	**	**	2%	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	-	-	-	-	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	-	-	-	-	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	3	2	-	2	**	**	3	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	4%	-%	4%	**	**	4%	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	23	10	10	12	**	**	14	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	19%	27%	21%	**	**	20%	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	1	1	1	**	**	-	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	2%	2%	2%	**	**	-%	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 11/05/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
102	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h
101	65	52	72	33	32	78	63	5	3	1	-	-	-	29	3	-	-	1	-	-	1
	50	36	57	24	27	73	52	3	2	*	-	-	-	19	5	-	-	*	-	-	*
-	-	-	-	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 112 (continuation)

Page 1618

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	102	22	13	19	18	-	13	4	5	10	1	14	5	14	93	9
Weighted total	101	30	9	11	7	-	8	5	4	5	3	15	4	6	96	6
Letters	48	**	**	**	**	**	**	**	**	**	**	**	**	**	45	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	47%	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	**	**	**	**	**	**	**	**	38	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	40%	**
Large letters	30	**	**	**	**	**	**	**	**	**	**	**	**	**	26	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	27%	**
Parcels and packets	19	**	**	**	**	**	**	**	**	**	**	**	**	**	16	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	17%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	12%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	**	**	**	**	**	**	**	**	11	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	11%	**
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	**	**	**	**	**	**	**	**	11	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	11%	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	**	**	**	**	**	**	**	**	6	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	3%	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	**	**	**	**	**	21	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	22%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
102	*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
101	22	13	19	18	-	13	4	5	10	1	14	5	14	93	9
	30	9	11	7	-	8	5	4	5	3	15	4	6	96	6
1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	**
-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
102	67	5	25	8	65	7	23	10	22	62	14	-
101	53	4	23	1	51	6	18	6	21	47	9	-
48	29	**	**	**	26	**	**	**	**	25	**	**
48%	54%	**	**	**	52%	**	**	**	**	53%	**	**
41	15	**	**	**	13	**	**	**	**	16	**	**
41%	29%	**	**	**	26%	**	**	**	**	33%	**	**
30	16	**	**	**	14	**	**	**	**	18	**	**
29%	31%	**	**	**	28%	**	**	**	**	37%	**	**
19	7	**	**	**	5	**	**	**	**	7	**	**
18%	13%	**	**	**	9%	**	**	**	**	15%	**	**
16	9	**	**	**	6	**	**	**	**	10	**	**
15%	16%	**	**	**	13%	**	**	**	**	21%	**	**
12	6	**	**	**	4	**	**	**	**	5	**	**
12%	12%	**	**	**	8%	**	**	**	**	11%	**	**
11	6	**	**	**	3	**	**	**	**	3	**	**
10%	10%	**	**	**	7%	**	**	**	**	7%	**	**
6	3	**	**	**	1	**	**	**	**	1	**	**
6%	6%	**	**	**	2%	**	**	**	**	2%	**	**
-	-	**	**	**	-	**	**	**	**	-	**	**
-%	-%	**	**	**	-%	**	**	**	**	-%	**	**
-	-	**	**	**	-	**	**	**	**	-	**	**
-%	-%	**	**	**	-%	**	**	**	**	-%	**	**
3	2	**	**	**	2	**	**	**	**	2	**	**
3%	4%	**	**	**	4%	**	**	**	**	4%	**	**
23	12	**	**	**	12	**	**	**	**	10	**	**
23%	22%	**	**	**	23%	**	**	**	**	20%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%
Unweighted total
Weighted total
Don't Know (DO NOT READ OUT)
Refused (DO NOT READ OUT)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
102	a	*b	*a	*b	a	*b	*a	*b	*a	b	*c	*d
101	67	5	25	8	65	7	23	10	22	62	14	-
	53	4	23	1	51	6	18	6	21	47	9	-
1	1	**	**	**	1	**	**	**	**	1	**	**
1%	2%	**	**	**	2%	**	**	**	**	2%	**	**
-	-	**	**	**	-	**	**	**	**	-	**	**
-%	-%	**	**	**	-%	**	**	**	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	a	b	*c
Unweighted total	102	20	49	11	-	21	27	12	-	60	48	27	58	52	1
Weighted total	101	15	31	8	-	16	21	8	-	47	35	20	47	39	2
Letters	48	**	**	**	**	**	**	**	**	24	**	**	26	16	**
	48%	**	**	**	**	**	**	**	**	52%	**	**	54%	42%	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	**	**	**	13	**	**	12	9	**
	41%	**	**	**	**	**	**	**	**	28%	**	**	26%	23%	**
Large letters	30	**	**	**	**	**	**	**	**	14	**	**	14	14	**
	29%	**	**	**	**	**	**	**	**	30%	**	**	29%	36%	**
Parcels and packets	19	**	**	**	**	**	**	**	**	5	**	**	7	3	**
	18%	**	**	**	**	**	**	**	**	10%	**	**	14%	7%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	**	**	**	7	**	**	9	6	**
	15%	**	**	**	**	**	**	**	**	14%	**	**	18%	17%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	**	**	**	4	**	**	6	4	**
	12%	**	**	**	**	**	**	**	**	9%	**	**	13%	11%	**
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	**	**	**	3	**	**	6	1	**
	10%	**	**	**	**	**	**	**	**	7%	**	**	12%	3%	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	**	**	**	1	**	**	3	1	**
	6%	**	**	**	**	**	**	**	**	3%	**	**	7%	3%	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	2	**	**	2	2	**
	3%	**	**	**	**	**	**	**	**	4%	**	**	4%	5%	**
None of these (DO NOT READ OUT)	23	**	**	**	**	**	**	**	**	10	**	**	12	10	**
	23%	**	**	**	**	**	**	**	**	20%	**	**	25%	25%	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	1	**	**	1	1	**
	1%	**	**	**	**	**	**	**	**	2%	**	**	2%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
102	*a	b	*c	*d	*a	*b	*c	*d	a	b	*c	a	b	*c
101	20	49	11	-	21	27	12	-	60	48	27	58	52	1
	15	31	8	-	16	21	8	-	47	35	20	47	39	2
-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	102	25	14	11	9	5	57	53	7	-	2	2	98	79	99	79	102
Weighted total	101	17	10	12	4	*	48	40	3	-	5	3	93	71	95	73	101
Letters	48	**	**	**	**	**	24	15	**	**	**	**	44	36	46	36	48
	48%	**	**	**	**	**	49%	38%	**	**	**	**	48%	50%	49%	50%	48%
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	**	**	**	12	9	**	**	**	**	39	26	41	29	41
	41%	**	**	**	**	**	25%	22%	**	**	**	**	42%	37%	44%	40%	41%
Large letters	30	**	**	**	**	**	13	12	**	**	**	**	30	23	30	24	30
	29%	**	**	**	**	**	28%	30%	**	**	**	**	32%	32%	31%	33%	29%
Parcels and packets	19	**	**	**	**	**	9	5	**	**	**	**	17	14	19	13	19
	18%	**	**	**	**	**	19%	13%	**	**	**	**	18%	20%	20%	18%	18%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	**	**	**	8	6	**	**	**	**	16	12	16	10	16
	15%	**	**	**	**	**	17%	16%	**	**	**	**	17%	17%	16%	14%	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	**	**	**	6	4	**	**	**	**	12	7	12	9	12
	12%	**	**	**	**	**	13%	11%	**	**	**	**	13%	10%	12%	13%	12%
Order fulfilment (sending ordered goods to customers)	11	**	**	**	**	**	5	1	**	**	**	**	11	5	11	8	11
	10%	**	**	**	**	**	11%	3%	**	**	**	**	11%	7%	11%	11%	10%
Publications, such as magazines, periodicals, customer newsletters	6	**	**	**	**	**	3	1	**	**	**	**	6	3	6	5	6
	6%	**	**	**	**	**	6%	3%	**	**	**	**	6%	4%	6%	7%	6%
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	3	**	**	**	**	**	2	2	**	**	**	**	3	2	3	3	3
	3%	**	**	**	**	**	4%	5%	**	**	**	**	3%	3%	3%	4%	3%
None of these (DO NOT READ OUT)	23	**	**	**	**	**	12	9	**	**	**	**	19	14	19	17	23
	23%	**	**	**	**	**	25%	24%	**	**	**	**	20%	20%	20%	23%	23%
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	1	1	**	**	**	**	1	-	1	-	1
	1%	**	**	**	**	**	2%	2%	**	**	**	**	1%	-%	1%	-%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
102	*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
101	25	14	11	9	5	57	53	7	-	2	2	98	79	99	79	102
	17	10	12	4	*	48	40	3	-	5	3	93	71	95	73	101
-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	102	46	97	26	-	82	17	80	16	-	3	15	-	-	102
Weighted total	101	43	91	18	-	80	21	75	21	-	2	18	-	-	101
Letters	48	**	44	**	**	38	**	34	**	**	**	**	**	**	48
	48%	**	49%	**	**	48%	**	46%	**	**	**	**	**	**	48%
Other everyday correspondence, such as invoices, one off bills etc.	41	**	41	**	**	33	**	36	**	**	**	**	**	**	41
	41%	**	45%	**	**	41%	**	48%	**	**	**	**	**	**	41%
Large letters	30	**	30	**	**	22	**	24	**	**	**	**	**	**	30
	29%	**	33%	**	**	27%	**	32%	**	**	**	**	**	**	29%
Parcels and packets	19	**	19	**	**	12	**	11	**	**	**	**	**	**	19
	18%	**	20%	**	**	14%	**	15%	**	**	**	**	**	**	18%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	16	**	**	10	**	11	**	**	**	**	**	**	16
	15%	**	17%	**	**	12%	**	15%	**	**	**	**	**	**	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	12	**	**	9	**	11	**	**	**	**	**	**	12
	12%	**	13%	**	**	11%	**	14%	**	**	**	**	**	**	12%
Order fulfilment (sending ordered goods to customers)	11	**	11	**	**	6	**	11	**	**	**	**	**	**	11
	10%	**	12%	**	**	8%	**	14%	**	**	**	**	**	**	10%
Publications, such as magazines, periodicals, customer newsletters	6	**	6	**	**	3	**	6	**	**	**	**	**	**	6
	6%	**	6%	**	**	4%	**	7%	**	**	**	**	**	**	6%
Goods / business supplies / large packets ordered via lorry	-	**	-	**	**	-	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	-%
Legal / accounts documents / tax forms	-	**	-	**	**	-	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	-%	**	**	**	**	**	**	-%
Other (PLEASE SPECIFY)	3	**	3	**	**	3	**	2	**	**	**	**	**	**	3
	3%	**	3%	**	**	4%	**	3%	**	**	**	**	**	**	3%
None of these (DO NOT READ OUT)	23	**	17	**	**	15	**	15	**	**	**	**	**	**	23
	23%	**	19%	**	**	19%	**	20%	**	**	**	**	**	**	23%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
102	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	*b	c
Unweighted total	46	97	26	-	82	6	17	80	16	-	3	15	-	-	102
Weighted total	43	91	18	-	80	8	21	75	21	-	2	18	-	-	101
Don't Know (DO NOT READ OUT)	1				1			1							1
1%	**	1%	**	**	1%	**	**	1%	**	**	**	**	**	**	1%
Refused (DO NOT READ OUT)	-				-			-							-
-%	**	-%	**	**	-%	**	**	-%	**	**	**	**	**	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	c	*d	*a	*b	c	*d
Unweighted total	102	16	6	80	83	70	13	30	17	22	9	39	26
Weighted total	101	20	9	72	82	55	9	22	13	19	8	30	17
Letters	48	**	**	38	47	30	**	**	**	**	**	**	**
	48%	**	**	53%	57%	55%	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	41	**	**	33	37	16	**	**	**	**	**	**	**
	41%	**	**	45%	45%	29%	**	**	**	**	**	**	**
Large letters	30	**	**	21	27	20	**	**	**	**	**	**	**
	29%	**	**	29%	33%	37%	**	**	**	**	**	**	**
Parcels and packets	19	**	**	9	16	9	**	**	**	**	**	**	**
	18%	**	**	13%	20%	17%	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	**	6	13	12	**	**	**	**	**	**	**
	15%	**	**	8%	16%	22%	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	**	8	12	7	**	**	**	**	**	**	**
	12%	**	**	11%	14%	13%	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	11	**	**	8	11	3	**	**	**	**	**	**	**
	10%	**	**	10%	13%	6%	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	6	**	**	3	6	3	**	**	**	**	**	**	**
	6%	**	**	4%	7%	6%	**	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	-	-	-	**	**	**	**	**	**	**
	-%	**	**	-%	-%	-%	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	-	**	**	-	-	-	**	**	**	**	**	**	**
	-%	**	**	-%	-%	-%	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	3	**	**	2	3	2	**	**	**	**	**	**	**
	3%	**	**	3%	4%	4%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	23	**	**	12	12	12	**	**	**	**	**	**	**
	23%	**	**	17%	15%	21%	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%
Unweighted total
Weighted total
Don't Know (DO NOT READ
OUT)
Refused (DO NOT READ
OUT)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
102	*a	*b	c	a	*b	a	*b	c	*d	*a	*b	c	*d
101	16	6	80	83	19	70	13	30	17	22	9	39	26
	20	9	72	82	19	55	9	22	13	19	8	30	17
1	**	**	1	1	**	1	**	**	**	**	**	**	**
1%	**	**	1%	1%	**	2%	**	**	**	**	**	**	**
-	**	**	-	-	**	-	**	**	**	**	**	**	**
-%	**	**	-%	-%	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		*a	b	*c	*d	
Unweighted total	102	7	83	-	10	102
Weighted total	101	9	77	-	11	101
Letters	48	**	38	**	**	48
	48%	**	50%	**	**	48%
Other everyday correspondence, such as invoices, one off bills etc.	41	**	37	**	**	41
	41%	**	48%	**	**	41%
Large letters	30	**	23	**	**	30
	29%	**	30%	**	**	29%
Parcels and packets	19	**	12	**	**	19
	18%	**	16%	**	**	18%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	**	15	**	**	16
	15%	**	20%	**	**	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	12	**	12	**	**	12
	12%	**	15%	**	**	12%
Order fulfilment (sending ordered goods to customers)	11	**	8	**	**	11
	10%	**	11%	**	**	10%
Publications, such as magazines, periodicals, customer newsletters	6	**	6	**	**	6
	6%	**	7%	**	**	6%
Goods / business supplies / large packets ordered via lorry	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Legal / accounts documents / tax forms	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Other (PLEASE SPECIFY)	3	**	3	**	**	3
	3%	**	4%	**	**	3%
None of these (DO NOT READ OUT)	23	**	12	**	**	23
	23%	**	16%	**	**	23%
Don't Know (DO NOT READ OUT)	1	**	-	**	**	1
	1%	**	-%	**	**	1%

Columns Tested: a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
102	*a 7	b 83	*c -	*d 10	102
101	9	77	-	11	101
-	**	-	**	**	-
-%	**	-%	**	**	-%

Columns Tested: a,b,c,d

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	60	26	22	11	1	34	11	12	3	3	7
Weighted total	49	46	2	1	*	3	16	15	4	1	*
Growth of business	29	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	2	6	7	3	3	6	4	5	1	37	10	8	5
Weighted total	49	3	6	4	5	2	2	4	11	2	40	4	4	2
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	5	3	5	1	1	6	4	7	5	37	10	8	5
Weighted total	49	6	1	4	2	*	2	4	11	9	40	4	3	2
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 113 (continuation)

Page 1635

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	60	-	6	2	4	19	1	6	22	43	17	55	5	59	1
Weighted total	49	-	5	*	6	16	1	3	18	44	5	45	4	49	*
Growth of business	29	**	**	**	**	**	**	**	**	**	**	28	**	29	**
	60%	**	**	**	**	**	**	**	**	**	**	64%	**	60%	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	10	**	13	**
	26%	**	**	**	**	**	**	**	**	**	**	22%	**	26%	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	3	**	3	**
	6%	**	**	**	**	**	**	**	**	**	**	7%	**	6%	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	1%	**	**	**	**	**	**	**	**	**	**	1%	**	1%	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	8	**	9	**
	19%	**	**	**	**	**	**	**	**	**	**	19%	**	19%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	60	16	15	29	27	21	12	-	-	-	-	-	48	12	7	20	33
Weighted total	49	16	14	19	33	10	6	-	-	-	-	-	43	6	12	21	16
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
60%	60%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
26%	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
19%	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 113 (continuation)

Page 1637

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h
Unweighted total	60	42	39	48	35	27	48	33	8	2	2	3	-	-	31	1	2	1	-	-	-	-
Weighted total	49	34	31	38	31	20	38	29	6	*	*	3	-	-	28	*	2	*	-	-	-	-
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS2a. What would you say are the reasons for this increase?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	60	8	9	10	19	2	5	6	9	14	1	28	1	6	51	9
Weighted total	49	11	9	6	11	1	6	4	9	11	1	28	*	2	44	5
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**	26	**
	60%	**	**	**	**	**	**	**	**	**	**	**	**	**	60%	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**	13	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	29%	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	7%	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**	7	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	16%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS2a. What would you say are the reasons for this increase?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	60	a	*b	*a	*b	a	*b	*a	b	*c	*d	
Weighted total	49	44	4	25	10	42	6	24	11	18	37	8
Growth of business	29	34	4	26	4	31	7	24	7	12	31	6
	60%	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%														
Unweighted total	60	18	32	9	22	23	11	-	39	35	26	35	30	2
Weighted total	49	14	25	8	18	21	6	-	32	27	24	25	24	1
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**	**
60%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**	**
26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 113 (continuation)

Page 1641

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																
Unweighted total	60	25	11	17	9	32	29	1	4	2	1	57	46	57	48	57
Weighted total	49	20	11	12	4	23	21	2	2	5	*	48	39	48	41	48
Growth of business	29	**	**	**	**	**	**	**	**	**	**	28	**	28	**	28
	60%	**	**	**	**	**	**	**	**	**	**	59%	**	59%	**	59%
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	12	**	12	**	13
	26%	**	**	**	**	**	**	**	**	**	**	26%	**	26%	**	26%
Innovative services	3	**	**	**	**	**	**	**	**	**	**	3	**	3	**	3
	6%	**	**	**	**	**	**	**	**	**	**	6%	**	6%	**	6%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	1%	**	**	**	**	**	**	**	**	**	**	1%	**	1%	**	1%
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**	*%
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**	*%
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	*%	**	**	**	**	**	**	**	**	**	**	*%	**	*%	**	*%
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**	-
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**	-%
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	9	**	9	**	9
	19%	**	**	**	**	**	**	**	**	**	**	19%	**	19%	**	19%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	a	*b	*c
Unweighted total	60	37	58	20	-	41	15	39	18	-	6	12	60	-	-
Weighted total	49	32	48	12	-	25	16	29	14	-	4	10	49	-	-
Growth of business	29	**	29	**	**	**	**	**	**	**	**	**	29	**	**
	60%	**	59%	**	**	**	**	**	**	**	**	**	60%	**	**
Ability to reach more customers	13	**	13	**	**	**	**	**	**	**	**	**	13	**	**
	26%	**	26%	**	**	**	**	**	**	**	**	**	26%	**	**
Innovative services	3	**	3	**	**	**	**	**	**	**	**	**	3	**	**
	6%	**	6%	**	**	**	**	**	**	**	**	**	6%	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	1%	**	1%	**	**	**	**	**	**	**	**	**	1%	**	**
Postal communications offer better quality than other forms of communications	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	*%	**	**
Cheaper / Lower Prices	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	*%	**	**
Increase use of direct mail for marketing	*	**	*	**	**	**	**	**	**	**	**	**	*	**	**
	*%	**	*%	**	**	**	**	**	**	**	**	**	*%	**	**
More items being sent to existing clients	-	**	-	**	**	**	**	**	**	**	**	**	-	**	**
	-%	**	-%	**	**	**	**	**	**	**	**	**	-%	**	**
Other (PLEASE SPECIFY)	9	**	9	**	**	**	**	**	**	**	**	**	9	**	**
	19%	**	19%	**	**	**	**	**	**	**	**	**	19%	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS2a. What would you say are the reasons for this increase?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	*b	a	*b	*c	*d	*a	*b	*c	*d
Unweighted total	60	15	5	40	34	47	6	27	17	20	9	25	19
Weighted total	49	17	4	28	32	38	5	25	20	17	7	23	16
Growth of business	29	**	**	**	**	**	**	**	**	**	**	**	**
60%	**	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	13	**	**	**	**	**	**	**	**	**	**	**	**
26%	**	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	3	**	**	**	**	**	**	**	**	**	**	**	**
6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	**	**	**	**	**	**	**	**	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications offer better quality than other forms of communications	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	*	**	**	**	**	**	**	**	**	**	**	**	**
*%	**	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	-	**	**	**	**	**	**	**	**	**	**	**	**
-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	9	**	**	**	**	**	**	**	**	**	**	**	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QS2a. What would you say are the reasons for this increase?**Base: All with increased volume of post sent in the last 12 months (QS1=1)**

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	60	15	15	12	60
Weighted total	49	9	24	10	49
Growth of business	29	**	**	**	29
	60%	**	**	**	60%
Ability to reach more customers	13	**	**	**	13
	26%	**	**	**	26%
Innovative services	3	**	**	**	3
	6%	**	**	**	6%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	**	**	**	*
	1%	**	**	**	1%
Postal communications offer better quality than other forms of communications	*	**	**	**	*
	*%	**	**	**	*%
Cheaper / Lower Prices	*	**	**	**	*
	*%	**	**	**	*%
Increase use of direct mail for marketing	*	**	**	**	*
	*%	**	**	**	*%
More items being sent to existing clients	-	**	**	**	-
	-%	**	**	**	-%
Other (PLEASE SPECIFY)	9	**	**	**	9
	19%	**	**	**	19%

Columns Tested: a,b,c,d

QS3a. What would you say are the reasons for this decrease?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	*b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	102	52	24	16	10	50	27	14	6	4	15
Weighted total	101	97	2	1	1	4	46	25	2	4	4
Increase use of emailing services	43 42%	40 41%	**	**	**	**	**	**	**	**	**
Use of new/digital communication methods	28 28%	27 28%	**	**	**	**	**	**	**	**	**
Postal costs	12 12%	11 11%	**	**	**	**	**	**	**	**	**
Downsizing the company	5 5%	5 5%	**	**	**	**	**	**	**	**	**
Because of the recession	5 5%	5 5%	**	**	**	**	**	**	**	**	**
Less effective than other communications media	4 4%	4 4%	**	**	**	**	**	**	**	**	**
Increase use of social media	2 2%	2 2%	**	**	**	**	**	**	**	**	**
Poor customer service /unreliable service	2 2%	2 2%	**	**	**	**	**	**	**	**	**
Electronic technology is more reliable / faster	2 2%	2 2%	**	**	**	**	**	**	**	**	**
Too complicated - hard to understand what the best mailing option is	- -%	- -%	**	**	**	**	**	**	**	**	**
Environmental costs	- -%	- -%	**	**	**	**	**	**	**	**	**
Relocation of staff / company	- -%	- -%	**	**	**	**	**	**	**	**	**
Other	5 5%	5 5%	**	**	**	**	**	**	**	**	**
Don't Know	- -%	- -%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	102	3	4	8	4	10	23	12	5	5	74	10	7	11
Weighted total	101	3	8	5	5	12	25	15	8	9	89	6	4	1
Increase use of emailing services	43	**	**	**	**	**	**	**	**	**	35	**	**	**
	42%	**	**	**	**	**	**	**	**	**	40%	**	**	**
Use of new/digital communication methods	28	**	**	**	**	**	**	**	**	**	27	**	**	**
	28%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Postal costs	12	**	**	**	**	**	**	**	**	**	12	**	**	**
	12%	**	**	**	**	**	**	**	**	**	13%	**	**	**
Downsizing the company	5	**	**	**	**	**	**	**	**	**	2	**	**	**
	5%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Because of the recession	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Less effective than other communications media	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Increase use of social media	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Electronic technology is more reliable / faster	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Environmental costs	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Relocation of staff / company	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Don't Know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	102	7	2	9	3	7	22	11	5	7	73	10	8	11
Weighted total	101	8	3	5	5	9	28	13	8	11	89	6	5	1
Increase use of emailing services	43	**	**	**	**	**	**	**	**	**	35	**	**	**
	42%	**	**	**	**	**	**	**	**	**	39%	**	**	**
Use of new/digital communication methods	28	**	**	**	**	**	**	**	**	**	27	**	**	**
	28%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Postal costs	12	**	**	**	**	**	**	**	**	**	12	**	**	**
	12%	**	**	**	**	**	**	**	**	**	13%	**	**	**
Downsizing the company	5	**	**	**	**	**	**	**	**	**	2	**	**	**
	5%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Because of the recession	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Less effective than other communications media	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Increase use of social media	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Electronic technology is more reliable / faster	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Environmental costs	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Relocation of staff / company	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Don't Know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 114 (continuation)

Page 1648

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	b	a	*b	a	*b
Unweighted total	102	3	13	2	12	33	4	14	21	56	46	86	16	102	-
Weighted total	101	2	13	2	9	37	2	13	21	59	42	93	9	101	-
Increase use of emailing services	43 42%	**	**	**	**	**	**	**	**	23 39%	**	40 43%	**	43 42%	**
Use of new/digital communication methods	28 28%	**	**	**	**	**	**	**	**	17 29%	**	28 30%	**	28 28%	**
Postal costs	12 12%	**	**	**	**	**	**	**	**	7 11%	**	10 10%	**	12 12%	**
Downsizing the company	5 5%	**	**	**	**	**	**	**	**	2 3%	**	4 4%	**	5 5%	**
Because of the recession	5 5%	**	**	**	**	**	**	**	**	5 8%	**	5 5%	**	5 5%	**
Less effective than other communications media	4 4%	**	**	**	**	**	**	**	**	2 4%	**	2 2%	**	4 4%	**
Increase use of social media	2 2%	**	**	**	**	**	**	**	**	2 4%	**	2 2%	**	2 2%	**
Poor customer service /unreliable service	2 2%	**	**	**	**	**	**	**	**	2 4%	**	2 2%	**	2 2%	**
Electronic technology is more reliable / faster	2 2%	**	**	**	**	**	**	**	**	- -%	**	2 2%	**	2 2%	**
Too complicated - hard to understand what the best mailing option is	- -%	**	**	**	**	**	**	**	**	- -%	**	- -%	**	- -%	**
Environmental costs	- -%	**	**	**	**	**	**	**	**	- -%	**	- -%	**	- -%	**
Relocation of staff / company	- -%	**	**	**	**	**	**	**	**	- -%	**	- -%	**	- -%	**
Other	5 5%	**	**	**	**	**	**	**	**	2 4%	**	5 6%	**	5 5%	**
Don't Know	- -%	**	**	**	**	**	**	**	**	- -%	**	- -%	**	- -%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
102	a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
101	63	11	27	70	28	3	-	1	-	-	-	98	4	28	42	32
	74	6	19	83	14	5	-	*	-	-	-	96	5	46	36	19
43	32	**	**	38	**	**	**	**	**	**	**	43	**	**	**	**
42%	44%	**	**	46%	**	**	**	**	**	**	**	44%	**	**	**	**
28	26	**	**	26	**	**	**	**	**	**	**	28	**	**	**	**
28%	35%	**	**	31%	**	**	**	**	**	**	**	29%	**	**	c	**
12	5	**	**	7	**	**	**	**	**	**	**	9	**	**	**	**
12%	6%	**	**	8%	**	**	**	**	**	**	**	10%	**	**	**	**
5	1	**	**	2	**	**	**	**	**	**	**	3	**	**	**	**
5%	1%	**	**	2%	**	**	**	**	**	**	**	3%	**	**	**	b
5	2	**	**	2	**	**	**	**	**	**	**	5	**	**	**	**
5%	3%	**	**	3%	**	**	**	**	**	**	**	5%	**	**	**	b
4	4	**	**	4	**	**	**	**	**	**	**	4	**	**	**	**
4%	6%	**	**	5%	**	**	**	**	**	**	**	5%	**	**	c	**
2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	**	**
2%	3%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**
2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	**	**
2%	3%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	**	**
2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	**	**
2%	3%	**	**	2%	**	**	**	**	**	**	**	2%	**	**	**	**
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**
5	2	**	**	4	**	**	**	**	**	**	**	5	**	**	**	**
5%	3%	**	**	5%	**	**	**	**	**	**	**	5%	**	**	**	**
-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	**	**
-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 114 (continuation)

Page 1650

Q53a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (Q51=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	102	65	52	72	33	32	78	63	5	3	1	-	-	-	29	3	-	-	1	-	-	1	
Weighted total	101	50	36	57	24	27	73	52	3	2	*	-	-	-	19	5	-	-	*	-	-	*	
Increase use of emailing services	43 42%	26 51% bd	9 27%	26 45% b	**	**	31 43%	23 44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Use of new/digital communication methods	28 28%	15 29%	10 28%	15 26%	**	** d	25 34% d	15 29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Postal costs	12 12%	5 9%	5 13%	7 12%	** abcef	**	7 10%	5 9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Downsizing the company	5 5%	1 2%	3 9%	3 5%	** ae	**	4 5%	3 6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Because of the recession	5 5%	- -%	2 6%	2 4%	** a	**	3 4%	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less effective than other communications media	4 4%	4 9%	4 12% df	4 8%	**	**	2 3%	4 8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Increase use of social media	2 2%	2 5%	2 6% f	2 4%	**	** f	* %*	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Poor customer service /unreliable service	2 2%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Electronic technology is more reliable / faster	2 2%	- -%	2 6% f	2 4%	** af	**	- -%	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Environmental costs	- -%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Relocation of staff / company	- -%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Other	5 5%	2 4%	* %*	2 4%	**	** b	5 7%	2 4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't Know	- -%	- -%	- -%	- -%	**	**	- -%	- -%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 114 (continuation)

Page 1651

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	102	22	13	19	18	13	4	5	10	1	14	5	14	93	9
Weighted total	101	30	9	11	7	8	5	4	5	3	15	4	6	96	6
Increase use of emailing services	43	**	**	**	**	**	**	**	**	**	**	**	**	40	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	42%	**
Use of new/digital communication methods	28	**	**	**	**	**	**	**	**	**	**	**	**	24	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**	26%	**
Postal costs	12	**	**	**	**	**	**	**	**	**	**	**	**	12	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	12%	**
Downsizing the company	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Because of the recession	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Less effective than other communications media	4	**	**	**	**	**	**	**	**	**	**	**	**	4	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Increase use of social media	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
Electronic technology is more reliable / faster	2	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Environmental costs	-	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Relocation of staff / company	-	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**
Other	5	**	**	**	**	**	**	**	**	**	**	**	**	5	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**
Don't Know	-	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS3a. What would you say are the reasons for this decrease?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	102	a	*a	*b	a	*b	*a	*b	*a	b	*c	*d
Weighted total	101	67	25	8	65	7	23	10	22	62	14	-
		53	23	1	51	6	18	6	21	47	9	-
Increase use of emailing services	43	26	**	**	26	**	**	**	**	23	**	**
	42%	48%	**	**	50%	**	**	**	**	48%	**	**
Use of new/digital communication methods	28	11	**	**	11	**	**	**	**	15	**	**
	28%	21%	**	**	22%	**	**	**	**	31%	**	**
Postal costs	12	7	**	**	7	**	**	**	**	5	**	**
	12%	13%	**	**	13%	**	**	**	**	10%	**	**
Downsizing the company	5	3	**	**	3	**	**	**	**	1	**	**
	5%	6%	**	**	6%	**	**	**	**	2%	**	**
Because of the recession	5	2	**	**	-	**	**	**	**	-	**	**
	5%	4%	**	**	-%	**	**	**	**	-%	**	**
Less effective than other communications media	4	4	**	**	4	**	**	**	**	4	**	**
	4%	8%	**	**	9%	**	**	**	**	9%	**	**
Increase use of social media	2	2	**	**	2	**	**	**	**	2	**	**
	2%	4%	**	**	4%	**	**	**	**	5%	**	**
Poor customer service /unreliable service	2	-	**	**	-	**	**	**	**	-	**	**
	2%	-%	**	**	-%	**	**	**	**	-%	**	**
Electronic technology is more reliable / faster	2	2	**	**	2	**	**	**	**	-	**	**
	2%	4%	**	**	4%	**	**	**	**	-%	**	**
Too complicated - hard to understand what the best mailing option is	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Environmental costs	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Relocation of staff / company	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**
Other	5	2	**	**	2	**	**	**	**	2	**	**
	5%	4%	**	**	4%	**	**	**	**	5%	**	**
Don't Know	-	-	**	**	-	**	**	**	**	-	**	**
	-%	-%	**	**	-%	**	**	**	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 114 (continuation)

Page 1653

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%															
Unweighted total	102	20	49	11	-	21	27	12	-	60	48	27	58	52	1
Weighted total	101	15	31	8	-	16	21	8	-	47	35	20	47	39	2
Increase use of emailing services	43	**	**	**	**	**	**	**	**	26	**	**	20	18	**
	42%	**	**	**	**	**	**	**	**	55% b	**	**	42%	45%	**
Use of new/digital communication methods	28	**	**	**	**	**	**	**	**	11	**	**	11	9	**
	28%	**	**	**	**	**	**	**	**	24%	**	**	24%	23%	**
Postal costs	12	**	**	**	**	**	**	**	**	5	**	**	7	3	**
	12%	**	**	**	**	**	**	**	**	10%	**	**	14%	7%	**
Downsizing the company	5	**	**	**	**	**	**	**	**	1	**	**	3	3	**
	5%	**	**	**	**	**	**	**	**	2%	**	**	7%	8%	**
Because of the recession	5	**	**	**	**	**	**	**	**	-	**	**	2	-	**
	5%	**	**	**	**	**	**	**	**	-%	**	**	4%	-%	**
Less effective than other communications media	4	**	**	**	**	**	**	**	**	4	**	**	4	4	**
	4%	**	**	**	**	**	**	**	**	9%	**	**	9%	11%	**
Increase use of social media	2	**	**	**	**	**	**	**	**	2	**	**	2	2	**
	2%	**	**	**	**	**	**	**	**	5%	**	**	5%	6%	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	2%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Electronic technology is more reliable / faster	2	**	**	**	**	**	**	**	**	-	**	**	2	-	**
	2%	**	**	**	**	**	**	**	**	-%	**	**	4%	-%	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Environmental costs	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Relocation of staff / company	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**
Other	5	**	**	**	**	**	**	**	**	2	**	**	*	2	**
	5%	**	**	**	**	**	**	**	**	5%	**	**	*%	5%	**
Don't Know	-	**	**	**	**	**	**	**	**	-	**	**	-	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%						a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	102	25	14	11	9	57	53	7	-	2	2	98	79	99	79	102
Weighted total	101	17	10	12	4	48	40	3	-	5	3	93	71	95	73	101
Increase use of emailing services	43	**	**	**	**	15	18	**	**	**	**	39	32	41	31	43
	42%	**	**	**	**	31%	44%	**	**	**	**	42%	45%	43%	43%	42%
Use of new/digital communication methods	28	**	**	**	**	11	7	**	**	**	**	26	19	26	17	28
	28%	**	**	**	**	23%	17%	**	**	**	**	28%	27%	27%	23%	28%
Postal costs	12	**	**	**	**	9	7	**	**	**	**	12	9	12	7	12
	12%	**	**	**	**	19%	18%	**	**	**	**	13%	13%	12%	9%	12%
Downsizing the company	5	**	**	**	**	4	2	**	**	**	**	5	4	5	4	5
	5%	**	**	**	**	8%	4%	**	**	**	**	5%	6%	5%	5%	5%
Because of the recession	5	**	**	**	**	5	*	**	**	**	**	2	*	2	5	5
	5%	**	**	**	**	10%	%	**	**	**	**	2%	%	2%	6%	5%
						b									b	
Less effective than other communications media	4	**	**	**	**	4	4	**	**	**	**	4	4	4	2	4
	4%	**	**	**	**	9%	11%	**	**	**	**	5%	6%	5%	3%	4%
Increase use of social media	2	**	**	**	**	2	2	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	5%	6%	**	**	**	**	2%	3%	2%	3%	2%
Poor customer service /unreliable service	2	**	**	**	**	-	-	**	**	**	**	2	-	2	2	2
	2%	**	**	**	**	-%	-%	**	**	**	**	2%	-%	2%	3%	2%
Electronic technology is more reliable / faster	2	**	**	**	**	2	-	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	4%	-%	**	**	**	**	2%	3%	2%	3%	2%
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Environmental costs	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Relocation of staff / company	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other	5	**	**	**	**	*	2	**	**	**	**	5	4	5	5	5
	5%	**	**	**	**	%	5%	**	**	**	**	6%	6%	5%	7%	5%
Don't Know	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	*b	c
Unweighted total	102	46	97	26	-	82	6	17	80	16	-	3	15	-	-	102
Weighted total	101	43	91	18	-	80	8	21	75	21	-	2	18	-	-	101
Increase use of emailing services	43	**	39	**	**	36	**	**	33	**	**	**	**	**	**	43
	42%	**	42%	**	**	45%	**	**	44%	**	**	**	**	**	**	42%
Use of new/digital communication methods	28	**	24	**	**	18	**	**	22	**	**	**	**	**	**	28
	28%	**	26%	**	**	22%	**	**	30%	**	**	**	**	**	**	28%
Postal costs	12	**	10	**	**	10	**	**	5	**	**	**	**	**	**	12
	12%	**	11%	**	**	12%	**	**	7%	**	**	**	**	**	**	12%
Downsizing the company	5	**	5	**	**	4	**	**	2	**	**	**	**	**	**	5
	5%	**	5%	**	**	5%	**	**	2%	**	**	**	**	**	**	5%
Because of the recession	5	**	5	**	**	3	**	**	5	**	**	**	**	**	**	5
	5%	**	5%	**	**	3%	**	**	6%	**	**	**	**	**	**	5%
Less effective than other communications media	4	**	4	**	**	4	**	**	4	**	**	**	**	**	**	4
	4%	**	5%	**	**	5%	**	**	6%	**	**	**	**	**	**	4%
Increase use of social media	2	**	2	**	**	2	**	**	2	**	**	**	**	**	**	2
	2%	**	3%	**	**	3%	**	**	3%	**	**	**	**	**	**	2%
Poor customer service /unreliable service	2	**	2	**	**	-	**	**	2	**	**	**	**	**	**	2
	2%	**	2%	**	**	-%	**	**	3%	**	**	**	**	**	**	2%
Electronic technology is more reliable / faster	2	**	-	**	**	2	**	**	-	**	**	**	**	**	**	2
	2%	**	-%	**	**	3%	**	**	-%	**	**	**	**	**	**	2%
Too complicated - hard to understand what the best mailing option is	-	**	-	**	**	-	**	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	**	-%	**	**	**	**	**	**	-%
Environmental costs	-	**	-	**	**	-	**	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	**	-%	**	**	**	**	**	**	-%
Relocation of staff / company	-	**	-	**	**	-	**	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	**	-%	**	**	**	**	**	**	-%
Other	5	**	5	**	**	5	**	**	4	**	**	**	**	**	**	5
	5%	**	6%	**	**	6%	**	**	6%	**	**	**	**	**	**	5%
Don't Know	-	**	-	**	**	-	**	**	-	**	**	**	**	**	**	-
	-%	**	-%	**	**	-%	**	**	-%	**	**	**	**	**	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS3a. What would you say are the reasons for this decrease?**Base: All with decreased volume of post sent in the last 12 months (QS1=3)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		*a	*b	c	a	*b	c	*d		*a	*b	c	*d
Unweighted total	102	16	6	80	83	13	30	17		22	9	39	26
Weighted total	101	20	9	72	82	9	22	13		19	8	30	17
Increase use of emailing services	43	**	**	37	40	**	**	**		**	**	**	**
	42%	**	**	51%	49%	**	**	**		**	**	**	**
Use of new/digital communication methods	28	**	**	22	22	**	**	**		**	**	**	**
	28%	**	**	31%	26%	**	**	**		**	**	**	**
Postal costs	12	**	**	5	9	**	**	**		**	**	**	**
	12%	**	**	7%	12%	**	**	**		**	**	**	**
Downsizing the company	5	**	**	2	2	**	**	**		**	**	**	**
	5%	**	**	2%	2%	**	**	**		**	**	**	**
Because of the recession	5	**	**	*	2	**	**	**		**	**	**	**
	5%	**	**	*%	3%	**	**	**		**	**	**	**
Less effective than other communications media	4	**	**	4	4	**	**	**		**	**	**	**
	4%	**	**	6%	5%	**	**	**		**	**	**	**
Increase use of social media	2	**	**	2	2	**	**	**		**	**	**	**
	2%	**	**	3%	3%	**	**	**		**	**	**	**
Poor customer service /unreliable service	2	**	**	-	-	**	**	**		**	**	**	**
	2%	**	**	-%	-%	**	**	**		**	**	**	**
Electronic technology is more reliable / faster	2	**	**	-	2	**	**	**		**	**	**	**
	2%	**	**	-%	3%	**	**	**		**	**	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	-	-	**	**	**		**	**	**	**
	-%	**	**	-%	-%	**	**	**		**	**	**	**
Environmental costs	-	**	**	-	-	**	**	**		**	**	**	**
	-%	**	**	-%	-%	**	**	**		**	**	**	**
Relocation of staff / company	-	**	**	-	-	**	**	**		**	**	**	**
	-%	**	**	-%	-%	**	**	**		**	**	**	**
Other	5	**	**	4	5	**	**	**		**	**	**	**
	5%	**	**	6%	6%	**	**	**		**	**	**	**
Don't Know	-	**	**	-	-	**	**	**		**	**	**	**
	-%	**	**	-%	-%	**	**	**		**	**	**	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 114 (continuation)

Page 1657

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		*a	b	*c	*d	
Unweighted total	102	7	83	-	10	102
Weighted total	101	9	77	-	11	101
Increase use of emailing services	43	**	35	**	**	43
	42%	**	45%	**	**	42%
Use of new/digital communication methods	28	**	22	**	**	28
	28%	**	28%	**	**	28%
Postal costs	12	**	10	**	**	12
	12%	**	12%	**	**	12%
Downsizing the company	5	**	2	**	**	5
	5%	**	2%	**	**	5%
Because of the recession	5	**	2	**	**	5
	5%	**	3%	**	**	5%
Less effective than other communications media	4	**	4	**	**	4
	4%	**	6%	**	**	4%
Increase use of social media	2	**	-	**	**	2
	2%	**	-%	**	**	2%
Poor customer service /unreliable service	2	**	-	**	**	2
	2%	**	-%	**	**	2%
Electronic technology is more reliable / faster	2	**	2	**	**	2
	2%	**	3%	**	**	2%
Too complicated - hard to understand what the best mailing option is	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Environmental costs	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Relocation of staff / company	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Other	5	**	5	**	**	5
	5%	**	7%	**	**	5%
Don't Know	-	**	-	**	**	-
	-%	**	-%	**	**	-%

Columns Tested: a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	*d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
88	86	1	*	**	2	38	25	**	**	2
16%	16%	9%	6%	**	7%	17%	19%	**	**	16%
	bcde						c			
25	24	1	*	**	1	5	4	**	**	*
4%	4%	4%	2%	**	3%	2%	3%	**	**	2%
448	428	12	5	**	20	184	102	**	**	12
80%	79%	87%	88%	**	88%	80%	78%	**	**	82%
		a			a			ab		
3	2	-	*	**	*	2	-	**	**	*
*%	*%	-%	4%	**	2%	1%	-%	**	**	*%
			ab	ab						

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
88	**	**	13	**	**	15	15	**	**	74	5	5	3
16%	**	**	24% e	**	**	14%	19%	**	**	15%	17%	20%	12%
25	**	**	2	**	**	2	4	**	**	21	1	2	1
4%	**	**	4%	**	**	2%	5%	** f	**	4%	3%	7%	5%
448	**	**	39	**	**	89	59	**	**	386	25	19	17
80%	**	**	72%	**	**	84% b	76%	**	**	80%	80%	73%	82%
3	**	**	*	**	**	-	-	**	**	3	-	-	*
*%	**	**	*%	**	**	-%	-%	**	**	1%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
563	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
88	**	**	9	**	**	12	15	**	**	73	8	4	3	
	16%	**	17%	**	**	13%	20%	**	**	15%	22% e	18%	11%	
25	**	**	2	**	**	7	2	**	**	21	1	2	1	
	4%	**	4%	**	**	7%	3%	** a	**	4%	3%	7%	5%	
448	**	**	41	**	**	77	57	**	**	384	25	19	20	
	80%	**	79%	**	**	80%	77%	**	**	80%	75%	75%	84%	
3	**	**	*	**	**	-	-	**	**	3	-	-	*	
	*%	**	*%	**	**	-%	-%	**	**	1%	-%	-%	*%	
	fjkl													

fjkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
88	**	11	**	1	44	**	**	18	67	21	72	16	83	**
16%	**	19% dh	**	1%	26% dh	**	** dh	9% d	18%	11%	14%	28% a	16%	**
25	**	1	**	-	11	**	**	9	20	5	24	1	25	**
4%	**	2%	**	-%	7% d	**	** d	5%	5%	3%	5%	2%	5%	**
448	**	44	**	64	113	**	**	167	293	155	407	40	407	**
80%	**	79%	**	95% begh	67%	**	** eg	86%	77%	86% a	81% b	70%	79%	**
3	**	-	**	2	*	**	**	*	3	-	3	-	2	**
*%	**	-%	**	4% eh	*% eh	**	**	*%	1%	-%	1%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
88	53	5	29	61	15	**	**	**	**	**	**	76	**	25	35	27
16%	15% b	7%	26% ab	13%	23% ai	**	**	**	**	**	**	14%	**	10%	15%	39% ab
25	8	2	15	12	13	**	**	**	**	**	**	25	**	3	9	13
4%	2%	3%	13% ab	2%	19% ai	**	**	**	**	**	**	5%	**	1%	4%	16% ab
448	299	73	69	407	39	**	**	**	**	**	**	445	**	219	188	41
80%	83% c	91% c	61% c	84% b	58%	**	**	**	**	**	**	81% b	**	88% c	81% c	50%
3	2	*	*	2	*	**	**	**	**	**	**	3	**	2	-	*
*%	1%	*%	*%	1%	*%	**	**	**	**	**	**	*%	**	1%	-%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
88	40	28	47	48	24	52	42	**	**	**	**	**	**	41	**	**	**	**	**	**	**	
	13%	15%	13%	27%	20%	14%	13%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**	
			abcf	ac																		
25	16	9	18	17	6	17	14	**	**	**	**	**	**	17	**	**	**	**	**	**	**	
	5%	5%	5%	10%	5%	5%	4%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**	
			abcf				a															
448	250	153	288	110	92	289	268	**	**	**	**	**	**	110	**	**	**	**	**	**	**	
	82%	81%	81%	63%	75%	80%	83%	**	**	**	**	**	**	65%	**	**	**	**	**	**	**	
	d	d	d	d	d	d	b															
3	*	*	*	*	*	2	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**	
*%	*%	*%	*%	*%	*%	1%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried

another provider

Yes, but we have not

tried another provider

No

Don't Know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
88	19	13	9	6	**	13	**	**	**	**	40	**	4	57	31
16%	13%	15%	12%	16%	**	20%	**	**	**	**	34%	**	9%	11%	50%
								abc			c				a
25	9	2	1	6	**	3	**	**	**	**	17	**	*	16	9
4%	7%	2%	1%	14%	**	5%	**	**	**	**	15%	**	*%	3%	15%
	c			bc					ab		c				a
448	113	75	66	28	**	49	**	**	**	**	59	**	44	426	22
80%	80%	83%	87%	69%	**	75%	**	**	**	**	51%	**	91%	85%	35%
		d	d			d	d	d					a	b	
3	-	*	*	*	**	-	**	**	**	**	-	**	*	3	*
*%	-%	*%	*%	*%	**	-%	**	**	**	**	-%	**	*%	1%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	134	41	324	28	125	50	97	280	39	-
Yes, and we have tried another provider	88	40	26	21	33	**	27	21	17	37	8	**
	16%	12%	20%	52% a	10%	** a	22%	41% a	17%	13%	20%	**
Yes, but we have not tried another provider	25	14	15	3	14	**	12	5	8	12	6	**
	4%	4%	11%	6%	4%	** a	10%	10%	8%	4%	17% b	**
No	448	277	93	17	277	**	86	24	73	231	25	**
	80%	84%	69% b	42%	86% b	**	68% b	49%	75%	82% c	63%	**
Don't Know	3	*	*	-	*	**	*	-	-	*	*	**
	*%	*%	*%	-%	*%	**	*%	-%	-%	*%	*%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried

another provider

Yes, but we have not

tried another provider

No

Don't Know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
88	13	24	**	**	38	29	**	**	34	20	34	31	27	**
16%	16%	15%	**	**	31%	24%	**	**	12%	12%	24%	12%	12%	**
			ab								ab			
25	3	7	**	**	14	14	**	**	11	9	17	14	5	**
4%	4%	4%	**	**	12%	11%	**	**	4%	5%	12%	5%	2%	**
							ab				ab			
448	67	130	**	**	69	81	**	**	244	144	92	225	185	**
80%	81%	81%	**	**	57%	65%	**	**	84%	83%	64%	83%	85%	**
	c	c			c	c			c	c				
3	-	*	**	**	*	*	**	**	*	*	*	*	*	**
*%	-%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
88	21	18	23	**	**	39	30	**	**	**	**	77	53	77	75	86
16%	19%	31%	29%	**	**	15%	14%	**	**	**	**	15%	14%	15%	18%	16%
					ac											
25	15	8	10	**	**	13	6	**	**	**	**	22	21	22	19	24
4%	14%	13%	12%	**	**	5%	3%	**	**	**	**	4%	5%	4%	5%	4%
	e	e		e												
448	71	33	49	**	**	212	181	**	**	**	**	404	307	408	312	429
80%	66%	56%	59%	**	**	80%	83%	**	**	**	**	80%	81%	80%	77%	79%
3	*	*	*	**	**	*	*	**	**	**	**	*	*	*	*	3
*9%	*9%	*%	*%	**	**	*9%	*%	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
563	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
88	46	80	32	**	43	**	27	43	48	**	**	41	17	50	20
16%	17%	16%	28% ab	**	10%	**	38% b	9%	47%	**	**	45%	35% bc	12%	20% b
25	8	23	3	**	17	**	7	14	11	**	**	10	4	12	9
4%	3%	5%	2%	**	4%	**	9% b	3%	10%	**	**	11%	8%	3%	9% b
448	224	406	78	**	370	**	38	397	43	**	**	39	28	347	72
80%	81% c	80% c	69% *	**	85%	**	53% a	87% a	42%	**	**	44%	57%	84% ac	71%
3	*	*	*	**	3	**	*	2	*	**	**	*	-	3	-
*%	*%	*%	*%	**	1%	**	*%	1%	*%	**	**	*%	-%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
88	88	**	-	45	43	47	9	34	25	17	16	25	17
16%	100%	**	-%	14%	18%	15%	27%	23%	34%	16%	34%	14%	15%
	c						a	a	ac		acd		
25	-	**	-	18	7	18	3	17	7	14	5	11	7
4%	-%	**	-%	5%	3%	6%	7%	11%	10%	13%	10%	6%	6%
								a		c			
448	-	**	448	263	185	260	22	99	41	76	26	140	84
80%	-%	**	100%	81%	78%	80%	65%	66%	55%	71%	55%	80%	78%
			a			bcd				b		b	b
3	-	**	-	*	3	*	*	*	*	*	-	-	*
*%	-%	**	-%	*%	1%	*%	1%	*%	*%	*%	-%	-%	*%

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
88	19	39	**	20	88
16%	19%	16%	**	13%	16%
25	5	16	**	1	25
4%	5%	7%	**	1%	4%
	d	d			
448	78	185	**	135	448
80%	77%	77%	**	85%	80%
3	*	-	**	2	3
*%	*%	-%	**	1%	*%

Columns Tested: a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	468	232	139	61	36	236	112	77	30	19	49
Weighted total	448	428	12	5	3	20	184	102	27	14	12
We don't mail large enough volumes	121	118	2	1	**	3	54	39	**	**	**
	27%	28%	16%	13%	**	16%	29%	38%	**	**	**
		bce									ac
Our chosen provider is reliable enough for our needs	118	113	3	1	**	5	45	19	**	**	**
	26%	26%	27%	26%	**	27%	25% e	18%	**	**	**
We are near a Post Office	75	73	2	*	**	2	39	17	**	**	**
	17%	17%	16%	5%	**	11%	21%	16%	**	**	**
		cde	cd			d	ce	c			
Our chosen provider is safe enough for our needs	30	28	1	*	**	1	15	5	**	**	**
	7%	7%	8%	2%	**	6%	8%	4%	**	**	**
Support Royal Mail / local Post Office / I'm against privatisation	25	24	*	*	**	1	8	6	**	**	**
	6%	6%	4%	5%	**	4%	4%	5%	**	**	**
									ae		
Our chosen provider is fast enough for our needs	24	23	1	*	**	1	10	2	**	**	**
	5%	5%	9%	6%	**	7%	5%	2%	**	**	**
Convenience / easier / suits our needs	23	22	1	*	**	1	10	6	**	**	**
	5%	5%	4%	4%	**	5%	5%	6%	**	**	**
									abe		
Unaware of other providers	17	17	*	*	**	1	8	5	**	**	**
	4%	4%	4%	4%	**	4%	4%	5%	**	**	**
Happy / satisfied with the service from current provider	17	16	1	-	**	1	3	6	**	**	**
	4%	4%	8%	-%	**	6%	1%	5%	**	**	**
			c		c	c					ab
No need to change - no demand / requirement to change	12	11	*	*	**	1	4	*	**	**	**
	3%	3%	2%	5%	**	3%	2%	*%	**	**	**
									abe		
Not considered / haven't thought about it / no time / it's not my decision	10	9	*	*	**	*	2	5	**	**	**
	2%	2%	2%	4%	**	2%	1%	5%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (QS4=3)**

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%										
Unweighted total	468	a	b	c	d	a	b	c	d	e
Weighted total	448	232	139	61	36	112	77	30	19	49
		428	12	5	3	184	102	27	14	12
Don't know enough about other providers and their services	8	7	*	*	**	6	1	**	**	**
	2%	2%	*%	4%	**	3%	1%	**	**	**
Our customers prefer our chosen provider	7	7	*	-	**	5	2	**	**	**
	2%	2%	2%	-%	**	3%	2%	**	**	**
Others more expensive than our current providers	7	6	*	*	**	*	2	**	**	**
	2%	1%	4%	4%	**	*%	2%	**	**	**
Other providers could not deliver to all the areas we need	3	3	*	*	**	*	3	**	**	**
	1%	1%	*%	1%	**	*%	3%	**	**	**
Don't know enough about what other providers offer	3	2	*	*	**	2	*	**	**	**
	1%	*%	1%	2%	**	1%	*%	**	**	**
				abe	a					
Other providers don't pick up mail in this area	2	2	*	-	**	-	2	**	**	**
	1%	1%	*%	-%	**	-%	2%	**	**	**
Other operators do not provide the service I need	2	2	*	-	**	-	1	**	**	**
	*%	*%	1%	-%	**	-%	1%	**	**	**
Always been with them / always use them	2	2	-	*	**	1	-	**	**	**
	*%	*%	-%	1%	**	*%	-%	**	**	**
There aren't any others in this area / no competition - they have the monopoly	3	3	*	-	**	2	*	**	**	**
	1%	1%	*%	-%	**	1%	*%	**	**	**
										ab
Effort involved in switching outweighs the benefit	20	19	*	1	**	7	8	**	**	**
	5%	4%	3%	14%	**	4%	8%	**	**	**
				abe						
No reason	1	-	*	*	**	-	-	**	**	**
	*%	-%	4%	1%	**	-%	-%	**	**	**
			a		a					
Other	7	6	*	*	**	2	*	**	**	**
	2%	1%	2%	3%	**	1%	*%	**	**	**
								ab		
Don't know	21	20	*	1	**	8	4	**	**	**
	5%	5%	3%	12%	**	4%	4%	**	**	**
				ab	abe					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1673

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (Q54=3)**

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	468	15	23	42	22	40	74	46	27	18	307	58	54	49
Weighted total	448	24	38	39	28	45	89	59	41	23	386	25	19	17
We don't mail large enough volumes	121 27%	**	**	**	**	**	25 28%	**	**	**	113 29%	*	1 6%	**
		**	**	kl	**	k	kl	kl	**	**	kl	1%	6%	ekl
Our chosen provider is reliable enough for our needs	118 26%	**	**	**	**	**	21 24%	**	**	**	108 28% m	5 19%	3 16%	**
		**	**	**	**	**	24%	**	**	**	28%	19%	16%	**
We are near a Post Office	75 17%	**	**	**	**	**	10 12%	**	**	**	61 16%	6 25% c	5 24% c	** c
		**	**	**	**	**	12%	**	**	**	16%	25% c	24% c	**
Our chosen provider is safe enough for our needs	30 7%	**	**	**	**	**	6 7%	**	**	**	25 6%	2 7%	1 6%	**
		**	**	**	**	**	7%	**	**	**	6%	7%	6%	**
Support Royal Mail / local Post Office / I'm against privatisation	25 6%	**	**	**	**	**	10 12%	**	**	**	22 6%	1 4%	1 5%	**
		**	**	**	**	**	12%	**	**	**	6%	4%	5%	**
Our chosen provider is fast enough for our needs	24 5%	**	**	**	**	**	4 5%	**	**	**	21 5%	2 7%	* 1%	**
		**	**	**	**	**	5%	**	**	**	5%	7%	1%	**
Convenience / easier / suits our needs	23 5%	**	**	**	**	**	2 2%	**	**	**	17 4%	1 4%	4 18% efjk	**
		**	**	**	**	**	2%	**	**	**	4%	4%	18%	**
Unaware of other providers	17 4%	**	**	**	**	**	6 7%	**	**	**	11 3%	5 18% cgjm	2 10% cj	**
		**	**	**	**	**	7%	**	**	**	3%	18%	10%	**
Happy / satisfied with the service from current provider	17 4%	**	**	**	**	**	2 2%	**	**	**	14 4%	2 7%	2 9% m	**
		**	**	jm	**	**	2%	**	**	**	4%	7%	9%	**
No need to change - no demand / requirement to change	12 3%	**	**	**	**	**	4 5%	**	**	**	11 3%	* *%	1 5%	**
		**	**	efgjk	**	**	5%	**	**	**	3%	*%	5%	**
Not considered / haven't thought about it / no time / it's not my decision	10 2%	**	**	**	**	**	2 2%	**	**	**	10 2%	- -%	* *%	**
		**	**	**	**	**	2%	**	**	**	2%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	468	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	448	15	23	42	22	40	74	46	27	18	307	58	54	49
		24	38	39	28	45	89	59	41	23	386	25	19	17
Don't know enough about other providers and their services	8 2%	**	**	**	**	**	2 2%	**	**	**	5 1%	1 4%	- -%	**
		**	**	**	**	**		**	**	**				cgjl
Our customers prefer our chosen provider	7 2%	**	**	**	**	**	- -%	**	**	**	7 2%	- -%	- -%	**
		**	**	f				**	**	**				**
Others more expensive than our current providers	7 2%	**	**	**	**	**	- -%	**	**	**	7 2%	- -%	* 1%	**
		**	**	f		f		**	**	**				**
Other providers could not deliver to all the areas we need	3 1%	**	**	**	**	**	- -%	**	**	**	2 1%	1 3%	* *%	**
		**	**	**	**	**		**	**	**		j		**
Don't know enough about what other providers offer	3 1%	**	**	**	**	**	2 2%	**	**	**	3 1%	- -%	* *%	**
		**	**	**	**	**		**	**	**				**
Other providers don't pick up mail in this area	2 1%	**	**	**	**	**	- -%	**	**	**	2 1%	- -%	* *%	**
		**	**	**	**	**		**	**	**				**
Other operators do not provide the service I need	2 *%	**	**	**	**	**	* *%	**	**	**	* *%	1 4%	1 5%	**
		**	**	**	**	**		**	**	**		j	j	**
Always been with them / always use them	2 *%	**	**	**	**	**	- -%	**	**	**	- -%	* *%	2 9%	**
		**	**	**	**	**		**	**	**			cf gj km	**
There aren't any others in this area / no competition - they have the monopoly	3 1%	**	**	**	**	**	- -%	**	**	**	- -%	2 7%	1 5%	**
		**	**	**	**	**		**	**	**		fj	j	**
Effort involved in switching outweighs the benefit	20 5%	**	**	**	**	**	2 3%	**	**	**	17 4%	3 14%	- -%	**
		**	**	**	**	**		**	**	**		fjlm		**
No reason	1 *%	**	**	**	**	**	* *%	**	**	**	1 *%	- -%	- -%	**
		**	**	**	**	**		**	**	**				**
Other	7 2%	**	**	**	**	**	4 5%	**	**	**	7 2%	* *%	* *%	**
		**	**	**	**	**		**	**	**				**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
468	15	23	42	22	40	74	46	27	18	307	58	54	49
448	24	38	39	28	45	89	59	41	23	386	25	19	17
21	**	**	**	**	**	2	**	**	**	19	2	*	**
5%	**	**	**	**	**	2%	**	**	**	5%	7%	1%	**
cfjlm													

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (QS4=3)**

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	468	33	14	43	17	28	43	29	30	302	58	58	50
Weighted total	448	54	22	41	21	31	77	42	40	384	25	19	20
We don't mail large enough volumes	121	**	**	**	**	21	**	**	**	113	*	1	**
	27%	**	**	**	**	27%	**	**	**	29%	1%	6%	**
		ikl		kl		kl	ikl		k	ikl			ikl
Our chosen provider is reliable enough for our needs	118	**	**	**	**	22	**	**	**	108	5	3	**
	26%	**	**	**	**	28%	**	**	**	28%	19%	17%	**
						m			klm	m			
We are near a Post Office	75	**	**	**	**	8	**	**	**	61	6	5	**
	17%	**	**	**	**	11%	**	**	**	16%	25%	25%	**
							c				cf	cf	
Our chosen provider is safe enough for our needs	30	**	**	**	**	4	**	**	**	25	2	1	**
	7%	**	**	**	**	6%	**	**	**	6%	7%	6%	**
Support Royal Mail / local Post Office / I'm against privatisation	25	**	**	**	**	4	**	**	**	20	1	1	**
	6%	**	**	**	**	5%	**	**	**	5%	4%	5%	**
		ijk											ijkl
Our chosen provider is fast enough for our needs	24	**	**	**	**	2	**	**	**	21	2	*	**
	5%	**	**	**	**	3%	**	**	**	5%	7%	1%	**
				l									
Convenience / easier / suits our needs	23	**	**	**	**	2	**	**	**	17	1	4	**
	5%	**	**	**	**	3%	**	**	**	4%	4%	19%	**
												cfgjk	
Unaware of other providers	17	**	**	**	**	4	**	**	**	11	5	2	**
	4%	**	**	**	**	5%	**	**	**	3%	18%	10%	**
											atgijlm	j	
Happy / satisfied with the service from current provider	17	**	**	**	**	2	**	**	**	14	2	2	**
	4%	**	**	**	**	3%	**	**	**	4%	7%	10%	**
			jm									jm	
No need to change - no demand / requirement to change	12	**	**	**	**	6	**	**	**	11	*	1	**
	3%	**	**	**	**	8%	**	**	**	3%	*%	5%	**
			gikm			jk							
Not considered / haven't thought about it / no time / it's not my decision	10	**	**	**	**	7	**	**	**	10	-	*	**
	2%	**	**	**	**	9%	**	**	**	3%	-%	*%	**
						gijklm							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1677

Q5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (Q54=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	468	33	14	43	17	28	65	43	29	30	302	58	58	50
Weighted total	448	54	22	41	21	31	77	57	42	40	384	25	19	20
Don't know enough about other providers and their services	8 2%	**	**	**	**	**	*	**	**	**	5 1%	1 4%	- -%	** **
														cf gjl
Our customers prefer our chosen provider	7 2%	**	**	**	**	**	-	**	**	**	7 2%	- -%	- -%	** **
		**	**	**	**	**	-%	**	**	**	2%	-%	-%	**
Others more expensive than our current providers	7 2%	**	**	**	**	**	*	**	**	**	7 2%	- -%	* 1%	** **
		**	**	**	**	**	*%	**	**	**	2%	-%	1%	**
Other providers could not deliver to all the areas we need	3 1%	**	**	**	**	**	-	**	**	**	2 1%	1 3%	* *%	** **
		**	**	**	**	**	-%	**	**	**	1%	j	3%	**
Don't know enough about what other providers offer	3 1%	**	**	**	**	**	2 3%	**	**	**	2 1%	- -%	* 1%	** **
		**	**	**	**	**	3%	**	**	**	1%	-%	1%	**
Other providers don't pick up mail in this area	2 1%	**	**	**	**	**	-	**	**	**	2 1%	- -%	* *%	** **
		**	**	**	**	**	-%	**	**	**	1%	-%	*%	**
										j				
Other operators do not provide the service I need	2 *%	**	**	**	**	**	*	**	**	**	1 *%	1 4%	- -%	** **
		**	**	**	**	**	*%	**	**	**	*%	j	4%	**
Always been with them / always use them	2 *%	**	**	**	**	**	-	**	**	**	-	*	2 9%	** **
		**	**	**	**	**	-%	**	**	**	-%	*%	cf gj km	**
There aren't any others in this area / no competition - they have the monopoly	3 1%	**	**	**	**	**	-	**	**	**	-	2 7%	1 5%	** **
		**	**	**	**	**	-%	**	**	**	-%	f j	j	**
Effort involved in switching outweighs the benefit	20 5%	**	**	**	**	**	2 3%	**	**	**	16 4%	3 14%	* 1%	** **
		**	**	glm	**	**	3%	**	**	ag lm	4%	af gj lm	1%	**
No reason	1 *%	**	**	**	**	**	*	**	**	**	1 *%	- -%	- -%	** **
		**	**	**	**	**	*%	**	**	**	*%	-%	-%	**
Other	7 2%	**	**	**	**	**	2 3%	**	**	**	7 2%	* *%	* *%	** **
		**	**	**	**	**	3%	**	**	**	2%	*%	*%	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
468	33	14	43	17	28	65	43	29	30	302	58	58	50
448	54	22	41	21	31	77	57	42	40	384	25	19	20
21	**	**	**	**	**	*	**	**	**	19	2	*	**
5%	**	**	**	**	**	*%	**	**	**	5%	7%	1%	**
									flm		f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1679

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (Q54=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	468	9	52	13	65	103	20	30	176	292	176	395	73	443	25
Weighted total	448	8	44	10	64	113	13	28	167	293	155	407	40	407	41
We don't mail large enough volumes	121 27%	**	9 20%	**	8 13%	33 29% d	**	** d	56 33% d	69 24%	52 33% a	116 28% b	6 14%	106 26%	**
Our chosen provider is reliable enough for our needs	118 26%	**	15 34%	**	22 35% h	27 24%	**	**	36 22%	89 30% b	30 19%	107 26%	11 28%	105 26%	**
We are near a Post Office	75 17%	**	17 38% egh	**	14 22%	14 13%	**	**	21 12%	43 15%	32 21%	69 17%	6 15%	66 16%	**
Our chosen provider is safe enough for our needs	30 7%	**	2 5%	**	3 5%	5 5%	**	**	12 7%	26 9% b	3 2%	26 6%	4 9%	27 7%	**
Support Royal Mail / local Post Office / I'm against privatisation	25 6%	**	* 1%	**	5 7%	5 4%	**	** b	9 6%	18 6%	6 4%	23 6%	2 4%	21 5%	**
Our chosen provider is fast enough for our needs	24 5%	**	2 5%	**	3 5%	5 5%	**	**	11 6%	21 7% b	3 2%	21 5%	3 8%	21 5%	**
Convenience / easier / suits our needs	23 5%	**	* %	**	5 7%	6 5%	**	**	11 7%	11 4%	12 8%	20 5%	3 7%	23 6%	**
Unaware of other providers	17 4%	**	1 2%	**	2 4%	6 5%	**	**	5 3%	12 4%	6 4%	15 4%	2 5%	16 4%	**
Happy / satisfied with the service from current provider	17 4%	**	2 5%	**	2 3%	7 6%	**	**	6 3%	7 2%	10 7% a	13 3%	4 11% a	17 4%	**
No need to change - no demand / requirement to change	12 3%	**	* 1%	**	* %	2 2%	**	**	9 5%	7 3%	4 3%	10 2%	2 5%	12 3%	**
Not considered / haven't thought about it / no time / it's not my decision	10 2%	**	2 5% h	**	* %	7 6% dh	**	**	* %	4 2%	5 3%	10 2%	* %	10 2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1680

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%															
Unweighted total	468	^a 9	^b 52	^c 13	^d 65	^e 103	^f 20	^g 30	^h 176	^a 292	^b 176	^a 395	^b 73	^a 443	^b 25
Weighted total	448	8	44	10	64	113	13	28	167	293	155	407	40	407	41
Don't know enough about other providers and their services	8 2%	** **	- -%	** **	4 5%	1 1%	** **	** **	3 2%	7 2%	1 1%	8 2%	- -%	5 1%	** **
Our customers prefer our chosen provider	7 2%	** **	2 5%	** **	- -%	3 2%	** **	** **	2 1%	2 1%	5 3%	7 2%	- -%	7 2%	** **
Others more expensive than our current providers	7 2%	** **	2 5% ^e	** **	2 4%	* *%	** **	** **	2 1%	5 2%	2 2%	7 2%	* *%	7 2%	** **
Other providers could not deliver to all the areas we need	3 1%	** **	* *%	** **	- -%	- -%	** **	** **	3 2%	2 1%	1 1%	3 1%	- -%	3 1%	** **
Don't know enough about what other providers offer	3 1%	** **	2 5% ^h	** **	* *%	* *%	** **	** **	* *%	* *%	2 2%	3 1%	* *%	3 1%	** **
Other providers don't pick up mail in this area	2 1%	** **	- -%	** **	- -%	2 2%	** **	** **	* *%	2 1%	* *%	2 1%	- -%	2 1%	** **
Other operators do not provide the service I need	2 *%	** **	- -%	** **	- -%	* *%	** **	** **	2 1%	* *%	2 1%	2 *%	- -%	2 *%	** **
Always been with them / always use them	2 *%	** **	- -%	** **	1 1%	1 1%	** **	** **	* *%	1 *%	1 1%	1 *%	1 2% ^a	2 *%	** **
There aren't any others in this area / no competition - they have the monopoly	3 1%	** **	- -%	** **	- -%	2 2%	** **	** **	* *%	- -%	3 2% ^a	3 1%	- -%	2 *%	** **
Effort involved in switching outweighs the benefit	20 5%	** **	2 5%	** **	2 4%	3 3%	** **	** **	10 6%	13 5%	7 4%	18 4%	2 6%	18 4%	** **
No reason	1 *%	** **	* *%	** **	- -%	* *%	** **	** **	- -%	* *%	* *%	1 *%	- -%	1 *%	** **
Other	7 2%	** **	* *%	** **	- -%	2 2%	** **	** **	4 3%	7 2% ^b	* *%	5 1%	2 5% ^a	7 2%	** **

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
468	*a 9	b 52	*c 13	d 65	e 103	*f 20	g 30	h 176	a 292	b 176	a 395	b 73	a 443	*b 25
448	8	44	10	64	113	13	28	167	293	155	407	40	407	41
21	**	3	**	5	4	**	**	3	21	*	19	2	21	**
5%	**	6%	**	7%	3%	**	**	2%	7%	*%	5%	6%	5%	**
				h			h		b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1682

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	468	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Weighted total	448	281	86	97	362	92	10	3	1	-	-	-	454	14	153	209	106
		299	73	69	407	39	2	*	*	-	-	-	445	2	219	188	41
We don't mail large enough volumes	121	94	17	6	118	3	**	**	**	**	**	**	121	**	78	40	3
	27%	32%	23%	8%	29%	8%	**	**	**	**	**	**	27%	**	35%	21%	8%
		c	c		b								b		bc	c	
Our chosen provider is reliable enough for our needs	118	78	20	21	108	10	**	**	**	**	**	**	118	**	56	52	10
	26%	26%	27%	31%	27%	25%	**	**	**	**	**	**	26%	**	26%	28%	25%
We are near a Post Office	75	51	9	16	72	3	**	**	**	**	**	**	75	**	33	39	3
	17%	17%	12%	22%	18%	8%	**	**	**	**	**	**	17%	**	15%	21%	8%
					b								b			c	
Our chosen provider is safe enough for our needs	30	25	2	3	27	3	**	**	**	**	**	**	29	**	10	17	3
	7%	8%	3%	4%	7%	7%	**	**	**	**	**	**	7%	**	5%	9%	7%
Support Royal Mail / local Post Office / I'm against privatisation	25	15	7	3	24	1	**	**	**	**	**	**	25	**	9	15	1
	6%	5%	9%	5%	6%	2%	**	**	**	**	**	**	6%	**	4%	8%	2%
																c	
Our chosen provider is fast enough for our needs	24	19	2	3	21	3	**	**	**	**	**	**	24	**	8	14	3
	5%	6%	3%	4%	5%	7%	**	**	**	**	**	**	5%	**	3%	7%	7%
Convenience / easier / suits our needs	23	15	4	4	23	*	**	**	**	**	**	**	23	**	9	14	*
	5%	5%	5%	5%	6%	*%	**	**	**	**	**	**	5%	**	4%	7%	*%
					b								b			c	
Unaware of other providers	17	7	6	4	11	6	**	**	**	**	**	**	17	**	6	6	6
	4%	2%	8%	6%	3%	16%	**	**	**	**	**	**	4%	**	3%	3%	15%
			a			ai											ab
Happy / satisfied with the service from current provider	17	9	4	4	11	6	**	**	**	**	**	**	17	**	2	9	7
	4%	3%	6%	6%	3%	17%	**	**	**	**	**	**	4%	**	1%	5%	16%
						ai										a	ab
No need to change - no demand / requirement to change	12	8	*	4	10	2	**	**	**	**	**	**	12	**	6	3	2
	3%	3%	*%	6%	2%	6%	**	**	**	**	**	**	3%	**	3%	2%	5%
				b													
Not considered / haven't thought about it / no time / it's not my decision	10	4	3	3	7	3	**	**	**	**	**	**	10	**	4	3	3
	2%	1%	4%	4%	2%	7%	**	**	**	**	**	**	2%	**	2%	2%	6%
						ai											b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1683

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	468	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Weighted total	448	281	86	97	362	92	10	3	1	-	-	-	454	14	153	209	106
		299	73	69	407	39	2	*	*	-	-	-	445	2	219	188	41
Don't know enough about other providers and their services	8	4	3	*	7	*	**	**	**	**	**	**	7	**	6	1	*
	2%	1%	4%	*%	2%	*%	**	**	**	**	**	**	2%	**	3%	*%	*%
Our customers prefer our chosen provider	7	*	-	7	*	7	**	**	**	**	**	**	7	**	*	-	7
	2%	*%	-%	10% ab	*%	18% ai	**	**	**	**	**	**	2% a	**	*%	-%	17% ab
Others more expensive than our current providers	7	4	*	2	3	4	**	**	**	**	**	**	7	**	*	3	4
	2%	2%	*%	3%	1%	11% ai	**	**	**	**	**	**	2%	**	*%	1%	11% ab
Other providers could not deliver to all the areas we need	3	2	-	1	3	*	**	**	**	**	**	**	3	**	*	3	*
	1%	1%	-%	1%	1%	*%	**	**	**	**	**	**	1%	**	*%	2%	*%
Don't know enough about what other providers offer	3	2	*	*	2	*	**	**	**	**	**	**	3	**	2	*	*
	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	1%	**	1%	*%	1%
Other providers don't pick up mail in this area	2	*	2	-	2	-	**	**	**	**	**	**	2	**	-	2	-
	1%	*%	3% a	-%	1%	-%	**	**	**	**	**	**	1%	**	-%	1%	-%
Other operators do not provide the service I need	2	-	*	2	1	*	**	**	**	**	**	**	1	**	-	1	1
	*%	-%	*%	3% a	*%	*%	**	**	**	**	**	**	*%	**	-%	*%	2%
Always been with them / always use them	2	-	1	1	2	*	**	**	**	**	**	**	2	**	-	2	*
	*%	-%	1%	1%	*%	*%	**	**	**	**	**	**	*%	**	-%	1%	*%
There aren't any others in this area / no competition - they have the monopoly	3	1	1	1	2	1	**	**	**	**	**	**	3	**	1	1	1
	1%	*%	1%	1%	*%	2%	**	**	**	**	**	**	1%	**	*%	*%	2%
Effort involved in switching outweighs the benefit	20	8	7	3	20	*	**	**	**	**	**	**	20	**	12	8	1
	5%	3%	9% a	4%	5%	1%	**	**	**	**	**	**	4%	**	5%	4%	1%
No reason	1	*	*	*	*	*	**	**	**	**	**	**	*	**	-	*	*
	*%	*%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	-%	*%	1%
Other	7	6	*	*	7	*	**	**	**	**	**	**	7	**	2	4	*
	2%	2%	*%	*%	2%	*%	**	**	**	**	**	**	1%	**	1%	2%	1%
Don't know	21	14	2	5	18	3	**	**	**	**	**	**	21	**	10	8	3
	5%	5%	3%	7%	4%	7%	**	**	**	**	**	**	5%	**	5%	4%	7%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1684

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent									
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+			
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h			
Unweighted total	468	324	226	351	143	141	334	300	31	8	7	4	-	-	137	2	1	1	1	1	-	2			
Weighted total	448	250	153	288	110	92	289	268	9	3	3	2	-	-	110	*	*	*	*	*	-	*			
We don't mail large enough volumes	121 27%	60 24% d	34 22% d	68 24% d	12 11%	17 18%	79 27% de	66 25% b	**	**	**	**	**	**	12 11%	**	**	**	**	**	**	**			
Our chosen provider is reliable enough for our needs	118 26%	74 30%	45 29%	83 29%	47 43% abcef	27 30%	86 30%	74 28% a	**	**	**	**	**	**	47 43%	**	**	**	**	**	**	**			
We are near a Post Office	75 17%	38 15%	30 20% e	49 17% e	26 23% ae	8 9%	52 18% e	49 18% b	**	**	**	**	**	**	26 23%	**	**	**	**	**	**	**			
Our chosen provider is safe enough for our needs	30 7%	17 7%	8 6%	20 7%	7 7%	6 7%	17 6%	17 6% a	**	**	**	**	**	**	7 7%	**	**	**	**	**	**	**			
Support Royal Mail / local Post Office / I'm against privatisation	25 6%	20 8%	10 7%	20 7%	7 6%	4 4%	20 7%	20 7%	**	**	**	**	**	**	7 6%	**	**	**	**	**	**	**			
Our chosen provider is fast enough for our needs	24 5%	14 6%	4 3%	14 5%	9 8% b	6 7%	14 5%	11 4% a	**	**	**	**	**	**	9 8%	**	**	**	**	**	**	**			
Convenience / easier / suits our needs	23 5%	14 6%	7 4%	15 5%	4 3%	6 6%	15 5%	15 5%	**	**	**	**	**	**	4 3%	**	**	**	**	**	**	**			
Unaware of other providers	17 4%	10 4%	7 5%	12 4%	2 2%	7 8% d	12 4%	9 3%	**	**	**	**	**	**	2 2%	**	**	**	**	**	**	**			
Happy / satisfied with the service from current provider	17 4%	11 4%	8 5%	15 5%	5 4%	9 10% af	11 4%	13 5%	**	**	**	**	**	**	5 4%	**	**	**	**	**	**	**			
No need to change - no demand / requirement to change	12 3%	8 3%	3 2%	8 3%	4 4%	2 2%	7 2%	7 3%	**	**	**	**	**	**	4 4%	**	**	**	**	**	**	**			
Not considered / haven't thought about it / no time / it's not my decision	10 2%	6 2%	3 2%	6 2%	- -%	3 3% d	5 2%	3 1%	**	**	**	**	**	**	- -%	**	**	**	**	**	**	**			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

 Produced by OLR
Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (QS4=3)**

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	468	324	226	351	143	141	334	300	31	8	7	4	-	-	137	2	1	1	1	1	-	2
Weighted total	448	250	153	288	110	92	289	268	9	3	3	2	-	-	110	*	*	*	*	*	-	*
Don't know enough about other providers and their services	8 2%	4 2%	3 2%	4 1%	* %g	3 3% df	1 %g	4 1%	**	**	**	**	**	**	- -%	**	**	**	**	**	**	**
Our customers prefer our chosen provider	7 2%	* %g	2 1% a	2 1%	2 2% a	2 2% a	5 2% a	* %g	**	**	**	**	**	**	2 2%	**	**	**	**	**	**	**
Others more expensive than our current providers	7 2%	3 1%	4 3%	7 2%	4 4% af	2 2%	3 1%	5 2%	**	**	**	**	**	**	4 4%	**	**	**	**	**	**	**
Other providers could not deliver to all the areas we need	3 1%	3 1%	3 2%	3 1%	1 1%	1 1%	3 1%	2 1% a	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
Don't know enough about what other providers offer	3 1%	1 %g	* %g	1 %g	* %g	* %g	3 1%	* %g	**	**	**	**	**	**	* %g	**	**	**	**	**	**	**
Other providers don't pick up mail in this area	2 1%	2 1%	2 1%	2 1%	2 2%	- -%	2 1%	2 1%	**	**	**	**	**	**	2 2%	**	**	**	**	**	**	**
Other operators do not provide the service I need	2 %g	2 1%	2 1%	2 1%	2 2%	2 2%	2 1%	1 %g a	**	**	**	**	**	**	2 2%	**	**	**	**	**	**	**
Always been with them / always use them	2 %g	1 %g	* %g	1 %g	- -%	1 1%	2 1%	1 %g	**	**	**	**	**	**	- -%	**	**	**	**	**	**	**
There aren't any others in this area / no competition - they have the monopoly	3 1%	2 1%	1 1%	2 1%	1 1%	1 1%	2 1%	1 %g	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
Effort involved in switching outweighs the benefit	20 5%	11 4% e	7 5% e	16 5% de	1 1%	1 1%	11 4%	15 6%	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
No reason	1 %g	* %g	1 %g	1 %g	1 1%	* %g	* %g	1 %g	**	**	**	**	**	**	1 1%	**	**	**	**	**	**	**
Other	7 2%	5 2%	* %g	5 2%	4 4% bef	* %g	3 1%	5 2%	**	**	**	**	**	**	4 4%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
	a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h	
468	324	226	351	143	141	334	300	31	8	7	4	-	-	137	2	1	1	1	1	-	2	
448	250	153	288	110	92	289	268	9	3	3	2	-	-	110	*	*	*	*	*	-	*	
21	11	4	11	8	7	11	11	**	**	**	**	**	**	8	**	**	**	**	**	**	**	
5%	5%	3%	4%	7%	8%	4%	4%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	
				b	b																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1687

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (QS4=3)**

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	*d	*e	a	*b	c	a	*b
Unweighted total	468	97	88	89	73	3	49	34	33	24	3	67	7	68	448	20
Weighted total	448	113	75	66	28	3	49	27	28	4	2	59	7	44	426	22
We don't mail large enough volumes	121	34	16	13	3	**	**	**	**	**	**	9	**	2	121	**
	27%	30% d	21%	20%	11%	**	**	**	**	**	**	16%	**	5%	28%	**
Our chosen provider is reliable enough for our needs	118	26	27	20	8	**	**	**	**	**	**	25	**	20	107	**
	26%	23%	35%	30%	29%	**	**	**	**	**	**	41%	**	45%	25%	**
We are near a Post Office	75	11	22	7	8	**	**	**	**	**	**	17	**	7	75	**
	17%	10%	29% ac	11%	30% ac	**	**	**	**	**	**	28%	**	16%	18%	**
Our chosen provider is safe enough for our needs	30	11	2	5	1	**	**	**	**	**	**	3	**	4	25	**
	7%	10%	3%	8%	5%	**	**	**	**	**	**	6%	**	9%	6%	**
Support Royal Mail / local Post Office / I'm against privatisation	25	4	2	6	7	**	**	**	**	**	**	3	**	4	25	**
	6%	3%	3%	9%	26% abc	**	**	**	**	**	**	4%	**	9%	6%	**
Our chosen provider is fast enough for our needs	24	12	*	*	1	**	**	**	**	**	**	6	**	3	22	**
	5%	11% bc	*%	1%	5% b	**	**	**	**	**	**	10%	**	8%	5%	**
Convenience / easier / suits our needs	23	5	5	2	2	**	**	**	**	**	**	4	**	*	23	**
	5%	4%	7%	3%	8%	**	**	a	**	**	**	6%	**	1%	5%	**
Unaware of other providers	17	3	5	1	*	**	**	**	**	**	**	1	**	1	17	**
	4%	3%	7%	2%	1%	**	**	**	**	**	**	1%	**	2%	4%	**
Happy / satisfied with the service from current provider	17	10	2	3	*	**	**	**	**	**	**	3	**	2	13	**
	4%	8% d	3%	5%	1%	**	**	**	**	**	**	5%	**	5%	3%	**
No need to change - no demand / requirement to change	12	4	*	3	*	**	**	**	**	**	**	2	**	2	10	**
	3%	4%	*%	4%	*%	**	**	**	**	**	**	4%	**	5%	2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	a	b	c	a	b
Unweighted total	468	97	88	89	73	3	49	34	33	24	3	67	7	68	448	20
Weighted total	448	113	75	66	28	3	49	27	28	4	2	59	7	44	426	22
Not considered / haven't thought about it / no time / it's not my decision	10	*	-	3	3	**	**	**	**	**	**	-	**	-	10	**
	2%	*%	-%	4%	9%	**	**	**	**	**	**	-%	**	-%	2%	**
					ab											
Don't know enough about other providers and their services	8	1	2	1	*	**	**	**	**	**	**	*	**	-	8	**
	2%	1%	3%	1%	*%	**	**	**	**	**	**	*%	**	-%	2%	**
Our customers prefer our chosen provider	7	2	-	*	-	**	**	**	**	**	**	2	**	-	7	**
	2%	2%	-%	*%	-%	**	**	**	**	**	**	4%	**	-%	2%	**
Others more expensive than our current providers	7	4	2	*	*	**	**	**	**	**	**	2	**	2	3	**
	2%	4%	3%	1%	1%	**	**	**	**	**	**	4%	**	5%	1%	**
Other providers could not deliver to all the areas we need	3	*	1	2	*	**	**	**	**	**	**	1	**	-	3	**
	1%	*%	1%	3%	*%	**	**	**	**	**	**	1%	**	-%	1%	**
Don't know enough about what other providers offer	3	*	*	*	*	**	**	**	**	**	**	*	**	-	3	**
	1%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	-%	1%	**
Other providers don't pick up mail in this area	2	-	2	-	*	**	**	**	**	**	**	2	**	-	2	**
	1%	-%	3%	-%	*%	**	**	**	**	**	**	4%	**	-%	1%	**
							a									
Other operators do not provide the service I need	2	-	1	*	-	**	**	**	**	**	**	2	**	*	2	**
	*%	-%	1%	*%	-%	**	**	**	**	**	**	3%	**	*%	*%	**
Always been with them / always use them	2	-	-	1	*	**	**	**	**	**	**	-	**	-	2	**
	*%	-%	-%	1%	*%	**	**	**	**	**	**	-%	**	-%	*%	**
There aren't any others in this area / no competition - they have the monopoly	3	1	1	*	-	**	**	**	**	**	**	-	**	1	3	**
	1%	1%	1%	*%	-%	**	**	**	**	**	**	-%	**	2%	1%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Effort involved in switching outweighs the benefit

No reason

Other

Don't know

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
468	a	b	c	d	*e	a	b	c	*d	*e	a	*b	c	a	*b
448	97	88	89	73	3	49	34	33	24	3	67	7	68	448	20
	113	75	66	28	3	49	27	28	4	2	59	7	44	426	22
20	8	4	3	*	**	**	**	**	**	**	*	**	1	18	**
5%	7%	6%	5%	1%	**	**	**	**	**	**	*%	**	3%	4%	**
1	-	*	*	*	**	**	**	**	**	**	*	**	*	1	**
*%	-%	*%	*%	*%	**	**	**	**	**	**	1%	**	1%	*%	**
7	2	2	-	*	**	**	**	**	**	**	*	**	2	5	**
2%	2%	3%	-%	1%	**	**	**	**	**	**	*%	**	5%	1%	**
21	8	*	3	*	**	**	**	**	**	**	2	**	6	21	**
5%	7%	*%	5%	1%	**	**	**	**	**	**	4%	**	13%	5%	**
	b						ac								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1690

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	468	a	a	*b	a	*b	a	*b	a	b	c	*d
Weighted total	448	341	120	23	339	11	118	25	98	305	44	-
		277	93	17	277	9	86	24	73	231	25	-
We don't mail large enough volumes	121	66	12	**	66	**	12	**	17	50	**	**
	27%	24%	12%	**	24%	**	14%	**	23%	22%	**	**
Our chosen provider is reliable enough for our needs	118	79	39	**	79	**	37	**	17	69	**	**
	26%	28%	42%	**	28%	**	43%	**	24%	30%	**	**
We are near a Post Office	75	49	23	**	49	**	18	**	12	35	**	**
	17%	18%	25%	**	18%	**	21%	**	17%	15%	**	**
Our chosen provider is safe enough for our needs	30	20	5	**	20	**	5	**	3	17	**	**
	7%	7%	6%	**	7%	**	6%	**	4%	7%	**	**
Support Royal Mail / local Post Office / I'm against privatisation	25	20	7	**	20	**	7	**	9	20	**	**
	6%	7%	7%	**	7%	**	8%	**	12%	9%	**	**
Our chosen provider is fast enough for our needs	24	14	7	**	14	**	7	**	3	14	**	**
	5%	5%	7%	**	5%	**	8%	**	4%	6%	**	**
Convenience / easier / suits our needs	23	14	4	**	15	**	4	**	4	14	**	**
	5%	5%	4%	**	5%	**	4%	**	5%	6%	**	**
Unaware of other providers	17	10	2	**	10	**	2	**	1	8	**	**
	4%	3%	2%	**	3%	**	2%	**	2%	3%	**	**
Happy / satisfied with the service from current provider	17	13	1	**	13	**	1	**	3	11	**	**
	4%	5%	1%	**	5%	**	1%	**	4%	5%	**	**
No need to change - no demand / requirement to change	12	8	2	**	8	**	2	**	3	8	**	**
	3%	3%	2%	**	3%	**	2%	**	4%	3%	**	**
Not considered / haven't thought about it / no time / it's not my decision	10	6	-	**	6	**	-	**	*	6	**	**
	2%	2%	-%	**	2%	**	-%	**	*%	2%	ab	**
Don't know enough about other providers and their services	8	4	*	**	4	**	*	**	-	4	**	**
	2%	1%	*%	**	1%	**	*%	**	-%	2%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1691

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	468	341	9	120	23	339	11	118	25	98	305	44	-
Weighted total	448	277	9	93	17	277	9	86	24	73	231	25	-
Our customers prefer our chosen provider	7	2	**	2	**	2	**	2	**	*	-	**	**
	2%	1%	**	2%	**	1%	**	3%	**	*%	-%	**	**
Others more expensive than our current providers	7	3	**	*	**	3	**	*	**	*	3	**	**
	2%	1%	**	*%	**	1%	**	*%	**	*%	1%	**	**
Other providers could not deliver to all the areas we need	3	3	**	1	**	3	**	1	**	2	3	**	**
	1%	1%	**	1%	**	1%	**	1%	**	3%	1%	**	**
Don't know enough about what other providers offer	3	1	**	*	**	1	**	*	**	*	1	**	**
	1%	*%	**	*%	**	*%	**	*%	**	*%	*%	**	**
Other providers don't pick up mail in this area	2	2	**	2	**	2	**	2	**	2	2	**	**
	1%	1%	**	2%	**	1%	**	3%	**	3%	1%	**	**
Other operators do not provide the service I need	2	2	**	2	**	2	**	2	**	1	1	**	**
	*%	1%	**	2%	**	1%	**	2%	**	1%	*%	**	**
Always been with them / always use them	2	1	**	-	**	1	**	-	**	1	1	**	**
	*%	*%	**	-%	**	*%	**	-%	**	1%	*%	**	**
There aren't any others in this area / no competition - they have the monopoly	3	2	**	1	**	2	**	1	**	1	2	**	**
	1%	1%	**	1%	**	1%	**	1%	**	1%	1%	**	**
Effort involved in switching outweighs the benefit	20	14	**	1	**	14	**	1	**	1	11	**	**
	5%	5%	**	1%	**	5%	**	2%	**	2%	5%	**	**
No reason	1	1	**	1	**	1	**	1	**	*	*	**	**
	*%	*%	**	1%	**	*%	**	1%	**	*%	*%	**	**
Other	7	5	**	2	**	5	**	2	**	2	5	**	**
	2%	2%	**	3%	**	2%	**	3%	**	3%	2%	**	**
Don't know	21	11	**	8	**	11	**	6	**	1	11	**	**
	5%	4%	**	9%	**	4%	**	7%	**	2%	5%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1692

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (Q54=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	468	87	201	31	-	90	105	31	-	316	218	123	291	233	6
Weighted total	448	67	130	17	-	69	81	16	-	244	144	92	225	185	3
We don't mail large enough volumes	121	10	29	**	**	9	9	**	**	57	34	11	49	50	**
	27%	14% c	22% c	**	**	13%	12%	**	**	24% c	23% c	12%	22%	27%	**
Our chosen provider is reliable enough for our needs	118	17	37	**	**	26	36	**	**	72	42	35	67	53	**
	26%	26%	28%	**	**	37%	45%	**	**	30%	29%	38%	30%	28%	**
We are near a Post Office	75	17	26	**	**	20	18	**	**	38	27	26	42	25	**
	17%	25% c	20%	**	**	29%	22%	**	**	16%	19%	28% a	19%	13%	**
Our chosen provider is safe enough for our needs	30	*	8	**	**	2	6	**	**	17	8	5	20	14	**
	7%	*% a	6% a	**	**	3%	8%	** a	**	7%	6%	6%	9%	7%	**
Support Royal Mail / local Post Office / I'm against privatisation	25	7	9	**	**	2	7	**	**	20	10	7	18	11	**
	6%	11%	7%	**	**	3%	8%	**	**	8%	7%	7%	8%	6%	**
Our chosen provider is fast enough for our needs	24	*	4	**	**	4	6	**	**	14	4	7	14	10	**
	5%	*% 3%	3%	**	**	5%	7%	**	**	6%	3%	7% b	6%	6%	**
Convenience / easier / suits our needs	23	2	7	**	**	4	4	**	**	14	7	3	12	11	**
	5%	3%	5%	**	**	5%	5%	**	**	6%	5%	3%	5%	6%	**
Unaware of other providers	17	2	7	**	**	2	1	**	**	8	7	2	5	5	**
	4%	4%	6%	**	**	3%	1%	**	**	3%	5%	2%	2%	3%	**
Happy / satisfied with the service from current provider	17	5	8	**	**	3	5	**	**	9	6	2	7	10	**
	4%	7%	6%	** ab	**	4%	6%	**	**	4%	4%	3%	3%	5%	**
No need to change - no demand / requirement to change	12	2	3	**	**	4	4	**	**	5	3	4	5	3	**
	3%	3%	2%	** b	**	6%	5%	**	**	2%	2%	5%	2%	2%	**
Not considered / haven't thought about it / no time / it's not my decision	10	*	3	**	**	-	-	**	**	6	3	-	5	3	**
	2%	*% 2%	2%	**	**	-%	-%	**	**	2%	2%	-%	2%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

 Produced by OLR
 Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?**Base: All who have not considered trying another postal provider (QS4=3)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	468	87	201	31	-	90	105	31	-	316	218	123	291	233	6
Weighted total	448	67	130	17	-	69	81	16	-	244	144	92	225	185	3
Don't know enough about other providers and their services	8	-	3	**	**	*	-	**	**	4	3	-	4	2	**
	2%	-%	2%	**	**	*%	-%	**	**	2%	2%	-%	2%	1%	**
Our customers prefer our chosen provider	7	*	2	**	**	*	2	**	**	*	2	2	*	2	**
	2%	*%	2%	**	**	*%	3%	**	**	*%	2%	2%	*%	1%	**
				ab							a	a			
Others more expensive than our current providers	7	2	4	**	**	2	4	**	**	1	2	*	*	2	**
	2%	3%	3%	**	**	3%	5%	**	**	*%	2%	*%	*%	1%	**
				ab											
Other providers could not deliver to all the areas we need	3	3	3	**	**	-	1	**	**	3	3	1	1	3	**
	1%	4%	2%	**	**	-%	1%	**	**	1%	2%	1%	1%	2%	**
Don't know enough about what other providers offer	3	*	*	**	**	*	*	**	**	1	*	*	1	*	**
	1%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Other providers don't pick up mail in this area	2	2	2	**	**	2	2	**	**	2	2	2	2	2	**
	1%	3%	2%	**	**	3%	3%	**	**	1%	2%	2%	1%	1%	**
Other operators do not provide the service I need	2	2	1	**	**	1	1	**	**	2	2	2	1	1	**
	*%	3%	1%	**	**	1%	1%	**	**	1%	1%	2%	*%	1%	**
				b											
Always been with them / always use them	2	*	*	**	**	-	-	**	**	1	*	-	1	1	**
	*%	*%	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	*%	**
There aren't any others in this area / no competition - they have the monopoly	3	-	1	**	**	1	1	**	**	2	1	1	2	1	**
	1%	-%	1%	**	**	1%	1%	**	**	1%	1%	1%	1%	*%	**
Effort involved in switching outweighs the benefit	20	6	4	**	**	1	1	**	**	11	5	1	13	6	**
	5%	9%	3%	**	**	2%	2%	**	**	5%	4%	1%	6%	3%	**
		b		b											
No reason	1	*	*	**	**	*	*	**	**	*	1	1	1	*	**
	*%	*%	*%	**	**	1%	*%	**	**	*%	*%	1%	*%	*%	**
Other	7	*	*	**	**	4	2	**	**	5	*	2	5	2	**
	2%	*%	*%	**	**	6%	3%	**	**	2%	*%	3%	2%	1%	**
								b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Don't know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
468	87	201	31	-	90	105	31	-	316	218	123	291	233	6
448	67	130	17	-	69	81	16	-	244	144	92	225	185	3
21	1	4	**	**	2	6	**	**	11	4	8	11	9	**
5%	2%	3%	**	**	3%	8%	**	**	5%	3%	9% b	5%	5%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
468 448	a 102 71	b 55 33	c 66 49	*d 26 7	*e 22 6	a 265 212	b 229 181	*a 13 13	*b 4 1	*c - -	*d 1 *	a 434 404	b 356 307	c 438 408	d 360 312	e 457 429
121 27%	9 13%	7 22%	5 9%	** **	** **	41 19%	47 26%	** **	** **	** **	** **	109 27%	67 22%	109 27%	73 23%	114 27%
118 26%	28 40%	16 48%	19 40%	** **	** **	61 29%	51 28%	** **	** **	** **	** **	105 26%	97 32%	107 26%	89 29%	118 28%
75 17%	18 26% b	3 9%	15 31% b	** **	** **	41 19%	23 13%	** **	** **	** **	** **	73 18%	60 20%	73 18%	62 20%	75 17%
30 7%	4 6%	* *%	4 9% b	** **	** **	20 9%	12 7%	** **	** **	** **	** **	26 7%	24 8%	26 6%	22 7%	27 6%
25 6%	5 7%	2 6%	2 4%	** **	** **	18 8%	11 6%	** **	** **	** **	** **	24 6%	17 6%	24 6%	17 6%	23 5%
24 5%	4 5%	* *%	6 12% b	** **	** **	14 7%	6 3%	** **	** **	** **	** **	24 6%	22 7%	24 6%	14 5%	21 5%
23 5%	4 5%	* 1%	1 2%	** **	** **	12 5%	11 6%	** **	** **	** **	** **	19 5%	13 4%	19 5%	14 4%	21 5%
17 4%	2 3%	1 3%	2 4%	** **	** **	4 2%	7 4%	** **	** **	** **	** **	17 4%	14 5% d	17 4%	6 2%	17 4%
17 4%	5 7%	2 7%	* 1%	** **	** **	9 4%	10 5%	** **	** **	** **	** **	16 4%	10 3%	16 4%	11 3%	17 4%
12 3%	4 6%	* *%	2 4%	** **	** **	7 3% b	1 1%	** **	** **	** **	** **	8 2%	7 2%	8 2%	7 2%	12 3%
10 2%	- -%	- -%	- -%	** **	** **	5 2%	3 2%	** **	** **	** **	** **	10 2%	8 2%	10 2%	10 3%	10 2%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1696

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	468	102	55	66	26	22	265	229	13	4	-	1	434	356	438	360	457
Weighted total	448	71	33	49	7	6	212	181	13	1	-	*	404	307	408	312	429
Don't know enough about other providers and their services	8	-	-	-	**	**	4	2	**	**	**	**	7	4	7	3	7
	2%	-%	-%	-%	**	**	2%	1%	**	**	**	**	2%	1%	2%	1%	2%
Our customers prefer our chosen provider	7	2	-	*	**	**	2	4	**	**	**	**	7	2	7	5	7
	2%	3%	-%	*%	**	**	1%	2%	**	**	**	**	2%	1%	2%	2%	2%
Others more expensive than our current providers	7	2	4	-	**	**	*	2	**	**	**	**	7	3	7	3	7
	2%	3%	13% ac	-%	**	**	*%	1%	**	**	**	**	2%	1%	2%	1%	2%
Other providers could not deliver to all the areas we need	3	1	1	-	**	**	1	3	**	**	**	**	3	3	3	3	3
	1%	1%	3%	-%	**	**	*%	2%	**	**	**	**	1%	1%	1%	1%	1%
Don't know enough about what other providers offer	3	*	-	*	**	**	1	*	**	**	**	**	3	3	3	3	3
	1%	*%	-%	*%	**	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%
Other providers don't pick up mail in this area	2	2	-	2	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	3%	-%	5%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Other operators do not provide the service I need	2	1	1	1	**	**	1	1	**	**	**	**	2	2	2	2	2
	*%	1%	3%	2%	**	**	*%	1%	**	**	**	**	*%	1%	*%	1%	*%
Always been with them / always use them	2	-	-	-	**	**	1	1	**	**	**	**	2	2	2	2	2
	*%	-%	-%	-%	**	**	*%	*%	**	**	**	**	*%	1%	*%	1%	*%
There aren't any others in this area / no competition - they have the monopoly	3	1	-	1	**	**	2	1	**	**	**	**	3	3	3	3	3
	1%	1%	-%	2%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Effort involved in switching outweighs the benefit	20	1	1	*	**	**	10	6	**	**	**	**	18	13	20	17	20
	5%	2%	4%	1%	**	**	5%	4%	**	**	**	**	4%	4%	5%	5%	5%
No reason	1	*	*	*	**	**	*	*	**	**	**	**	1	1	1	*	1
	*%	*%	1%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Other	7	2	*	2	**	**	5	2	**	**	**	**	7	5	7	7	7
	2%	3%	*%	5%	**	**	2%	1%	**	**	**	**	2%	2%	2%	2%	2%
Don't know	21	5	3	3	**	**	13	8	**	**	**	**	18	15	18	13	16
	5%	7%	8%	7%	**	**	6%	5%	**	**	**	**	4%	5%	4%	4%	4%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1697

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (Q54=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	468	247	433	110	-	399	11	43	415	42	1	5	41	40	347	80
Weighted total	448	224	406	78	-	370	8	38	397	43	*	4	39	28	347	72
We don't mail large enough volumes	121 27%	54 24% c	107 26% c	11 14%	**	101 27%	**	**	117 29% a	**	**	**	**	**	103 30% a	16 22% a
Our chosen provider is reliable enough for our needs	118 26%	53 23%	110 27%	22 28%	**	101 27%	**	**	100 25%	**	**	**	**	** bc	86 25%	19 26%
We are near a Post Office	75 17%	46 20%	73 18%	16 20%	**	70 19%	**	**	70 18%	**	**	**	**	**	57 17%	11 15%
Our chosen provider is safe enough for our needs	30 7%	9 4%	24 6%	3 4%	**	25 7%	**	**	27 7%	**	**	**	**	**	23 6%	4 6%
Support Royal Mail / local Post Office / I'm against privatisation	25 6%	14 6%	24 6%	7 9%	**	21 6%	**	**	25 6%	**	**	**	**	** bc	20 6% c	* *%
Our chosen provider is fast enough for our needs	24 5%	9 4%	22 5% c	* *%	**	19 5%	**	**	22 5%	**	**	**	**	**	19 5%	2 3%
Convenience / easier / suits our needs	23 5%	10 5%	19 5%	3 4%	**	22 6%	**	**	20 5%	**	**	**	**	**	16 5%	7 9%
Unaware of other providers	17 4%	6 3%	15 4%	2 3%	**	12 3%	**	** b	13 3%	**	**	**	**	**	15 4%	2 3%
Happy / satisfied with the service from current provider	17 4%	12 5%	17 4%	9 12% ab	**	15 4%	**	**	13 3%	**	**	**	**	**	12 4%	2 3%
No need to change - no demand / requirement to change	12 3%	4 2%	8 2%	4 5% b	**	7 2%	**	**	10 2%	**	**	**	**	**	8 2%	4 6%
Not considered / haven't thought about it / no time / it's not my decision	10 2%	7 3%	10 2%	7 9% ab	**	8 2%	**	** b	7 2%	**	**	**	**	**	9 3%	- -%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

 Produced by OLR
Issue date: 11/05/18

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (Q54=3)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	247	433	110	-	399	11	43	415	42	1	5	41	40	347	80
Weighted total	224	406	78	-	370	8	38	397	43	*	4	39	28	347	72
Don't know enough about other providers and their services	8	1	7	1	4	**	**	8	**	**	**	**	**	7	*
	2%	*%	2%	1%	1%	**	**	2%	**	**	**	**	**	2%	*%
Our customers prefer our chosen provider	7	*	7	2	7	**	**	5	**	**	**	**	**	4	3
	2%	*%	2%	3%	2%	**	**	1%	**	**	**	**	**	1%	4%
			a				b								
Others more expensive than our current providers	7	5	7	6	2	**	**	*	**	**	**	**	**	5	*
	2%	2%	2%	8%	1%	**	**	*%	**	**	**	**	**	1%	*%
			ab				b						bc		
Other providers could not deliver to all the areas we need	3	3	3	*	1	**	**	3	**	**	**	**	**	1	*
	1%	1%	1%	*%	*%	**	**	1%	**	**	**	**	**	*%	*%
													bc		
Don't know enough about what other providers offer	3	*	3	*	3	**	**	3	**	**	**	**	**	*	2
	1%	*%	1%	*%	1%	**	**	1%	**	**	**	**	**	*%	3%
															b
Other providers don't pick up mail in this area	2	2	2	-	*	**	**	2	**	**	**	**	**	*	-
	1%	1%	1%	-%	*%	**	**	1%	**	**	**	**	**	*%	-%
													bc		
Other operators do not provide the service I need	2	2	2	1	2	**	**	2	**	**	**	**	**	1	-
	*%	1%	*%	1%	1%	**	**	*%	**	**	**	**	**	*%	-%
													b		
Always been with them / always use them	2	2	2	*	2	**	**	2	**	**	**	**	**	1	1
	*%	1%	*%	*%	*%	**	**	*%	**	**	**	**	**	*%	1%
There aren't any others in this area / no competition - they have the monopoly	3	3	3	3	2	**	**	2	**	**	**	**	**	3	-
	1%	1%	1%	3%	*%	**	**	*%	**	**	**	**	**	1%	-%
				b											
Effort involved in switching outweighs the benefit	20	10	20	5	15	**	**	13	**	**	**	**	**	16	4
	5%	4%	5%	6%	4%	**	**	3%	**	**	**	**	**	5%	6%
							b								

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

No reason

Other

Don't know

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
468	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	247	433	110	-	399	11	43	415	42	1	5	41	40	347	80
Weighted total	224	406	78	-	370	8	38	397	43	*	4	39	28	347	72
No reason	1	1	*	**	*	**	**	1	**	**	**	**	**	*	-
	*%	*%	*%	**	*%	**	**	*%	**	**	**	**	**	*%	-%
Other	7	5	7	2	7	**	**	7	**	**	**	**	**	7	*
	2%	2%	2%	3%	2%	**	**	2%	**	**	**	**	**	2%	*%
Don't know	21	13	17	5	17	**	**	19	**	**	**	**	**	12	7
	5%	6%	4%	6%	4%	**	**	5%	**	**	**	**	**	3%	10% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
468	*a	*b	c	a	b	a	b	c	d	a	b	c	d
448	-	-	468	266	202	330	44	133	64	97	41	179	111
	-	-	448	263	185	260	22	99	41	76	26	140	84
121	**	**	121	57	64	54	**	12	2	7	**	19	20
27%	**	**	27%	22%	35%	21%	**	12%	6%	9%	**	14%	24%
					a	cd	d				ac		ac
118	**	**	118	75	44	81	**	43	17	36	**	53	31
26%	**	**	26%	28%	24%	31%	**	43%	41%	47%	**	38%	37%
						b		ab	b				
75	**	**	75	37	38	45	**	26	8	23	**	32	11
17%	**	**	17%	14%	20%	17%	**	26%	19%	31%	**	23%	14%
								a		bd		b	b
30	**	**	30	18	12	20	**	5	5	4	**	19	5
7%	**	**	7%	7%	7%	8%	**	5%	13%	5%	**	13%	6%
												ab	
25	**	**	25	12	13	18	**	7	2	5	**	10	2
6%	**	**	6%	4%	7%	7%	**	7%	5%	6%	**	7%	3%
24	**	**	24	14	10	14	**	7	5	7	**	10	4
5%	**	**	5%	5%	5%	6%	**	7%	13%	9%	**	7%	5%
								a					
23	**	**	23	16	7	15	**	4	*	4	**	4	3
5%	**	**	5%	6%	4%	6%	**	4%	1%	5%	**	3%	4%
17	**	**	17	8	9	7	**	2	2	2	**	1	3
4%	**	**	4%	3%	5%	3%	**	2%	5%	2%	**	1%	4%
17	**	**	17	10	8	15	**	3	2	3	**	6	4
4%	**	**	4%	4%	4%	6%	**	3%	6%	3%	**	4%	5%
							acd						
12	**	**	12	8	3	5	**	4	*	4	**	4	*
3%	**	**	3%	3%	2%	2%	**	4%	%	5%	**	3%	%
										d			
10	**	**	10	10	*	5	**	-	-	-	**	*	*
2%	**	**	2%	4%	%	2%	**	-	-	-	**	%	%
				b									

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1701

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%														
Unweighted total	468	*a	*b	c	a	b	a	b	c	d	a	b	c	d
Weighted total	448	-	-	468	266	202	330	44	133	64	97	41	179	111
		-	-	448	263	185	260	22	99	41	76	26	140	84
Don't know enough about other providers and their services	8	**	**	8	3	5	4	**	*	*	-	**	3	*
	2%	**	**	2%	1%	3%	2%	**	%	%	-%	**	2%	%
								acd						
Our customers prefer our chosen provider	7	**	**	7	5	2	2	**	2	-	2	**	-	*
	2%	**	**	2%	2%	1%	1%	**	2%	-%	3%	**	-%	%
											c			
Others more expensive than our current providers	7	**	**	7	5	2	7	**	2	4	*	**	*	3
	2%	**	**	2%	2%	1%	3%	**	2%	11%	%	**	%	3%
								ac		ac		ac		c
Other providers could not deliver to all the areas we need	3	**	**	3	3	-	3	**	1	-	-	**	-	1
	1%	**	**	1%	1%	-%	1%	**	1%	-%	-%	**	-%	1%
											c			
Don't know enough about what other providers offer	3	**	**	3	3	*	1	**	*	*	*	**	*	*
	1%	**	**	1%	1%	%	%	**	%	%	%	**	%	%
Other providers don't pick up mail in this area	2	**	**	2	2	*	2	**	-	2	-	**	2	2
	1%	**	**	1%	1%	%	1%	**	-%	5%	-%	**	2%	3%
										ac				
Other operators do not provide the service I need	2	**	**	2	2	*	2	**	2	1	1	**	1	1
	%	**	**	%	1%	%	1%	**	2%	2%	1%	**	1%	1%
Always been with them / always use them	2	**	**	2	2	*	1	**	-	-	-	**	1	-
	%	**	**	%	1%	%	%	**	-%	-%	-%	**	1%	-%
There aren't any others in this area / no competition - they have the monopoly	3	**	**	3	1	2	2	**	1	1	1	**	1	1
	1%	**	**	1%	%	1%	1%	**	1%	2%	1%	**	1%	1%
								a						
Effort involved in switching outweighs the benefit	20	**	**	20	17	3	14	**	1	1	1	**	7	4
	5%	**	**	5%	6%	2%	5%	**	1%	3%	2%	**	5%	5%
					b			c						
No reason	1	**	**	1	-	1	1	**	1	*	1	**	1	-
	%	**	**	%	-%	%	%	**	1%	1%	1%	**	%	-%

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	*a	*b	c	a	b	a	b	c	d	a	b	c	d
468	-	-	468	266	202	330	44	133	64	97	41	179	111
448	-	-	448	263	185	260	22	99	41	76	26	140	84
7	**	**	7	5	2	5	**	2	2	2	**	4	*
2%	**	**	2%	2%	1%	2%	**	2%	6%	3%	**	3%	*%
21	**	**	21	14	7	9	**	8	5	4	**	6	5
5%	**	**	5%	5%	4%	4%	**	8% a	11% ab	5%	**	5%	6%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1703

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (Q54=3)

TOTAL	Effect of postage prices				Month	
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018	
Significance Level: 95%						
Unweighted total	468	a	b	c	d	468
Weighted total	448	78	185	29	135	448
We don't mail large enough volumes	121	16	51	**	45	121
	27%	20%	28%	**	34%	27%
			c		ac	
Our chosen provider is reliable enough for our needs	118	23	48	**	37	118
	26%	29%	26%	**	27%	26%
We are near a Post Office	75	10	22	**	29	75
	17%	13%	12%	**	22%	17%
				b	b	
Our chosen provider is safe enough for our needs	30	7	11	**	9	30
	7%	9%	6%	**	7%	7%
Support Royal Mail / local Post Office / I'm against privatisation	25	8	4	**	7	25
	6%	10%	2%	**	5%	6%
		b		bd		
Our chosen provider is fast enough for our needs	24	3	8	**	5	24
	5%	4%	5%	**	4%	5%
			abd			
Convenience / easier / suits our needs	23	5	15	**	2	23
	5%	7%	8%	**	2%	5%
			d			
Unaware of other providers	17	5	6	**	6	17
	4%	6%	3%	**	5%	4%
Happy / satisfied with the service from current provider	17	5	7	**	2	17
	4%	6%	4%	**	2%	4%
			bd			
No need to change - no demand / requirement to change	12	3	4	**	4	12
	3%	4%	2%	**	3%	3%
Not considered / haven't thought about it / no time / it's not my decision	10	*	4	**	3	10
	2%	*%	2%	**	2%	2%

Columns Tested: a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 116 (continuation)

Page 1704

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	
Unweighted total	468	94	207	31	119	468
Weighted total	448	78	185	29	135	448
Don't know enough about other providers and their services	8 2%	1 1%	5 3%	**	2 1%	8 2%
Our customers prefer our chosen provider	7 2%	4 5% d	3 1%	**	* *%	7 2%
Others more expensive than our current providers	7 2%	2 3%	5 2%	**	* *%	7 2%
Other providers could not deliver to all the areas we need	3 1%	- -%	1 1%	** abd	- -%	3 1%
Don't know enough about what other providers offer	3 1%	- -%	2 1%	**	* *%	3 1%
Other providers don't pick up mail in this area	2 1%	- -%	* *%	** abd	- -%	2 1%
Other operators do not provide the service I need	2 *%	* *%	1 *%	**	1 1%	2 *%
Always been with them / always use them	2 *%	1 1%	1 *%	**	- -%	2 *%
There aren't any others in this area / no competition - they have the monopoly	3 1%	1 1%	1 1%	**	1 1%	3 1%
Effort involved in switching outweighs the benefit	20 5%	4 5%	10 5%	**	6 4%	20 5%
No reason	1 *%	- -%	* *%	**	* *%	1 *%
Other	7 2%	2 3%	2 1%	**	2 2%	7 2%
Don't know	21 5%	* 1%	15 8%	**	5 4%	21 5%
		a				

Columns Tested: a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Yes

No

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
325	313	6	4	**	12	100	91	**	**	9
58%	58%	48%	63%	**	54%	44%	69%	**	**	63%
	b		b			a				a
238	227	7	2	**	10	129	41	**	**	6
42%	42%	52%	37%	**	46%	56%	31%	**	**	37%
	ac					be				

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Yes	325	**	**	46	**	**	48	52	**	**	278	18	19	11
	58%	**	**	86%	**	**	46%	67%	**	**	57%	58%	70%	51%
				befghjk lm		h		fh			h	h	fhjm	
No	238	**	**	7	**	**	57	25	**	**	206	13	8	10
	42%	**	**	14%	**	**	54%	33%	**	**	43%	42%	30%	49%
			c			c	cgl	c	cegjkl		cl	c	c	cl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
325	**	**	42	**	**	60	44	**	**	277	18	17	13
58%	**	**	82%	**	**	62%	60%	**	**	58%	55%	69%	56%
			aefghij			a						ah	
			km										
238	**	**	9	**	**	36	30	**	**	204	15	8	10
42%	**	**	18%	**	**	38%	40%	**	**	42%	45%	31%	44%
	cfl				c	c	c	cl	c	c	c		c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
325	**	32	**	42	95	**	**	104	223	102	295	31	317	**
58%	**	57%	**	62%	56%	**	**	53%	58%	57%	58%	53%	61%	**
238	**	24	**	26	73	**	**	91	160	78	211	27	200	**
42%	**	43%	**	38%	44%	**	**	47%	42%	43%	42%	47%	39%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
325	208	61	56	287	32	**	**	**	**	**	**	319	**	126	161	38
58%	58%	76%	49%	60%	47%	**	**	**	**	**	**	58%	**	50%	69%	47%
		ac		b								b			ac	
238	153	20	58	195	35	**	**	**	**	**	**	230	**	124	71	43
42%	42%	24%	51%	40%	53%	**	**	**	**	**	**	42%	**	50%	31%	53%
	b		b		ai									b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
325	187	115	210	97	76	227	188	**	**	**	**	**	**	94	**	**	**	**	**	**	**
58%	61%	60%	59%	56%	63%	63%	58%	**	**	**	**	**	**	56%	**	**	**	**	**	**	**
238	120	75	144	78	46	134	136	**	**	**	**	**	**	73	**	**	**	**	**	**	**
42%	39%	40%	41%	44%	37%	37%	42%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
325	86	55	40	24	**	42	**	**	**	**	56	**	33	287	39
58%	61%	60%	52%	59%	**	65%	**	**	**	**	48%	**	69%	57%	62%
						d							a		
238	55	36	36	17	**	23	**	**	**	**	60	**	15	214	23
42%	39%	40%	48%	41%	**	35%	**	**	**	**	52%	**	31%	43%	38%
									a		c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
Yes	325	190	**	80	17	183	**	76	67	166	26	**
	58%	57%	**	60%	42%	57%	**	61%	69%	59%	67%	**
				b		a		b	b			
No	238	141	**	54	24	140	**	49	30	114	13	**
	42%	43%	**	40%	58%	43%	**	39%	31%	41%	33%	**
				a		b		a		a		

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
325	60	96	**	**	72	64	**	**	171	103	80	159	122	**
58%	72%	59%	**	**	59%	52%	**	**	59%	59%	56%	59%	56%	**
	b													
238	24	66	**	**	50	60	**	**	119	70	63	111	95	**
42%	28%	41%	**	**	41%	48%	**	**	41%	41%	44%	41%	44%	**
	a													

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
325	58	34	43	**	**	149	128	**	**	**	**	308	249	310	246	321
58%	54%	56%	53%	**	**	56%	59%	**	**	**	**	61%	65%	61%	60%	59%
238	49	26	38	**	**	115	90	**	**	**	**	196	132	198	161	220
42%	46%	44%	47%	**	**	44%	41%	**	**	**	**	39%	35%	39%	40%	41%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
563	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
563	279	510	113	-	433	17	71	456	103	*	25	90	49	413	101
325	160	306	66	**	242	**	51	253	54	**	**	50	32	211	82
58%	58%	60%	58%	**	56%	**	71%	55%	53%	**	**	56%	65%	51%	81%
							b						b		ab
238	118	204	47	**	191	**	21	203	48	**	**	40	17	202	19
42%	42%	40%	42%	**	44%	**	29%	45%	47%	**	**	44%	35%	49%	19%
							a						c	ac	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
325	45	**	263	325	-	194	29	84	45	60	25	102	64
58%	51%	**	59%	100%	-%	60%	84%	56%	61%	56%	55%	58%	59%
				b			acd						
238	43	**	185	-	238	132	6	67	28	47	21	73	44
42%	49%	**	41%	-%	100%	40%	16%	44%	39%	44%	45%	42%	41%
					a	b		b	b				

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Yes

No

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
325	54	182	**	63	325
58%	53%	76%	**	40%	58%
	cd	acd			
238	48	57	**	95	238
42%	47%	24%	**	60%	42%
	b		ab	ab	

Columns Tested: a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	*e
Unweighted total	245	121	80	26	18	124	72	35	15	6	27
Weighted total	238	227	7	2	1	10	129	41	12	*	6
We have already moved everything that is possible to move	56 24%	53 23%	2 31%	**	**	3 29%	18 14%	**	**	**	**
No reason	53 22%	50 22%	2 31%	**	**	3 28%	37 29% b	**	**	**	**
Happy with sending things by post	39 16%	37 16%	1 15%	**	**	1 14%	19 14%	**	**	**	**
We prefer to send things to customers by post	23 10%	22 10%	* 4%	**	**	1 6%	15 11%	**	**	**	**
Not considered this	22 9%	22 10%	* 5%	**	**	1 6%	15 11%	**	**	**	**
No alternative media that would meet my needs	11 4%	11 5% e	- -%	**	**	- -%	6 5%	**	**	**	**
No need - do not have a large volume of mail	10 4%	9 4%	* 5%	**	**	* 4%	9 7%	**	**	**	**
Do not use computers / only one that uses a computer	9 4%	9 4%	* 1%	**	**	* %	6 5%	**	**	**	**
There is no pressure from customers for us to move	7 3%	7 3%	- -%	**	**	* %	4 3%	**	**	**	**
Customers are unwilling to give email addresses	7 3%	6 3%	* 1%	**	**	* 1%	2 2%	**	**	**	**
Time or extra admin required	5 2%	5 2%	- -%	**	**	* 1%	5 4%	**	**	**	**
Cost	4 2%	4 2%	* 1%	**	**	* 1%	2 2%	**	**	**	**
Other media ineffective	3 1%	3 1%	- -%	**	**	- -%	1 1%	**	**	**	**
Planning to do so in the future	3 1%	3 1%	* 1%	**	**	* 1%	3 2%	**	**	**	**
Reliability / trust	2 1%	2 1%	- -%	**	**	* %	- -%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Significance Level: 95%

Unweighted total

Weighted total

Hassle of moving

Contracted with postal
provider / franking
machine

Lack of information
about products and costs
by other providers

The unreliability of
email address lists

Other

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	a	b	*c	*d	*e
245	121	80	26	18	124	72	35	15	6	27
238	227	7	2	1	10	129	41	12	*	6
2	2	*	**	**	*	1	**	**	**	**
1%	1%	2%	**	**	1%	1%	**	**	**	**
-	-	-	**	**	-	-	**	**	**	**
-%	-%	-%	**	**	-%	-%	**	**	**	**
-	-	-	**	**	-	-	**	**	**	**
-%	-%	-%	**	**	-%	-%	**	**	**	**
-	-	-	**	**	-	-	**	**	**	**
-%	-%	-%	**	**	-%	-%	**	**	**	**
8	8	*	**	**	*	5	**	**	**	**
3%	4%	3%	**	**	2%	4%	**	**	**	**
6	6	*	**	**	1	-	**	**	**	**
3%	2%	3%	**	**	7%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	245	9	12	20	12	18	44	20	20	9	164	33	23
Weighted total	238	14	24	7	12	21	57	25	33	14	206	13	8
We have already moved everything that is possible to move	56	**	**	**	**	**	**	**	**	**	51	**	**
	24%	**	**	**	**	**	**	**	**	**	25%	**	**
No reason	53	**	**	**	**	**	**	**	**	**	46	**	**
	22%	**	**	**	**	**	**	**	**	**	22%	**	**
Happy with sending things by post	39	**	**	**	**	**	**	**	**	**	31	**	**
	16%	**	**	**	**	**	**	**	**	**	15%	**	**
We prefer to send things to customers by post	23	**	**	**	**	**	**	**	**	**	20	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**
Not considered this	22	**	**	**	**	**	**	**	**	**	21	**	**
	9%	**	**	**	**	**	**	**	**	**	10%	**	**
No alternative media that would meet my needs	11	**	**	**	**	**	**	**	**	**	9	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**
No need - do not have a large volume of mail	10	**	**	**	**	**	**	**	**	**	9	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**
Do not use computers / only one that uses a computer	9	**	**	**	**	**	**	**	**	**	7	**	**
	4%	**	**	**	**	**	**	**	**	**	3%	**	**
There is no pressure from customers for us to move	7	**	**	**	**	**	**	**	**	**	7	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
Customers are unwilling to give email addresses	7	**	**	**	**	**	**	**	**	**	6	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**
Time or extra admin required	5	**	**	**	**	**	**	**	**	**	5	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**
Cost	4	**	**	**	**	**	**	**	**	**	4	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**
Other media ineffective	3	**	**	**	**	**	**	**	**	**	2	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**
Planning to do so in the future	3	**	**	**	**	**	**	**	**	**	3	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**
Reliability / trust	2	**	**	**	**	**	**	**	**	**	2	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**
Hassle of moving	2	**	**	**	**	**	**	**	**	**	*	**	**
	1%	**	**	**	**	**	**	**	**	**	5%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Significance Level: 95%

Unweighted total

Weighted total

Contracted with postal
provider / franking
machine

Lack of information
about products and costs
by other providers

The unreliability of
email address lists

Other

Don't know

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	*l	*m
245	9	12	20	12	18	44	20	20	9	164	33	23	25
238	14	24	7	12	21	57	25	33	14	206	13	8	10
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
8	**	**	**	**	**	**	**	**	**	7	**	**	**
3%	**	**	**	**	**	**	**	**	**	4%	**	**	**
6	**	**	**	**	**	**	**	**	**	5	**	**	**
3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	245	22	10	20	8	15	34	21	18	14	162	34	24	25
Weighted total	238	38	19	9	9	17	36	30	27	19	204	15	8	10
We have already moved everything that is possible to move	56 24%	**	**	**	**	**	**	**	**	**	49 24%	**	**	**
No reason	53 22%	**	**	**	**	**	**	**	**	**	46 23% f	** f	**	**
Happy with sending things by post	39 16%	**	**	**	**	**	**	**	**	**	31 15%	**	**	**
We prefer to send things to customers by post	23 10%	**	**	**	**	**	**	**	**	**	20 10%	**	**	**
Not considered this	22 9%	**	**	**	**	**	**	**	**	**	21 10%	**	**	**
No alternative media that would meet my needs	11 4%	**	**	**	**	**	**	**	**	**	9 4%	**	**	**
No need - do not have a large volume of mail	10 4%	**	**	**	**	**	** k	**	**	**	9 4%	**	**	**
Do not use computers / only one that uses a computer	9 4%	**	**	**	**	**	**	**	**	**	7 3%	** fj	**	**
There is no pressure from customers for us to move	7 3%	**	**	**	**	**	**	**	**	**	7 3%	**	**	**
Customers are unwilling to give email addresses	7 3%	**	**	**	**	**	**	**	**	**	6 3%	**	**	**
Time or extra admin required	5 2%	**	**	**	**	**	**	**	**	**	5 2%	**	**	**
Cost	4 2%	**	**	**	**	**	**	**	**	**	4 2%	**	**	**
Other media ineffective	3 1%	**	**	**	**	**	**	**	**	**	2 1%	**	**	**
Planning to do so in the future	3 1%	**	**	**	**	**	**	**	**	**	3 1%	**	**	**
Reliability / trust	2 1%	**	**	**	**	**	**	**	**	**	2 1%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	245	22	10	20	8	15	34	21	18	14	162	34	24	25
Weighted total	238	38	19	9	9	17	36	30	27	19	204	15	8	10
Hassle of moving	2	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Contracted with postal provider / franking machine	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lack of information about products and costs by other providers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
The unreliability of email address lists	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	4%	**	**	**
Don't know	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1724

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%															
Unweighted total	245	*a 4	*b 25	*c 6	*d 26	e 64	*f 9	*g 14	h 97	a 166	b 79	a 205	b 40	a 225	*b 20
Weighted total	238	2	24	3	26	73	5	13	91	160	78	211	27	200	38
We have already moved everything that is possible to move	56 24%	**	**	**	**	11 15%	**	**	24 26%	41 25%	15 20%	53 25% b	**	56 28%	**
No reason	53 22%	**	**	**	**	15 20%	**	**	24 26%	38 24%	15 19%	46 22%	**	43 22%	**
Happy with sending things by post	39 16%	**	**	**	**	13 18%	**	**	11 12%	25 16%	14 18%	37 17%	**	31 16%	**
We prefer to send things to customers by post	23 10%	**	**	**	**	9 12%	**	**	5 5%	14 9%	9 11%	20 9%	**	23 11%	**
Not considered this	22 9%	**	**	**	**	10 14%	**	**	9 10%	20 12% b	2 3%	20 9%	**	13 6%	**
No alternative media that would meet my needs	11 4%	**	**	**	**	7 9% h	**	**	1 1%	7 5%	3 4%	8 4%	**	11 5%	**
No need - do not have a large volume of mail	10 4%	**	**	**	**	2 3%	**	**	5 6%	7 4%	3 4%	10 5%	**	6 3%	**
Do not use computers / only one that uses a computer	9 4%	**	**	**	**	5 6%	**	**	1 1%	2 1%	6 8% a	6 3%	**	1 *	**
There is no pressure from customers for us to move	7 3%	**	**	**	**	5 6%	**	**	2 2%	2 1%	5 6% a	7 3%	**	5 2%	**
Customers are unwilling to give email addresses	7 3%	**	**	**	**	* *%	**	**	4 5%	4 3%	2 3%	7 3%	**	4 2%	**
Time or extra admin required	5 2%	**	**	**	**	- -%	**	**	3 3%	2 1%	3 3%	5 2%	**	5 2%	**
Cost	4 2%	**	**	**	**	- -%	**	**	2 2%	2 1%	2 3%	4 2%	**	4 2%	**
Other media ineffective	3 1%	**	**	**	**	- -%	**	**	- -%	1 1%	2 3%	3 1%	**	3 1%	**
Planning to do so in the future	3 1%	**	**	**	**	3 4%	**	**	- -%	3 2%	* *%	3 1%	**	* *%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1725

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Significance Level: 95%

Unweighted total

Weighted total

Reliability / trust

Hassle of moving

Contracted with postal
provider / franking
machine

Lack of information
about products and costs
by other providers

The unreliability of
email address lists

Other

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
	*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
245	4	25	6	26	64	9	14	97	166	79	205	40	225	20
238	2	24	3	26	73	5	13	91	160	78	211	27	200	38
2	**	**	**	**	*	**	**	2	2	-	2	**	2	**
1%	**	**	**	**	*%	**	**	2%	1%	-%	1%	**	1%	**
2	**	**	**	**	1	**	**	1	1	1	1	**	1	**
1%	**	**	**	**	1%	**	**	1%	1%	1%	*%	**	1%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
8	**	**	**	**	3	**	**	3	5	3	8	**	8	**
3%	**	**	**	**	5%	**	**	3%	3%	4%	4%	**	4%	**
6	**	**	**	**	*	**	**	4	5	1	4	**	6	**
3%	**	**	**	**	*%	**	**	4%	3%	1%	2%	**	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1726

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	245	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Weighted total	238	146	32	63	172	62	9	2	-	-	-	-	234	11	84	88	73
		153	20	58	195	35	7	*	-	-	-	-	230	8	124	71	43
We have already moved everything that is possible to move	56	41	**	8	49	6	**	**	**	**	**	**	55	**	27	22	7
	24%	27%	**	15%	25%	18%	**	**	**	**	**	**	24%	**	22%	31% c	17%
No reason	53	33	**	15	45	5	**	**	**	**	**	**	51	**	26	19	8
	22%	21%	**	27%	23%	15%	**	**	**	**	**	**	22%	**	21%	26%	18%
Happy with sending things by post	39	22	**	12	29	10	**	**	**	**	**	**	39	**	17	12	10
	16%	14%	**	21%	15%	28% ai	**	**	**	**	**	**	17%	**	14%	17%	23%
We prefer to send things to customers by post	23	11	**	8	15	8	**	**	**	**	**	**	23	**	8	7	8
	10%	7%	**	14%	8%	22% ai	**	**	**	**	**	**	10%	**	6%	10%	18% a
Not considered this	22	18	**	2	20	*	**	**	**	**	**	**	20	**	17	3	3
	9%	12% b	**	4%	10% b	1%	**	**	**	**	**	**	9% b	**	14% b	4%	6%
No alternative media that would meet my needs	11	6	**	3	10	1	**	**	**	**	**	**	11	**	7	3	1
	4%	4%	**	5%	5%	2%	**	**	**	**	**	**	5%	**	5%	4%	2%
No need - do not have a large volume of mail	10	10	**	*	10	*	**	**	**	**	**	**	10	**	10	*	*
	4%	6%	**	*%	5%	*%	**	**	**	**	**	**	4%	**	8% bc	*%	*%
Do not use computers / only one that uses a computer	9	8	**	1	9	*	**	**	**	**	**	**	9	**	8	1	*
	4%	5%	**	2%	4%	*%	**	**	**	**	**	**	4%	**	6% c	1%	*%
There is no pressure from customers for us to move	7	2	**	3	5	2	**	**	**	**	**	**	7	**	2	3	2
	3%	1%	** a	4%	2%	6%	**	**	**	**	**	**	3%	**	2%	4%	5%
Customers are unwilling to give email addresses	7	6	**	*	6	*	**	**	**	**	**	**	7	**	4	2	*
	3%	4%	**	*%	3%	*%	**	**	**	**	**	**	3%	**	3%	3%	*%
Time or extra admin required	5	2	**	3	5	-	**	**	**	**	**	**	5	**	2	3	-
	2%	1%	**	4%	2%	-%	**	**	**	**	**	**	2%	**	2%	4%	-%
Cost	4	4	**	-	4	-	**	**	**	**	**	**	4	**	4	*	-
	2%	3%	**	-%	2%	-%	**	**	**	**	**	**	2%	**	3%	*%	-%
Other media ineffective	3	1	**	2	1	2	**	**	**	**	**	**	3	**	1	-	2
	1%	1%	**	4%	*%	6% ai	**	**	**	**	**	**	1%	**	1%	-%	5% b
Planning to do so in the future	3	3	**	*	3	*	**	**	**	**	**	**	3	**	3	-	*
	1%	2%	**	*%	1%	*%	**	**	**	**	**	**	1%	**	2%	-%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	245	146	32	63	172	62	9	2	-	-	-	-	234	11	84	88	73
Weighted total	238	153	20	58	195	35	7	*	-	-	-	-	230	8	124	71	43
Reliability / trust	2	2	**	-	2	*	**	**	**	**	**	**	2	**	-	2	*
	1%	1%	**	-%	1%	*%	**	**	**	**	**	**	1%	**	-%	3%	*%
Hassle of moving	2	2	**	-	2	-	**	**	**	**	**	**	2	**	1	1	-
	1%	1%	**	-%	1%	-%	**	**	**	**	**	**	1%	**	1%	1%	-%
Contracted with postal provider / franking machine	-	-	**	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Lack of information about products and costs by other providers	-	-	**	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
The unreliability of email address lists	-	-	**	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other	8	3	**	3	5	3	**	**	**	**	**	**	8	**	3	2	3
	3%	2%	**	4%	2%	10%	**	**	**	**	**	**	4%	**	2%	3%	8%
			a			ai											
Don't know	6	*	**	5	1	3	**	**	**	**	**	**	4	**	*	1	5
	3%	*%	**	9%	1%	8%	**	**	**	**	**	**	2%	**	*%	1%	12%
			a	a		ai											ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1728

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	245	162	118	178	94	73	163	154	16	1	3	4	-	-	87	3	3	1	-	-	-	-
Weighted total	238	120	75	144	78	46	134	136	5	*	1	2	-	-	73	2	2	*	-	-	-	-
We have already moved everything that is possible to move	56	31	21	35	21	11	27	35	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	24%	26%	28%	24%	27%	24%	20%	25%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**
No reason	53	26	20	34	18	11	29	34	**	**	**	**	**	**	16	**	**	**	**	**	**	**
	22%	22%	26%	24%	23%	24%	21%	25%	**	**	**	**	**	**	22%	**	**	**	**	**	**	**
Happy with sending things by post	39	21	10	24	11	10	27	24	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	16%	17%	13%	17%	14%	22%	20%	18%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
We prefer to send things to customers by post	23	10	5	12	7	5	18	12	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	10%	8%	7%	9%	9%	10%	13%	9%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
Not considered this	22	5	5	10	7	2	12	10	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	9%	5%	7%	7%	9%	5%	9%	8%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
No alternative media that would meet my needs	11	6	4	6	6	1	7	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	4%	5%	5%	4%	7%	2%	5%	4%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
No need - do not have a large volume of mail	10	3	*	3	*	*	3	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	3%	*%	2%	*%	*%	2%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Do not use computers / only one that uses a computer	9	6	*	6	*	-	3	6	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	5%	*%	4%	*%	-%	2%	4%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
There is no pressure from customers for us to move	7	5	5	5	5	*	7	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	3%	4%	6%	3%	6%	*%	5%	3%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
Customers are unwilling to give email addresses	7	6	*	7	2	*	4	6	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	5%	*%	5%	3%	*%	3%	5%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Time or extra admin required	5	5	3	5	3	3	3	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	4%	4%	3%	3%	6%	2%	3%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
Cost	4	2	2	4	-	-	*	4	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	2%	3%	3%	-%	-%	*%	3%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other media ineffective	3	-	2	2	-	2	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	-%	3%	1%	-%	5%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Planning to do so in the future	3	*	*	*	-	-	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	*%	*%	*%	-%	-%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Reliability / trust	2	2	-	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	2%	-%	1%	3%	-%	2%	2%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 11/05/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	245	162	118	178	94	73	163	154	16	1	3	4	-	-	87	3	3	1	-	-	-	-
Weighted total	238	120	75	144	78	46	134	136	5	*	1	2	-	-	73	2	2	*	-	-	-	-
Hassle of moving	2	1	-	1	-	-	1	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	-%	1%	-%	-%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lack of information about products and costs by other providers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
The unreliability of email address lists	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other	8	4	6	6	3	1	6	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	3%	7%	4%	3%	2%	4%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
Don't know	6	4	4	4	5	3	5	1	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	3%	3%	5%	3%	6%	7%	4%	1%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1730

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
245	a	b	c	d	*e	*a	*b	*c	*d	*e	a	*b	c	a	*b
238	42	45	46	44	1	28	20	20	26	-	56	4	34	219	26
	55	36	36	17	*	23	18	19	18	-	60	3	15	214	23
56	**	**	**	**	**	**	**	**	**	**	13	**	**	49	**
24%	**	**	**	**	**	**	**	**	**	**	22%	**	**	23%	**
	b														
53	**	**	**	**	**	**	**	**	**	**	16	**	**	51	**
22%	**	**	**	**	**	**	**	**	**	**	27%	**	**	24%	**
	d	d	d												
39	**	**	**	**	**	**	**	**	**	**	10	**	**	38	**
16%	**	**	**	**	**	**	**	**	**	**	17%	**	**	18%	**
				ab							c				
23	**	**	**	**	**	**	**	**	**	**	5	**	**	17	**
10%	**	**	**	**	**	**	**	**	**	**	8%	**	**	8%	**
				abc											
22	**	**	**	**	**	**	**	**	**	**	5	**	**	18	**
9%	**	**	**	**	**	**	**	**	**	**	8%	**	**	8%	**
				c											
11	**	**	**	**	**	**	**	**	**	**	3	**	**	11	**
4%	**	**	**	**	**	**	**	**	**	**	4%	**	**	5%	**
		ad											a		
10	**	**	**	**	**	**	**	**	**	**	-	**	**	10	**
4%	**	**	**	**	**	**	**	**	**	**	-%	**	**	5%	**
9	**	**	**	**	**	**	**	**	**	**	*	**	**	9	**
4%	**	**	**	**	**	**	**	**	**	**	*%	**	**	4%	**
7	**	**	**	**	**	**	**	**	**	**	5	**	**	5	**
3%	**	**	**	**	**	**	**	**	**	**	8%	**	**	2%	**
7	**	**	**	**	**	**	**	**	**	**	2	**	**	6	**
3%	**	**	**	**	**	**	**	**	**	**	3%	**	**	3%	**
		cd													
5	**	**	**	**	**	**	**	**	**	**	3	**	**	5	**
2%	**	**	**	**	**	**	**	**	**	**	4%	**	**	2%	**
4	**	**	**	**	**	**	**	**	**	**	-	**	**	4	**
2%	**	**	**	**	**	**	**	**	**	**	-%	**	**	2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1731

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	*a	*b	*c	*d	*e	a	*b	c	a	*b
Unweighted total	245	42	45	46	44	1	28	20	20	26	-	56	4	34	219	26
Weighted total	238	55	36	36	17	*	23	18	19	18	-	60	3	15	214	23
Other media ineffective	3 1%	**	**	**	**	**	**	**	**	**	**	-	**	**	3	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	1%	**
Planning to do so in the future	3 1%	**	**	**	**	**	**	**	**	**	**	-	**	**	*	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	*%	**
Reliability / trust	2 1%	**	**	**	**	**	**	**	**	**	**	2	**	**	2	**
		**	**	**	**	**	**	**	**	**	**	3%	**	**	1%	**
Hassle of moving	2 1%	**	**	**	**	**	**	**	**	**	**	-	**	**	2	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	1%	**
Contracted with postal provider / franking machine	- -%	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
Lack of information about products and costs by other providers	- -%	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
The unreliability of email address lists	- -%	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
		**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
Other	8 3%	**	**	**	**	**	**	**	**	**	**	3	**	**	8	**
		**	d	**	**	**	**	**	**	**	**	4%	**	**	4%	**
Don't know	6 3%	**	**	**	**	**	**	**	**	**	**	5	**	**	4	**
		**	**	**	**	**	**	**	**	**	**	8%	**	**	2%	**
					abc											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
245	a	*b	a	*b	a	*b	a	b	a	b	*c	*d
238	168	10	65	29	166	12	64	30	44	155	27	-
	141	3	54	24	140	4	49	29	30	114	13	-
56	35	**	9	**	35	**	12	**	**	31	**	**
24%	25%	**	17%	**	25%	**	24%	**	**	27%	**	**
53	34	**	16	**	34	**	16	**	**	25	**	**
22%	24%	**	29%	**	24%	**	32% b	**	**	22%	**	**
39	23	**	8	**	23	**	2	**	**	21	**	*d
16%	16%	**	14%	**	16%	**	5%	** a	**	18%	**	**
23	10	**	3	**	10	**	3	**	**	10	**	**
10%	7%	**	6%	**	7%	**	6%	**	**	9%	**	**
22	10	**	7	**	10	**	5	**	**	5	**	**
9%	7%	**	13%	**	7%	**	10%	**	**	5%	**	**
11	6	**	6	**	6	**	6	**	**	6	**	**
4%	5%	**	10%	**	5%	**	11%	**	**	6%	**	**
10	3	**	*	**	3	**	*	**	**	3	**	**
4%	2%	**	*%	**	2%	**	*%	**	**	3%	**	**
9	6	**	-	**	6	**	-	**	**	6	**	**
4%	4%	**	-%	**	4%	**	-%	**	**	5%	**	**
7	5	**	3	**	5	**	3	**	**	5	**	**
3%	3%	**	5%	**	3%	**	5%	**	**	4%	**	**
7	6	**	2	**	6	**	2	**	**	6	**	**
3%	5%	**	4%	**	5%	**	4%	**	**	6%	**	**
5	5	**	3	**	5	**	-	**	**	2	**	**
2%	3%	**	5%	**	3%	**	-%	** a	** b	2%	**	**
4	4	**	-	**	4	**	-	**	**	2	**	**
2%	3%	**	-%	**	3%	**	-%	**	**	2%	**	**
3	2	**	-	**	2	**	-	**	**	-	**	**
1%	1%	**	-%	**	1%	**	-%	**	**	-%	**	**
3	*	**	-	**	*	**	-	**	**	*	**	**
1%	*%	**	-%	**	*%	**	-%	**	**	*%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	245	a	168	*b	166	*b	64	b	44	155	27	*d
Weighted total	238	141	10	3	140	4	49	29	30	114	13	-
Reliability / trust	2	2	**	2	2	**	2	**	**	2	**	**
	1%	2%	**	4%	2%	**	4%	**	**	2%	**	**
Hassle of moving	2	1	**	-	1	**	-	**	**	1	**	**
	1%	1%	**	-%	1%	**	-%	**	**	1%	**	**
Contracted with postal provider / franking machine	-	-	**	-	-	**	-	**	**	-	**	**
	-%	-%	**	-%	-%	**	-%	**	**	-%	**	**
Lack of information about products and costs by other providers	-	-	**	-	-	**	-	**	**	-	**	**
	-%	-%	**	-%	-%	**	-%	**	**	-%	**	**
The unreliability of email address lists	-	-	**	-	-	**	-	**	**	-	**	**
	-%	-%	**	-%	-%	**	-%	**	**	-%	**	**
Other	8	6	**	3	6	**	3	**	**	1	**	**
	3%	4%	**	5%	4%	**	5%	**	**	1%	**	**
Don't know	6	4	**	3	4	**	3	**	b	4	**	**
	3%	3%	**	5%	3%	**	6%	**	**	4%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	245	40	106	21	-	62	68	24	-	153	109	74	142	113	3
Weighted total	238	24	66	9	-	50	60	16	-	119	70	63	111	95	*
We have already moved everything that is possible to move	56	**	19	**	**	11	16	**	**	31	21	19	26	27	**
	24%	**	29%	**	**	22%	26%	**	**	26%	30%	29%	23%	29%	**
No reason	53	**	19	**	**	10	16	**	**	26	20	16	30	21	**
	22%	**	29%	**	**	20%	26%	**	**	22%	28%	25%	27%	22%	**
Happy with sending things by post	39	**	9	**	**	9	11	**	**	20	9	8	18	15	**
	16%	**	13%	**	**	17%	18%	**	**	17%	13%	12%	16%	16%	**
We prefer to send things to customers by post	23	**	5	**	**	6	5	**	**	10	3	3	10	7	**
	10%	**	8%	**	**	13%	8%	**	**	9%	5%	5%	9%	7%	**
Not considered this	22	**	5	**	**	3	7	**	**	5	5	7	10	10	**
	9%	**	8%	**	**	6%	12%	**	**	5%	8%	11%	9%	11%	**
No alternative media that would meet my needs	11	**	4	**	**	3	6	**	**	6	4	6	6	6	**
	4%	**	6%	**	**	7%	9%	**	**	5%	5%	9%	6%	7%	**
No need - do not have a large volume of mail	10	**	*	**	**	-	*	**	**	3	*	*	3	3	**
	4%	**	*%	**	**	-%	*%	**	**	3%	*%	*%	2%	4%	**
Do not use computers / only one that uses a computer	9	**	*	**	**	*	-	**	**	6	-	-	6	5	**
	4%	**	*%	**	**	*%	-%	**	**	5%	-%	-%	5%	5%	**
There is no pressure from customers for us to move	7	**	5	**	**	2	3	**	**	5	5	3	2	5	**
	3%	**	7%	**	**	4%	4%	**	**	4%	7%	4%	2%	5%	**
Customers are unwilling to give email addresses	7	**	*	**	**	2	2	**	**	6	*	2	6	4	**
	3%	**	*%	**	**	4%	4%	**	**	5%	*%	3%	6%	5%	**
Time or extra admin required	5	**	*	**	**	3	-	**	**	5	*	3	2	*	**
	2%	**	*%	**	**	5%	-%	**	**	4%	*%	4%	2%	*%	**
Cost	4	**	2	**	**	-	-	**	**	2	2	-	2	2	**
	2%	**	3%	**	**	-%	-%	**	**	2%	3%	-%	2%	2%	**
Other media ineffective	3	**	2	**	**	-	-	**	**	-	2	-	-	2	**
	1%	**	3%	**	**	-%	-%	**	**	-%	3%	-%	-%	2%	**
Planning to do so in the future	3	**	*	**	**	-	-	**	**	*	*	-	*	*	**
	1%	**	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	245	40	106	21	-	62	68	24	-	153	109	74	142	113	3
Weighted total	238	24	66	9	-	50	60	16	-	119	70	63	111	95	*
Reliability / trust	2	**	-	**	**	2	2	**	**	2	-	2	2	2	**
	1%	**	-%	**	**	4%	4%	**	**	2%	-%	3%	2%	2%	**
Hassle of moving	2	**	-	**	**	-	-	**	**	1	-	-	-	1	**
	1%	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%	1%	**
Contracted with postal provider / franking machine	-	**	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Lack of information about products and costs by other providers	-	**	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
The unreliability of email address lists	-	**	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other	8	**	3	**	**	3	-	**	**	4	6	3	1	1	**
	3%	**	4%	**	**	5%	-%	**	**	3%	8%	4%	1%	1%	**
		b													
Don't know	6	**	4	**	**	5	3	**	**	4	4	3	4	1	**
	3%	**	6%	**	**	9%	5%	**	**	4%	6%	5%	4%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1736

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
245	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
238	63	39	50	18	15	140	108	4	3	2	2	214	168	217	185	235
	49	26	38	7	8	115	90	2	1	2	3	196	132	198	161	220
56	13	**	**	**	**	26	21	**	**	**	**	44	35	44	40	52
24%	28%	**	**	**	**	22%	24%	**	**	**	**	23%	27%	22%	25%	24%
53	13	**	**	**	**	32	17	**	**	**	**	44	27	44	29	48
22%	26%	**	**	**	**	28%	19%	**	**	**	**	23%	21%	22%	18%	22%
39	9	**	**	**	**	23	17	**	**	**	**	32	26	32	30	37
16%	18%	**	**	**	**	20%	19%	**	**	**	**	16%	20%	16%	19%	17%
23	3	**	**	**	**	10	7	**	**	**	**	17	13	19	15	22
10%	6%	**	**	**	**	9%	7%	**	**	**	**	9%	10%	9%	9%	10%
22	5	**	**	**	**	10	10	**	**	**	**	17	10	17	17	20
9%	10%	**	**	**	**	9%	11%	**	**	**	**	9%	8%	8%	10%	9%
	a															
11	6	**	**	**	**	6	6	**	**	**	**	11	6	11	6	11
4%	11%	**	**	**	**	6%	7%	**	**	**	**	5%	5%	5%	4%	5%
10	*	**	**	**	**	3	3	**	**	**	**	8	2	8	6	10
4%	*%	**	**	**	**	2%	4%	**	**	**	**	4%	2%	4%	4%	4%
9	-	**	**	**	**	6	5	**	**	**	**	8	1	8	7	9
4%	-%	**	**	**	**	5%	5%	**	**	**	**	4%	1%	4%	4%	4%
												b		b	b	b
7	3	**	**	**	**	2	5	**	**	**	**	7	5	7	5	7
3%	5%	**	**	**	**	2%	5%	**	**	**	**	3%	4%	3%	3%	3%
	c															
7	2	**	**	**	**	6	4	**	**	**	**	7	6	7	6	7
3%	4%	**	**	**	**	6%	5%	**	**	**	**	3%	5%	3%	4%	3%
5	-	**	**	**	**	2	*	**	**	**	**	5	5	5	5	5
2%	-%	**	**	**	**	2%	*%	**	**	**	**	2%	4%	2%	3%	2%
	a															
4	-	**	**	**	**	4	*	**	**	**	**	2	2	2	2	4
2%	-%	**	**	**	**	4%	*%	**	**	**	**	1%	2%	1%	1%	2%
3	-	**	**	**	**	-	2	**	**	**	**	3	-	3	1	3
1%	-%	**	**	**	**	-%	2%	**	**	**	**	1%	-%	1%	1%	1%
3	-	**	**	**	**	*	*	**	**	**	**	*	*	*	*	3
1%	-%	**	**	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	245	63	39	50	18	15	140	108	4	3	2	2	214	168	217	185	235
Weighted total	238	49	26	38	7	8	115	90	2	1	2	3	196	132	198	161	220
Reliability / trust	2	2	**	**	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	4%	**	**	**	**	2%	2%	**	**	**	**	1%	2%	1%	1%	1%
Hassle of moving	2	-	**	**	**	**	-	1	**	**	**	**	2	1	2	1	2
	1%	-%	**	**	**	**	-%	1%	**	**	**	**	1%	1%	1%	1%	1%
Contracted with postal provider / franking machine	-	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lack of information about products and costs by other providers	-	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
The unreliability of email address lists	-	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other	8	-	**	**	**	**	1	3	**	**	**	**	8	3	8	4	6
	3%	-%	**	**	**	**	1%	3%	**	**	**	**	4%	2%	4%	2%	3%
Don't know	6	3	**	**	**	**	4	1	**	**	**	**	6	6	6	6	6
	3%	6%	**	**	**	**	3%	2%	**	**	**	**	3%	5%	3%	4%	3%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
TOTAL	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
245	132	219	61	-	198	8	24	206	44	3	9	40	26	199	19
238	118	204	47	-	191	6	21	203	48	*	9	40	17	202	19
56	33	44	8	**	40	**	**	50	**	**	**	**	**	48	**
24%	28%	22%	18%	**	21%	**	**	25%	**	**	**	**	**	24%	**
53	21	42	3	**	43	**	**	44	**	**	**	**	**	47	**
22%	18%	21%	6%	**	22%	**	**	22%	**	**	**	**	**	24%	**
	c	c													
39	19	37	15	**	37	**	**	38	**	**	**	**	**	32	**
16%	16%	18%	31%	**	19%	**	**	19%	**	**	**	**	**	16%	**
			ab												
23	13	21	8	**	14	**	**	17	**	**	**	**	**	22	**
10%	11%	10%	17%	**	7%	**	**	8%	**	**	**	**	**	11%	**
22	12	16	8	**	22	**	**	20	**	**	**	**	**	20	**
9%	10%	8%	16%	**	12%	**	**	10%	**	**	**	**	**	10%	**
11	2	11	3	**	11	**	**	11	**	**	**	**	**	6	**
4%	2%	5%	5%	**	6%	**	**	5%	**	**	**	**	**	3%	**
10	2	8	*	**	6	**	**	10	**	**	**	**	**	6	**
4%	2%	4%	%	**	3%	**	**	5%	**	**	**	**	**	3%	**
9	4	9	-	**	9	**	**	9	**	**	**	**	**	9	**
4%	3%	4%	-%	**	5%	**	**	4%	**	**	**	**	**	4%	**
7	5	7	2	**	5	**	**	5	**	**	**	**	**	7	**
3%	4%	3%	4%	**	2%	**	**	2%	**	**	**	**	**	3%	**
7	4	7	*	**	6	**	**	6	**	**	**	**	**	6	**
3%	4%	3%	%	**	3%	**	**	3%	**	**	**	**	**	3%	**
5	3	5	2	**	5	**	**	5	**	**	**	**	**	5	**
2%	2%	2%	4%	**	2%	**	**	2%	**	**	**	**	**	2%	**
4	-	2	2	**	4	**	**	4	**	**	**	**	**	4	**
2%	-%	1%	4%	**	2%	**	**	2%	**	**	**	**	**	2%	**
			a												
3	1	3	3	**	3	**	**	1	**	**	**	**	**	3	**
1%	1%	1%	6%	**	2%	**	**	%	**	**	**	**	**	1%	**
			ab												
3	-	*	-	**	3	**	**	3	**	**	**	**	**	3	**
1%	-%	%	-%	**	1%	**	**	1%	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	132	219	61	-	198	8	24	206	44	3	9	40	26	199	19
Weighted total	238	118	204	47	191	6	21	203	48	*	9	40	17	202	19
Reliability / trust	2	2	-	**	2	**	**	2	**	**	**	**	**	2	**
	1%	2%	1%	**	1%	**	**	1%	**	**	**	**	**	1%	**
Hassle of moving	2	*	2	-	1	**	**	2	**	**	**	**	**	2	**
	1%	*%	1%	**	1%	**	**	1%	**	**	**	**	**	1%	**
Contracted with postal provider / franking machine	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
Lack of information about products and costs by other providers	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
The unreliability of email address lists	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
Other	8	6	8	4	6	**	**	6	**	**	**	**	**	8	**
	3%	5%	4%	8%	3%	**	**	3%	**	**	**	**	**	4%	**
Don't know	6	6	6	2	4	**	**	1	**	**	**	**	**	4	**
	3%	5%	3%	5%	2%	**	**	1%	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 118 (continuation)

Page 1740

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	*a	b	a	*b	c	d	a	*b	c	d
Unweighted total	245	30	9	202	-	245	163	21	84	44	59	25	91	58
Weighted total	238	43	7	185	-	238	132	6	67	28	47	21	73	44
We have already moved everything that is possible to move	56 24%	**	**	44 24%	**	56 24%	35 27%	**	16 24%	**	11 23%	**	16 22%	5 12%
No reason	53 22%	**	**	46 25%	**	53 22%	28 22%	**	18 27% d	**	14 29%	**	19 26%	16 37%
Happy with sending things by post	39 16%	**	**	30 16%	**	39 16%	24 18% d	**	9 13% d	**	9 18%	**	13 18%	7 16%
We prefer to send things to customers by post	23 10%	**	**	15 8%	**	23 10%	12 9% d	**	3 5%	**	3 6%	**	3 4%	4 10%
Not considered this	22 9%	**	**	18 9%	**	22 9%	8 6%	**	7 11%	** a	3 6%	**	3 4%	3 6%
No alternative media that would meet my needs	11 4%	**	**	6 3%	**	11 4%	6 4%	**	6 8%	**	6 12%	**	5 6%	3 8%
No need - do not have a large volume of mail	10 4%	**	**	8 4%	**	10 4%	3 3%	**	* %	**	- -%	**	- -%	1 3%
Do not use computers / only one that uses a computer	9 4%	**	**	9 5%	**	9 4%	3 2%	**	* %	**	- -%	**	1 1%	- -%
There is no pressure from customers for us to move	7 3%	**	**	5 3%	**	7 3%	5 4%	**	3 4%	**	- -%	**	2 3%	5 11% a
Customers are unwilling to give email addresses	7 3%	**	**	6 3%	**	7 3%	6 5%	**	2 3%	**	2 4%	**	6 9%	2 5%
Time or extra admin required	5 2%	**	**	5 3%	**	5 2%	5 4%	**	3 4%	**	3 5%	**	5 6% d	- -%
Cost	4 2%	**	**	4 2%	**	4 2%	4 3%	**	- -%	**	- -%	**	2 3%	2 5%
Other media ineffective	3 1%	**	**	3 2%	**	3 1%	2 2%	**	- -%	**	- -%	**	- -%	- -%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	*a	b	a	*b	c	d	a	*b	c	d
Unweighted total	245	30	9	202	-	245	163	21	84	44	59	25	91	58
Weighted total	238	43	7	185	-	238	132	6	67	28	47	21	73	44
Planning to do so in the future	3	**	**	*	**	3	*	**	-	**	-	**	*	-
	1%	**	**	*%	**	1%	*%	**	-%	**	-%	**	*%	-%
		c												
Reliability / trust	2	**	**	2	**	2	2	**	2	**	2	**	2	2
	1%	**	**	1%	**	1%	2%	**	3%	**	4%	**	3%	5%
Hassle of moving	2	**	**	2	**	2	1	**	-	**	-	**	-	-
	1%	**	**	1%	**	1%	1%	**	-%	**	-%	**	-%	-%
Contracted with postal provider / franking machine	-	**	**	-	**	-	-	**	-	**	-	**	-	-
	-%	**	**	-%	**	-%	-%	**	-%	**	-%	**	-%	-%
Lack of information about products and costs by other providers	-	**	**	-	**	-	-	**	-	**	-	**	-	-
	-%	**	**	-%	**	-%	-%	**	-%	**	-%	**	-%	-%
The unreliability of email address lists	-	**	**	-	**	-	-	**	-	**	-	**	-	-
	-%	**	**	-%	**	-%	-%	**	-%	**	-%	**	-%	-%
Other	8	**	**	6	**	8	6	**	3	**	-	**	3	1
	3%	**	**	3%	**	3%	4%	**	4%	**	-%	**	4%	2%
Don't know	6	**	**	1	**	6	4	**	5	**	3	**	3	1
	3%	**	**	1%	**	3%	3%	**	8%	**	6%	**	4%	1%
		c							a					

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?**Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)**

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	245	a	b	*c	d
Weighted total	238	61	66	23	81
		48	57	23	95
We have already moved everything that is possible to move	56	8	29	**	16
	24%	18%	51%	**	17%
		ad			
No reason	53	11	10	**	28
	22%	23%	18%	**	30%
Happy with sending things by post	39	8	8	**	13
	16%	18%	15%	**	14%
We prefer to send things to customers by post	23	6	*	**	13
	10%	12%	*%	**	13%
		b			b
Not considered this	22	4	5	**	10
	9%	9%	9%	**	10%
No alternative media that would meet my needs	11	6	2	**	3
	4%	12%	4%	**	3%
		d			
No need - do not have a large volume of mail	10	*	2	**	3
	4%	*%	4%	**	4%
Do not use computers / only one that uses a computer	9	*	-	**	3
	4%	*%	-%	**	4%
There is no pressure from customers for us to move	7	2	3	**	2
	3%	4%	5%	**	2%
Customers are unwilling to give email addresses	7	2	-	**	2
	3%	5%	-%	**	2%
Time or extra admin required	5	-	-	**	2
	2%	-%	-%	**	2%
Cost	4	-	*	**	4
	2%	-%	*%	**	4%
Other media ineffective	3	3	-	**	-
	1%	6%	-%	**	-%
		bd			
Planning to do so in the future	3	*	-	**	-
	1%	*%	-%	**	-%

Columns Tested: a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Significance Level: 95%

Unweighted total

Weighted total

Reliability / trust

Hassle of moving

Contracted with postal
provider / franking
machine

Lack of information
about products and costs
by other providers

The unreliability of
email address lists

Other

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
245	61	66	23	81	245
238	48	57	23	95	238
2	*	-	**	-	2
1%	*%	-%	**	-%	1%
2	1	-	**	1	2
1%	2%	-%	**	1%	1%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
8	-	+	**	6	8
3%	-%	*%	**	6%	3%
6	1	3	**	-	6
3%	2%	5%	**	-%	3%
		d			

Columns Tested: a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted total	318	173	80	44	21	145	66	60	18	14	30
Weighted total	325	313	6	4	2	12	100	91	16	14	9
Quicker	149	143	4	**	**	6	57	32	**	**	**
	46%	46%	55%	**	**	51%	57%	36%	**	**	**
Cost saving	98	93	2	**	**	5	28	25	**	**	**
	30%	30%	27%	**	**	40%	28%	27%	**	**	**
Customer preferences	72	70	1	**	**	1	17	29	**	**	**
	22%	22%	13%	**	**	11%	17%	32%	**	**	**
Convenience / ease of use	29	28	*	**	**	1	6	9	**	**	**
	9%	9%	7%	**	**	6%	6%	9%	**	**	**
Reduce admin time spent on alternative media	20	19	*	**	**	1	5	7	**	**	**
	6%	6%	7%	**	**	6%	5%	8%	**	**	**
Environmental reasons	16	15	*	**	**	1	5	5	**	**	**
	5%	5%	4%	**	**	8%	5%	6%	**	**	**
Everyone else is doing it / client's like this method	8	8	*	**	**	*	3	-	**	**	**
	3%	3%	4%	**	**	3%	3%	-%	**	**	**
Price of postage	7	6	*	**	**	1	2	-	**	**	**
	2%	2%	1%	**	**	6%	2%	-%	**	**	**
Proof of delivery / know it has got there / reliable	3	3	*	**	**	*	1	-	**	**	**
	1%	1%	3%	**	**	2%	1%	-%	**	**	**
Security / data protection	3	3	-	**	**	*	-	-	**	**	**
	1%	1%	-%	**	**	*%	-%	-%	**	**	**
Good for sending invoices / attachments	2	2	-	**	**	*	-	-	**	**	**
	1%	1%	-%	**	**	*%	-%	-%	**	**	**
Speed - instantaneous / fast response	2	2	-	**	**	-	2	-	**	**	**
	1%	1%	-%	**	**	-%	2%	-%	**	**	**
Unreliable postal service	2	2	-	**	**	-	2	-	**	**	**
	1%	1%	-%	**	**	-%	2%	-%	**	**	**
Offers more creative choices	2	2	-	**	**	-	-	1	**	**	**
	1%	1%	-%	**	**	-%	-%	1%	**	**	**
Company budget has been diverted to other media	1	1	*	**	**	*	1	-	**	**	**
	*%	*%	1%	**	**	1%	1%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%

Unweighted total

Weighted total

More efficient

Forced to by colleagues
/ system changes in the
company

Increase in postal
prices

Royal Mail strike action

Other

Don't know

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	b	*c	*d	e
318	173	80	44	21	145	66	60	18	14	30
325	313	6	4	2	12	100	91	16	14	9
1	1	*	**	**	*	-	-	**	**	**
*%	*%	2%	**	**	1%	-%	-%	**	**	**
1	1	-	**	**	-	1	-	**	**	**
*%	*%	-%	**	**	-%	1%	-%	**	**	**
*	-	-	**	**	*	-	-	**	**	**
*%	-%	-%	**	**	1%	-%	-%	**	**	**
-	-	-	**	**	-	-	-	**	**	**
-%	-%	-%	**	**	-%	-%	-%	**	**	**
3	3	-	**	**	*	1	2	**	**	**
1%	1%	-%	**	**	1%	1%	2%	**	**	**
2	2	*	**	**	*	*	-	**	**	**
1%	1%	1%	**	**	1%	*%	-%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	318	7	19	38	11	28	40	38	14	12	207	37	41	33
Weighted total	325	13	32	46	18	33	48	52	19	14	278	18	19	11
Quicker	149	**	**	**	**	**	**	**	**	**	130	**	**	**
46%	46%	**	**	**	**	**	**	**	**	**	47%	**	**	**
				l				l			l	l		l
Cost saving	98	**	**	**	**	**	**	**	**	**	88	**	**	**
30%	30%	**	**	**	**	**	**	**	**	**	32%	**	**	**
				gm			gklm				m			
Customer preferences	72	**	**	**	**	**	**	**	**	**	59	**	**	**
22%	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
							f				f	f	f	f
Convenience / ease of use	29	**	**	**	**	**	**	**	**	**	25	**	**	**
9%	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Reduce admin time spent on alternative media	20	**	**	**	**	**	**	**	**	**	19	**	**	**
6%	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Environmental reasons	16	**	**	**	**	**	**	**	**	**	13	**	**	**
5%	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Everyone else is doing it / client's like this method	8	**	**	**	**	**	**	**	**	**	7	**	**	**
3%	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
											j			
Price of postage	7	**	**	**	**	**	**	**	**	**	7	**	**	**
2%	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Proof of delivery / know it has got there / reliable	3	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Security / data protection	3	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
														j
Good for sending invoices / attachments	2	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Speed - instantaneous / fast response	2	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Unreliable postal service	2	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j	j	
Offers more creative choices	2	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												ijl		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	318	7	19	38	11	28	40	38	14	12	207	37	41	33
Weighted total	325	13	32	46	18	33	48	52	19	14	278	18	19	11
Company budget has been diverted to other media	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
More efficient	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Forced to by colleagues / system changes in the company	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Increase in postal prices	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	%	**	**	**
Royal Mail strike action	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	f%	**	**	**	**	**	**	**	**	**	f%	**	**	**
Don't know	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	f%	**	**	**	**	**	**	**	**	**	f%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	318	16	8	35	10	18	43	33	20	21	204	37	43	34
Weighted total	325	27	11	42	14	21	60	44	26	31	277	18	17	13
Quicker	149	**	**	**	**	**	**	**	**	**	130	**	**	**
	46%	**	**	**	**	**	**	**	**	**	47%	**	**	**
				l				l			l			
Cost saving	98	**	**	**	**	**	**	**	**	**	89	**	**	**
	30%	**	**	**	**	**	**	**	**	**	32%	**	**	**
				m			gklm				m			
Customer preferences	72	**	**	**	**	**	**	**	**	**	57	**	**	**
	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
														cfj
Convenience / ease of use	29	**	**	**	**	**	**	**	**	**	25	**	**	**
	9%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Reduce admin time spent on alternative media	20	**	**	**	**	**	**	**	**	**	19	**	**	**
	6%	**	**	**	**	**	**	**	**	**	7%	**	**	**
				fl										
Environmental reasons	16	**	**	**	**	**	**	**	**	**	14	**	**	**
	5%	**	**	**	**	**	**	**	**	**	5%	**	**	**
				k										
Everyone else is doing it / client's like this method	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	2%	**	**	**
											j			
Price of postage	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Proof of delivery / know it has got there / reliable	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Security / data protection	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
														j
Good for sending invoices /attachments	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Speed - instantaneous / fast response	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Unreliable postal service	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
											j	j		
Offers more creative choices	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												flj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%
Unweighted total
Weighted total

Company budget has been
diverted to other media

More efficient

Forced to by colleagues
/ system changes in the
company

Increase in postal
prices

Royal Mail strike action

Other

Don't know

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
318	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
	16	8	35	10	18	43	33	20	21	204	37	43	34
325	27	11	42	14	21	60	44	26	31	277	18	17	13
1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**	**	**	**	**	**	**	**	**	-%	**	**	**
1	**	**	**	**	**	**	**	**	**	1	**	**	**
	**	**	**	**	**	**	**	**	**	%	**	**	**
1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**	**	**	**	**	**	**	**	**	-%	**	**	**
*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**	**	**	**	**	**	**	**	**	-%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
	**	**	**	**	**	**	**	**	**	-%	**	**	**
3	**	**	**	**	**	**	**	**	**	2	**	**	**
	**	**	**	**	**	**	**	**	**	1%	**	**	**
2	**	**	**	**	**	**	**	**	**		j	**	**
	**	**	**	**	**	**	**	**	**	2	**	**	**
1%	**	**	**	**	**	**	**	**	**	1%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1750

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	318	5	39	8	43	81	14	25	103	199	119	272	46	310	8
Weighted total	325	7	32	7	42	95	11	28	104	223	102	295	31	317	8
Quicker	149	**	**	**	**	37	**	**	45	108	42	134	**	145	**
46%	46%	**	**	**	e	39%	**	**	43%	48%	41%	46%	**	46%	**
Cost saving	98	**	**	**	**	29	**	**	36	70	28	81	**	96	**
	30%	**	**	**	**	31%	**	**	35%	31%	28%	28%	a	30%	**
Customer preferences	72	**	**	**	**	29	**	**	21	45	27	71	**	68	**
	22%	**	**	**	**	31%	**	**	20%	20%	27%	24% b	**	21%	**
Convenience / ease of use	29	**	**	**	**	7	**	**	12	18	12	29	**	29	**
	9%	**	**	**	**	7%	**	**	12% b	8%	11%	10% b	**	9%	**
Reduce admin time spent on alternative media	20	**	**	**	**	7	**	**	8	12	8	19	**	20	**
	6%	**	**	**	**	7%	**	**	7%	5%	8%	7%	**	6%	**
Environmental reasons	16	**	**	**	**	4	**	**	1	10	6	15	**	16	**
	5%	**	**	**	h	4%	**	**	1%	5%	6%	5%	**	5%	**
Everyone else is doing it / client's like this method	8	**	**	**	**	3	**	**	1	8	-	7	**	8	**
	3%	**	**	**	**	3%	**	**	1%	4% b	-%	3%	**	3%	**
Price of postage	7	**	**	**	**	*	**	**	6	2	5	7	**	7	**
	2%	**	**	**	**	*%	**	**	6% e	1%	4% a	2%	**	2%	**
Proof of delivery / know it has got there / reliable	3	**	**	**	**	*	**	**	1	*	3	3	**	3	**
	1%	**	**	**	**	*%	**	**	1%	*%	3% a	1%	**	1%	**
Security / data protection	3	**	**	**	**	-	**	**	-	3	-	3	**	3	**
	1%	**	**	**	**	-%	**	**	-%	1%	-%	1%	**	1%	**
Good for sending invoices /attachments	2	**	**	**	**	-	**	**	-	2	*	2	**	2	**
	1%	**	**	**	eh	-%	**	**	-%	1%	*%	1%	**	1%	**
Speed - instantaneous / fast response	2	**	**	**	**	-	**	**	-	-	2	2	**	2	**
	1%	**	eh	**	**	-%	**	**	-%	-%	2% a	1%	**	1%	**
Unreliable postal service	2	**	**	**	**	1	**	**	-	1	1	2	**	2	**
	1%	**	**	**	**	1%	**	**	-%	*%	1%	1%	**	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%

Unweighted total

Weighted total

Offers more creative choices

Company budget has been diverted to other media

More efficient

Forced to by colleagues / system changes in the company

Increase in postal prices

Royal Mail strike action

Other

Don't know

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
318	*a 5	b 39	*c 8	d 43	e 81	*f 14	*g 25	h 103	a 199	b 119	a 272	b 46	a 310	*b 8
325	7	32	7	42	95	11	28	104	223	102	295	31	317	8
2	**	**	**	**	1	**	**	-	1	1	1	**	2	**
1%	**	**	**	**	1%	**	**	-%	*%	1%	*%	** a	1%	**
1	**	**	**	**	-	**	**	*	*	1	1	**	1	**
*%	**	**	**	**	-%	**	**	*%	*%	1%	*%	**	*%	**
1	**	**	**	**	*	**	**	1	*	1	1	**	1	**
*%	**	**	**	**	*%	**	**	1%	*%	1%	*%	**	*%	**
1	**	**	**	**	-	**	**	1	1	-	1	**	1	**
*%	**	**	**	**	-%	**	**	1%	*%	-%	*%	**	*%	**
*	**	**	**	**	*	**	**	-	-	*	*	**	-	**
*%	**	**	**	**	*%	**	**	-%	-%	*%	*%	**	-%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
3	**	**	**	**	-	**	**	3	2	1	3	**	3	**
1%	**	**	**	**	-%	**	**	3%	1%	1%	1%	**	1%	**
2	**	**	**	**	2	**	**	*	2	*	*	**	2	**
1%	**	**	**	**	2%	**	**	*%	1%	*%	*%	** a	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1752

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	318	185	63	70	241	63	12	1	1	-	-	-	304	14	87	154	77
Weighted total	325	208	61	56	287	32	7	*	*	-	-	-	319	7	126	161	38
Quicker	149	108	24	17	136	11	**	**	**	**	**	**	146	**	70	66	14
	46%	52%	39%	31%	47%	34%	**	**	**	**	**	**	46%	**	55%	41%	36%
		c													bc		
Cost saving	98	66	11	20	78	15	**	**	**	**	**	**	93	**	39	39	20
	30%	32%	19%	36%	27%	47%	**	**	**	**	**	**	29%	**	31%	24%	53%
		b		b		ai											ab
Customer preferences	72	38	14	20	66	6	**	**	**	**	**	**	72	**	15	51	6
	22%	18%	23%	35%	23%	19%	**	**	**	**	**	**	22%	**	12%	31%	16%
				a												ac	
Convenience / ease of use	29	22	4	2	29	*	**	**	**	**	**	**	29	**	21	8	*
	9%	11%	7%	4%	10%	%	**	**	**	**	**	**	9%	**	17%	5%	%
					b								b		bc		
Reduce admin time spent on alternative media	20	14	3	3	18	2	**	**	**	**	**	**	20	**	12	6	2
	6%	7%	4%	6%	6%	7%	**	**	**	**	**	**	6%	**	9%	4%	6%
Environmental reasons	16	10	2	3	13	3	**	**	**	**	**	**	16	**	6	6	4
	5%	5%	4%	6%	4%	11%	**	**	**	**	**	**	5%	**	5%	4%	9%
Everyone else is doing it / client's like this method	8	4	4	-	8	*	**	**	**	**	**	**	8	**	2	6	*
	3%	2%	7%	-%	3%	%	**	**	**	**	**	**	3%	**	2%	4%	%
			c														
Price of postage	7	7	*	-	6	1	**	**	**	**	**	**	7	**	-	6	1
	2%	3%	%	-%	2%	2%	**	**	**	**	**	**	2%	**	-%	4%	1%
Proof of delivery / know it has got there / reliable	3	2	1	*	3	-	**	**	**	**	**	**	3	**	3	-	*
	1%	1%	1%	%	1%	-%	**	**	**	**	**	**	1%	**	2%	-%	%
Security / data protection	3	2	1	-	2	1	**	**	**	**	**	**	3	**	-	2	1
	1%	1%	1%	-%	1%	3%	**	**	**	**	**	**	1%	**	-%	1%	2%
Good for sending invoices / attachments	2	2	-	*	-	2	**	**	**	**	**	**	2	**	-	-	2
	1%	1%	-%	%	-%	7%	**	**	**	**	**	**	1%	**	-%	-%	6%
						ai											ab
Speed - instantaneous / fast response	2	2	-	-	2	-	**	**	**	**	**	**	2	**	2	-	-
	1%	1%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	2%	-%	-%
Unreliable postal service	2	1	-	1	1	1	**	**	**	**	**	**	2	**	1	-	1
	1%	%	-%	2%	%	3%	**	**	**	**	**	**	1%	**	1%	-%	2%
Offers more creative choices	2	-	1	1	2	-	**	**	**	**	**	**	2	**	-	2	-
	1%	-%	1%	2%	1%	-%	**	**	**	**	**	**	1%	**	-%	1%	-%
Company budget has been diverted to other media	1	1	-	*	1	*	**	**	**	**	**	**	1	**	1	-	*
	%	%	-%	%	%	%	**	**	**	**	**	**	%	**	1%	-%	%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	318	185	63	70	241	63	12	1	1	-	-	-	304	14	87	154	77
Weighted total	325	208	61	56	287	32	7	*	*	-	-	-	319	7	126	161	38
More efficient	1	-	*	1	*	*	**	**	**	**	**	**	*	**	-	*	1
	*%	-%	*%	2%	*%	*%	**	**	**	**	**	**	%	**	-%	*%	2%
Forced to by colleagues / system changes in the company	1	1	-	-	1	-	**	**	**	**	**	**	1	**	-	1	-
	*%	*%	-%	-%	*%	-%	**	**	**	**	**	**	%	**	-%	1%	-%
Increase in postal prices	*	-	*	-	-	*	**	**	**	**	**	**	*	**	-	-	*
	*%	-%	*%	-%	-%	*%	**	**	**	**	**	**	*%	**	-%	-%	*%
Royal Mail strike action	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other	3	*	3	-	3	*	**	**	**	**	**	**	3	**	3	-	*
	1%	*%	5%	-%	1%	*%	**	**	**	**	**	**	1%	**	2%	-%	*%
			a														
Don't know	2	2	-	*	2	*	**	**	**	**	**	**	2	**	*	2	*
	1%	1%	-%	*%	1%	*%	**	**	**	**	**	**	1%	**	*%	1%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1754

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent									
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+			
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h			
Unweighted total	318	217	151	235	105	104	237	195	22	10	5	2	-	-	99	4	-	-	1	1	-	2			
Weighted total	325	187	115	210	97	76	227	188	9	5	2	3	-	-	94	3	-	-	*	*	-	*			
Quicker	149	84	57	97	44	27	104	90	**	**	**	**	**	**	41	**	**	**	**	**	**	**			
	46%	45%	50%	46%	45%	35%	46%	48%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**			
		e																							
Cost saving	98	66	42	74	38	29	68	60	**	**	**	**	**	**	36	**	**	**	**	**	**	**			
	30%	35%	37%	35%	39%	37%	30%	32%	**	**	**	**	**	**	38%	**	**	**	**	**	**	**			
Customer preferences	72	39	19	44	16	19	57	44	**	**	**	**	**	**	16	**	**	**	**	**	**	**			
	22%	21%	16%	21%	17%	25%	25%	23%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**			
		b																							
Convenience / ease of use	29	20	10	23	4	2	20	22	**	**	**	**	**	**	4	**	**	**	**	**	**	**			
	9%	10%	9%	11%	4%	3%	9%	12%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**			
		e	e	e			e																		
Reduce admin time spent on alternative media	20	8	6	8	3	3	14	8	**	**	**	**	**	**	3	**	**	**	**	**	**	**			
	6%	4%	5%	4%	3%	4%	6%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**			
Environmental reasons	16	7	2	7	5	*	10	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**			
	5%	4%	2%	3%	5%	1%	4%	4%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**			
Everyone else is doing it / client's like this method	8	4	4	4	4	2	5	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**			
	3%	2%	4%	2%	4%	3%	2%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**			
Price of postage	7	5	4	5	2	*	5	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**			
	2%	3%	4%	2%	2%	*%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**			
Proof of delivery / know it has got there / reliable	3	1	1	1	*	*	1	1	**	**	**	**	**	**	*	**	**	**	**	**	**	**			
	1%	1%	1%	1%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**			
Security / data protection	3	3	3	3	*	1	*	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**			
	1%	2%	3%	1%	*%	1%	*%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**			
		f																							
Good for sending invoices /attachments	2	2	*	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**			
	1%	1%	*%	1%	2%	*%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**			
Speed - instantaneous / fast response	2	-	-	-	-	-	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**			
	1%	-%	-%	-%	-%	-%	1%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**			
Unreliable postal service	2	-	-	-	-	-	1	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**			
	1%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**			
Offers more creative choices	2	2	1	2	1	-	1	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**			
	1%	1%	1%	1%	1%	-%	*%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**			
Company budget has been diverted to other media	1	1	1	1	-	*	*	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**			
	*%	1%	1%	*%	-%	*%	*%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

 Produced by OLR
 Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%

Unweighted total

Weighted total

More efficient

Forced to by colleagues
/ system changes in the
company

Increase in postal
prices

Royal Mail strike action

Other

Don't know

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
318	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
325	217	151	235	105	104	237	195	22	10	5	2	-	-	99	4	-	-	1	1	-	2
	187	115	210	97	76	227	188	9	5	2	3	-	-	94	3	-	-	*	*	-	*
1	1	1	1	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
%	1%	1%	%	1%	1%	%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
1	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
%	%	1%	%	1%	-%	%	%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
*	*	-	*	-	-	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
%	%	-%	%	-%	-%	%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
3	3	2	3	*	-	3	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	2%	2%	1%	%	-%	1%	2%	**	**	**	**	**	**	%	**	**	**	**	**	**	**
2	*	*	*	2	*	*	*	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	%	%	%	2%	%	%	%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
				acf																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
318	a	b	c	d	*e	a	*b	*c	*d	*e	a	*b	c	a	b
325	70	60	55	47	2	36	22	27	16	4	54	8	42	287	31
149	86	55	40	24	3	42	19	22	10	4	56	8	33	287	39
46%	45	28	12	**	**	**	**	**	**	**	21	**	**	137	**
	53%	51%	31%	**	**	**	**	**	**	**	38%	**	**	48%	**
	c	c													
98	39	17	11	**	**	**	**	**	**	**	25	**	**	86	**
30%	46%	30%	27%	**	**	**	**	**	**	**	44%	**	**	30%	**
	cd														
72	6	18	14	**	**	**	**	**	**	**	10	**	**	66	**
22%	8%	33%	34%	**	**	**	**	**	**	**	18%	**	**	23%	**
	a	a	a												
29	17	2	3	**	**	**	**	**	**	**	3	**	**	25	**
9%	20%	4%	9%	**	**	**	**	**	**	**	6%	**	**	9%	**
	bd														
20	4	2	1	**	**	**	**	**	**	**	3	**	**	16	**
6%	5%	4%	3%	**	**	**	**	**	**	**	6%	**	**	6%	**
16	2	3	*	**	**	**	**	**	**	**	4	**	**	9	**
5%	3%	6%	1%	**	**	**	**	**	**	**	7%	**	**	3%	**
															a
8	-	1	1	**	**	**	**	**	**	**	1	**	**	8	**
3%	-%	2%	2%	**	**	**	**	**	**	**	2%	**	**	3%	**
				a											
7	2	*	2	**	**	**	**	**	**	**	*	**	**	7	**
2%	2%	*%	6%	**	**	**	**	**	**	**	*%	**	**	2%	**
3	1	-	-	**	**	**	**	**	**	**	*	**	**	1	**
1%	1%	-%	-%	**	**	**	**	**	**	**	*%	**	**	*%	**
															a
3	-	-	2	**	**	**	**	**	**	**	-	**	**	3	**
1%	-%	-%	5%	**	**	**	**	**	**	**	-%	**	**	1%	**
2	-	2	-	**	**	**	**	**	**	**	2	**	**	*	**
1%	-%	4%	-%	**	**	**	**	**	**	**	4%	**	**	*%	**
															a
2	-	-	-	**	**	**	**	**	**	**	-	**	**	2	**
1%	-%	-%	-%	**	**	**	**	**	**	**	-%	**	**	1%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
318	a	b	c	d	*e	a	*b	*c	*d	*e	a	*b	c	a	b
325	70	60	55	47	2	36	22	27	16	4	54	8	42	287	31
	86	55	40	24	3	42	19	22	10	4	56	8	33	287	39
2	-	-	-	**	**	**	**	**	**	**	-	**	**	1	**
1%	-%	-%	-%	**	**	**	**	**	**	**	-%	**	**	1%	**
2	-	-	2	**	**	**	**	**	**	**	1	**	**	2	**
1%	-%	-%	4%	**	**	**	**	**	**	**	2%	**	**	1%	**
1	*	1	-	**	**	**	**	**	**	**	-	**	**	1	**
*%	*%	2%	-%	**	**	**	**	**	**	**	-%	**	**	*%	**
1	*	-	-	**	**	**	**	**	**	**	1	**	**	1	**
*%	*%	-%	-%	**	**	**	**	**	**	**	2%	**	**	*%	**
1	-	-	-	**	**	**	**	**	**	**	1	**	**	1	**
*%	-%	-%	-%	**	**	**	**	**	**	**	2%	**	**	*%	**
*	-	-	*	**	**	**	**	**	**	**	-	**	**	*	**
*%	-%	-%	*%	**	**	**	**	**	**	**	-%	**	**	*%	**
-	-	-	-	**	**	**	**	**	**	**	-	**	**	-	**
-%	-%	-%	-%	**	**	**	**	**	**	**	-%	**	**	-%	**
3	1	*	2	**	**	**	**	**	**	**	-	**	**	3	**
1%	1%	*%	5%	**	**	**	**	**	**	**	-%	**	**	1%	**
2	*	*	-	**	**	**	**	**	**	**	-	**	**	2	**
1%	*%	*%	-%	**	**	**	**	**	**	**	-%	**	**	1%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1758

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	*b	a	*b	a	*b	a	b	c	*d
318	219	15	81	24	216	18	80	25	76	199	34	-
325	190	18	80	17	183	25	76	21	67	166	26	-
149	89	**	36	**	85	**	36	**	37	69	**	**
46%	47%	**	44%	**	46%	**	47%	**	55% b	42%	**	**
98	67	**	33	**	62	**	28	**	22	61	**	**
30%	35%	**	41%	**	34%	**	37%	**	33%	37%	**	**
72	39	**	13	**	39	**	14	**	12	39	**	**
22%	20%	**	16%	**	21%	**	18%	**	18% c	23% c	**	**
29	23	**	2	**	20	**	2	**	3	17	**	**
9%	12%	**	2%	**	11%	**	3%	**	4%	10%	**	**
20	8	**	3	**	8	**	3	**	7	6	**	**
6%	4%	**	4%	**	4%	**	4%	**	10% b	3%	**	**
16	6	**	3	**	6	**	3	**	3	4	**	**
5%	3%	**	3%	**	3%	**	4%	**	5%	2%	**	**
8	4	**	4	**	4	**	4	**	4	3	**	**
3%	2%	**	5%	**	2%	**	5%	**	6%	2%	**	**
7	5	**	2	**	5	**	2	**	2	5	**	**
2%	2%	**	3%	**	3%	**	3%	**	4%	3%	**	**
3	1	**	-	**	1	**	-	**	1	1	**	**
1%	1%	**	-%	**	1%	**	-%	**	1%	1%	**	**
3	3	**	-	**	3	**	-	**	3	3	**	**
1%	2%	**	-%	**	2%	**	-%	**	4%	2%	**	**
2	*	**	-	**	*	**	-	**	-	2	**	**
1%	*%	**	-%	**	*%	**	-%	**	-%	1%	**	**
2	-	**	-	**	-	**	-	**	-	-	**	**
1%	-%	**	-%	**	-%	**	-%	**	-%	-%	**	**
2	-	**	-	**	-	**	-	**	-	-	**	**
1%	-%	**	-%	**	-%	**	-%	**	-%	-%	**	**
2	2	**	1	**	2	**	1	**	-	2	**	**
1%	1%	**	1%	**	1%	**	1%	**	-%	1%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	318	a	15	*b	216	a	18	*b	76	b	34	*d
Weighted total	325	219	15	*b	183	81	24	*b	67	199	26	-
		190	18			80	25			166		-
Company budget has been diverted to other media	1	1	**	-	1	**	**	-	-	1	**	**
	%	1%	**	-%	1%	**	**	-%	-%	1%	**	**
More efficient	1	1	**	1	1	**	**	1	1	*	**	**
	%	1%	**	1%	1%	**	**	1%	1%	%	**	**
											b	
Forced to by colleagues / system changes in the company	1	1	**	-	1	**	**	-	-	1	**	**
	%	%	**	-%	%	**	**	-%	-%	1%	**	**
Increase in postal prices	*	*	**	-	*	**	**	-	-	*	**	**
	%	%	**	-%	%	**	**	-%	-%	%	**	**
Royal Mail strike action	-	-	**	-	-	**	**	-	-	-	**	**
	-%	-%	**	-%	-%	**	**	-%	-%	-%	**	**
Other	3	3	**	-	3	**	**	-	*	3	**	**
	1%	2%	**	-%	2%	**	**	-%	%	2%	**	**
Don't know	2	*	**	2	*	**	**	2	*	*	**	**
	1%	%	**	3%	%	**	**	3%	%	%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	318	65	133	24	-	74	71	26	-	204	139	86	189	148	3
Weighted total	325	60	96	18	-	72	64	19	-	171	103	80	159	122	3
Quicker	149	39	42	**	**	39	25	**	**	78	51	34	81	44	**
	46%	65% b	43%	**	**	54%	38%	**	**	46%	50%	42%	51% b	36%	**
Cost saving	98	18	41	**	**	25	30	**	**	58	39	31	53	49	**
	30%	30%	43%	**	**	35%	47%	**	**	34%	38%	38%	34%	40%	**
Customer preferences	72	9	19	**	**	11	14	**	**	34	16	14	35	29	**
	22%	15%	20%	**	**	15%	22%	**	**	20%	16%	17%	22%	24%	**
Convenience / ease of use	29	6	7	**	**	4	2	**	**	20	9	4	17	14	**
	9%	10%	7%	**	**	6%	4%	**	**	11%	9%	5%	11%	12%	**
Reduce admin time spent on alternative media	20	4	6	**	**	1	2	**	**	8	6	3	8	8	**
	6%	7%	6%	**	**	1%	4%	**	**	5%	6%	4%	5%	6%	**
Environmental reasons	16	1	1	**	**	1	4	**	**	6	2	3	5	1	**
	5%	2%	1%	**	**	2%	5%	**	**	4%	2%	3%	3%	1%	**
Everyone else is doing it / client's like this method	8	4	3	**	**	4	3	**	**	4	4	4	4	2	**
	3%	7%	3%	**	**	5%	5%	**	**	2%	4%	5%	3%	2%	**
Price of postage	7	2	4	**	**	2	2	**	**	5	4	2	5	5	**
	2%	4%	4%	**	**	3%	3%	**	**	3%	4%	3%	3%	4%	**
Proof of delivery / know it has got there / reliable	3	*	1	**	**	*	-	**	**	1	1	-	1	1	**
	1%	*%	1%	**	**	*%	-%	**	**	1%	1%	-%	1%	1%	**
Security / data protection	3	*	3	**	**	*	*	**	**	3	3	-	3	2	**
	1%	*%	3%	**	**	*%	*%	**	**	2%	3%	-%	2%	2%	**
Good for sending invoices / attachments	2	-	*	**	**	2	2	**	**	*	*	-	-	*	**
	1%	-%	*%	**	**	3%	3%	**	**	*%	*%	-%	-%	*%	**
Speed - instantaneous / fast response	2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Unreliable postal service	2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Offers more creative choices	2	-	1	**	**	1	-	**	**	2	1	1	2	2	**
	1%	-%	1%	**	**	1%	-%	**	**	1%	1%	1%	1%	1%	**
Company budget has been diverted to other media	1	-	1	**	**	-	-	**	**	1	1	-	1	1	**
	*%	-%	1%	**	**	-%	-%	**	**	1%	1%	-%	1%	1%	**
More efficient	1	1	*	**	**	1	-	**	**	1	1	1	*	*	**
	*%	2%	*%	**	**	1%	-%	**	**	1%	1%	1%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%

Unweighted total

Weighted total

Forced to by colleagues
/ system changes in the
company

Increase in postal
prices

Royal Mail strike action

Other

Don't know

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
318	a 65	b 133	*c 24	*d -	a 74	b 71	*c 26	*d -	a 204	b 139	c 86	a 189	b 148	*c 3
325	60	96	18	-	72	64	19	-	171	103	80	159	122	3
1	-	1	**	**	-	1	**	**	1	1	-	-	1	**
*%	-%	1%	**	**	-%	1%	**	**	1%	1%	-%	-%	1%	**
*	-	-	**	**	-	-	**	**	*	-	-	*	*	**
*%	-%	-%	**	**	-%	-%	**	**	*%	-%	-%	*%	*%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
3	*	2	**	**	*	*	**	**	3	2	-	1	2	**
1%	*%	2%	**	**	*%	*%	**	**	2%	2%	-%	1%	2%	**
2	-	*	**	**	2	*	**	**	*	*	2	*	*	**
1%	-%	*%	**	**	3%	*%	**	**	*%	*%	3% a	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1762

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
318	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
325	72	39	46	18	15	173	153	11	3	4	2	304	254	306	256	315
149	58	34	43	8	5	149	128	13	2	8	2	308	249	310	246	321
46%	21	**	**	**	**	70	47	**	**	**	**	141	108	143	111	149
	37%	**	**	**	**	47%	36%	**	**	**	**	46%	43%	46%	45%	47%
			b													
98	24	**	**	**	**	59	55	**	**	**	**	97	87	97	73	98
30%	41%	**	**	**	**	40%	43%	**	**	**	**	32%	35%	31%	30%	31%
72	12	**	**	**	**	35	29	**	**	**	**	67	52	67	58	70
22%	20%	**	**	**	**	24%	23%	**	**	**	**	22%	21%	22%	24%	22%
29	3	**	**	**	**	14	14	**	**	**	**	27	21	27	20	29
9%	6%	**	**	**	**	9%	11%	**	**	**	**	9%	8%	9%	8%	9%
20	3	**	**	**	**	8	6	**	**	**	**	18	15	18	16	20
6%	6%	**	**	**	**	5%	4%	**	**	**	**	6%	6%	6%	6%	6%
16	3	**	**	**	**	5	1	**	**	**	**	15	11	15	14	16
5%	5%	**	**	**	**	3%	1%	**	**	**	**	5%	4%	5%	6%	5%
8	3	**	**	**	**	3	1	**	**	**	**	8	6	8	6	6
3%	5%	**	**	**	**	2%	1%	**	**	**	**	3%	3%	3%	3%	2%
7	2	**	**	**	**	5	2	**	**	**	**	7	7	7	7	7
2%	4%	**	**	**	**	3%	2%	**	**	**	**	2%	3%	2%	3%	2%
3	*	**	**	**	**	*	1	**	**	**	**	3	3	3	3	3
1%	*%	**	**	**	**	*%	1%	**	**	**	**	1%	1%	1%	1%	1%
3	*	**	**	**	**	3	2	**	**	**	**	3	3	3	3	3
1%	*%	**	**	**	**	2%	2%	**	**	**	**	1%	1%	1%	1%	1%
2	-	**	**	**	**	-	*	**	**	**	**	2	2	2	2	2
1%	-%	**	**	**	**	-%	*%	**	**	**	**	1%	1%	1%	1%	1%
		a														
2	-	**	**	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	-%	**	**	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
2	-	**	**	**	**	-	-	**	**	**	**	2	1	2	2	2
1%	-%	**	**	**	**	-%	-%	**	**	**	**	1%	*%	1%	1%	1%
2	1	**	**	**	**	2	2	**	**	**	**	2	2	2	2	2
1%	1%	**	**	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
1	-	**	**	**	**	1	1	**	**	**	**	1	*	1	*	1
*%	-%	**	**	**	**	1%	1%	**	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	318	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	325	72	39	46	18	15	173	153	11	3	4	2	304	254	306	256	315
		58	34	43	8	5	149	128	13	2	8	2	308	249	310	246	321
More efficient	1	-	**	**	**	**	*	*	**	**	**	**	1	1	1	1	1
	*%	-%	**	**	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Forced to by colleagues / system changes in the company	1	-	**	**	**	**	-	1	**	**	**	**	1	1	1	1	1
	*%	-%	**	**	**	**	-%	1%	**	**	**	**	*%	*%	*%	*%	*%
Increase in postal prices	*	-	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	-%	**	**	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Royal Mail strike action	-	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other	3	-	**	**	**	**	1	2	**	**	**	**	3	1	3	1	3
	1%	-%	**	**	**	**	1%	2%	**	**	**	**	1%	*%	1%	*%	1%
Don't know	2	*	**	**	**	**	*	*	**	**	**	**	2	2	2	2	2
	1%	*%	**	**	**	**	*%	*%	**	**	**	**	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
TOTAL	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
318	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
325	167	302	81	-	256	9	43	259	48	-	13	43	34	201	83
149	160	306	66	-	242	11	51	253	54	-	16	50	32	211	82
46%	83	141	42	**	110	**	**	111	**	**	**	**	**	98	36
	52%	46%	64% b	**	45%	**	**	44%	**	**	**	**	**	46%	43%
98	47	95	20	**	71	**	**	70	**	**	**	**	**	48	42
30%	29%	31%	30%	**	29%	**	**	28%	**	**	**	**	**	23%	51% ab
72	36	65	13	**	57	**	**	65	**	**	**	**	**	53	16
22%	23%	21%	20%	**	23%	**	**	26% a	**	**	**	**	**	25% a	20%
29	10	27	3	**	20	**	**	25	**	**	**	**	**	18	10
9%	6%	9%	5%	**	8%	**	**	10%	**	**	**	**	**	9%	12%
20	8	20	1	**	12	**	**	16	**	**	**	**	**	15	2
6%	5%	7%	2%	**	5%	**	**	6%	**	**	**	**	**	7%	3%
16	9	15	5	**	4	**	**	6	**	**	**	**	**	11	2
5%	6%	5%	7%	**	2%	**	b	2%	**	**	**	**	**	5%	3%
8	5	8	*	**	8	**	**	8	**	**	**	**	**	7	1
3%	3%	3%	3%	**	3%	**	**	3%	**	**	**	**	**	3%	1%
7	4	7	2	**	7	**	**	5	**	**	**	**	**	2	4
2%	3%	2%	3%	**	3%	**	**	2%	**	**	**	**	**	1%	5% b
3	3	3	2	**	*	**	**	*	**	**	**	**	**	3	-
1%	2%	1%	3%	**	1%	**	**	1%	**	**	**	**	**	1%	-%
3	3	3	1	**	3	**	**	3	**	**	**	**	**	*	3
1%	2%	1%	1%	**	1%	**	**	1%	**	**	**	**	**	1%	4% b
2	2	2	2	**	*	**	**	*	**	**	**	**	**	2	-
1%	1%	1%	3%	**	1%	**	**	1%	**	**	**	**	**	1%	-%
2	-	2	-	**	2	**	**	2	**	**	**	**	**	-	2
1%	-%	1%	-%	**	1%	**	**	1%	**	**	**	**	**	-%	3% b
2	2	2	-	**	2	**	**	1	**	**	**	**	**	-	1
1%	1%	1%	-%	**	1%	**	**	1%	**	**	**	**	**	-%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?**Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	167	302	81	-	256	9	43	259	48	-	13	43	34	201	83
Weighted total	325	160	306	66	242	11	51	253	54	-	16	50	32	211	82
Offers more creative choices	2	1	2	1	1	**	**	2	**	**	**	**	**	1	1
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	1%	1%
Company budget has been diverted to other media	1	*	1	-	1	**	**	1	**	**	**	**	**	*	1
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	1%	1%
More efficient	1	1	1	1	1	**	**	1	**	**	**	**	**	*	-
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	b	1%	-1%
Forced to by colleagues / system changes in the company	1	-	1	-	1	**	**	1	**	**	**	**	**	1	-
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	1%	-1%
Increase in postal prices	*	-	*	-	-	**	**	*	**	**	**	**	**	-	-
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	-1%	-1%
Royal Mail strike action	-	-	-	-	-	**	**	-	**	**	**	**	**	-	-
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	-1%	-1%
Other	3	*	3	*	1	**	**	3	**	**	**	**	**	1	-
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	bc	1%	-1%
Don't know	2	2	2	2	2	**	**	2	**	**	**	**	**	2	*
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	1%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1766

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	*b	a	b	c	d	a	b	c	d
Unweighted total	318	39	12	266	318	224	38	93	47	67	32	117	76
Weighted total	325	45	18	263	325	194	29	84	45	60	25	102	64
Quicker	149	**	**	123	149	88	**	36	**	28	**	47	20
	46%	**	**	47%	46%	46%	**	43%	**	47%	**	46%	32%
							acd			b		bd	
Cost saving	98	**	**	69	98	70	**	33	**	25	**	37	28
	30%	**	**	26%	30%	36%	**	39%	**	41%	**	36%	43%
Customer preferences	72	**	**	65	72	41	**	13	**	9	**	20	18
	22%	**	**	25%	22%	21%	**	15%	**	14%	**	20%	28%
													a
Convenience / ease of use	29	**	**	20	29	18	**	4	**	3	**	7	6
	9%	**	**	8%	9%	9%	**	5%	**	5%	**	7%	9%
							cd						
Reduce admin time spent on alternative media	20	**	**	18	20	8	**	3	**	1	**	5	*
	6%	**	**	7%	6%	4%	**	4%	**	2%	**	5%	*%
Environmental reasons	16	**	**	10	16	7	**	4	**	1	**	3	1
	5%	**	**	4%	5%	4%	**	4%	**	1%	**	3%	2%
		c											
Everyone else is doing it / client's like this method	8	**	**	8	8	4	**	4	**	4	**	4	1
	3%	**	**	3%	3%	2%	**	5%	**	6%	**	4%	1%
Price of postage	7	**	**	7	7	5	**	2	**	2	**	2	*
	2%	**	**	3%	2%	2%	**	3%	**	4%	**	2%	1%
Proof of delivery / know it has got there / reliable	3	**	**	3	3	1	**	-	**	-	**	-	-
	1%	**	**	1%	1%	1%	**	-%	**	-%	**	-%	-%
Security / data protection	3	**	**	3	3	3	**	*	**	*	**	3	-
	1%	**	**	1%	1%	2%	**	*%	**	*%	**	3%	-%
Good for sending invoices /attachments	2	**	**	2	2	2	**	2	**	-	**	-	2
	1%	**	**	1%	1%	1%	**	3%	**	-%	**	-%	3%
											ac		c
Speed - instantaneous / fast response	2	**	**	2	2	-	**	-	**	-	**	-	-
	1%	**	**	1%	1%	-%	**	-%	**	-%	**	-%	-%
Unreliable postal service	2	**	**	-	2	-	**	-	**	-	**	-	-
	1%	**	**	-%	1%	-%	**	-%	**	-%	**	-%	-%
		c											
Offers more creative choices	2	**	**	2	2	2	**	1	**	1	**	1	-
	1%	**	**	1%	1%	1%	**	1%	**	1%	**	1%	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	*b	a	b	c	d	a	b	c	d
Unweighted total	39	12	266	318	-	224	38	93	47	67	32	117	76
Weighted total	45	18	263	325	-	194	29	84	45	60	25	102	64
Company budget has been diverted to other media	1	**	1	1	**	1	**	-	**	-	**	1	1
	*%	**	*%	*%	**	1%	**	-%	**	-%	**	1%	1%
More efficient	1	**	1	1	**	1	**	1	**	1	**	1	-
	*%	**	*%	*%	**	*%	**	1%	**	1%	**	1%	-%
Forced to by colleagues / system changes in the company	1	**	1	1	**	1	**	1	**	-	**	-	1
	*%	**	*%	*%	**	*%	**	1%	**	-%	**	-%	1%
											c		
Increase in postal prices	*	**	*	*	**	*	**	-	**	-	**	-	*
	*%	**	*%	*%	**	*%	**	-%	**	-%	**	-%	*%
Royal Mail strike action	-	**	-	-	**	-	**	-	**	-	**	-	-
	-%	**	-%	-%	**	-%	**	-%	**	-%	**	-%	-%
Other	3	**	3	3	**	3	**	*	**	*	**	1	-
	1%	**	1%	1%	**	2%	**	*%	**	*%	**	1%	-%
Don't know	2	**	2	2	**	*	**	2	**	*	**	-	*
	1%	**	1%	1%	**	*%	**	3%	**	*%	**	-%	*%
								a					

Columns Tested: a,b,c - a,b - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 119 (continuation)

Page 1768

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%					
Unweighted total	318	a	b	*c	d
Weighted total	325	51	190	13	53
Quicker	149	54	182	10	63
	46%	29%	48%	**	51%
		a		a	
Cost saving	98	12	65	**	7
	30%	22%	36%	**	12%
		d			
Customer preferences	72	16	38	**	15
	22%	30%	21%	**	24%
Convenience / ease of use	29	1	15	**	13
	9%	2%	8%	**	20%
				ab	
Reduce admin time spent on alternative media	20	3	12	**	2
	6%	6%	7%	**	3%
Environmental reasons	16	2	12	**	2
	5%	4%	7%	**	3%
Everyone else is doing it / client's like this method	8	3	1	**	4
	3%	6%	1%	**	7%
		b		b	
Price of postage	7	*	4	**	2
	2%	*%	2%	**	3%
Proof of delivery / know it has got there / reliable	3	*	3	**	*
	1%	*%	2%	**	*%
Security / data protection	3	-	2	**	1
	1%	-%	1%	**	1%
Good for sending invoices / attachments	2	*	2	**	-
	1%	*%	1%	**	-%
Speed - instantaneous / fast response	2	-	2	**	-
	1%	-%	1%	**	-%
Unreliable postal service	2	-	2	**	-
	1%	-%	1%	**	-%
Offers more creative choices	2	1	1	**	-
	1%	2%	*%	**	-%
Company budget has been diverted to other media	1	-	*	**	1
	*%	-%	*%	**	1%

Columns Tested: a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Significance Level: 95%

Unweighted total

Weighted total

More efficient

Forced to by colleagues
/ system changes in the
company

Increase in postal
prices

Royal Mail strike action

Other

Don't know

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
318	51	190	13	53	318
325	54	182	10	63	325
1	-	*	**	1	1
*%	-%	*%	**	1%	*%
1	1	-	**	-	1
*%	2%	-%	**	-%	*%
*	-	-	**	-	*
*%	-%	-%	**	-%	*%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
3	3	*	**	-	3
1%	5%	*%	**	-%	1%
	b				
2	-	2	**	-	2
1%	-%	1%	**	-%	1%

Columns Tested: a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%	a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20
Weighted total	563	540	13	6	3	23	230	131	28	15
Royal Mail	283	273	6	2	**	10	128	67	**	5
	50%	51%	46%	42%	**	46%	56%	51%	**	32%
							e	e	e	
DHL	100	96	3	1	**	4	37	25	**	6
	18%	18%	20%	17%	**	18%	16%	19%	**	41%
										abc
UK Mail	17	17	*	*	**	*	8	7	**	-
	3%	3%	2%	1%	**	2%	3%	5%	**	-%
								e		
UPS	91	87	3	1	**	4	30	19	**	6
	16%	16%	20%	13%	**	17%	13%	14%	**	39%
										ab
Yodel	53	51	1	*	**	2	25	16	**	*
	9%	9%	9%	8%	**	8%	11%	12%	**	2%
							e	e		
Parcelforce	81	77	2	1	**	3	30	22	**	3
	14%	14%	14%	16%	**	15%	13%	17%	**	22%
Hermes	95	92	2	1	**	3	46	23	**	5
	17%	17%	15%	14%	**	15%	20%	17%	**	33%
										b
FedEx	54	51	1	1	**	3	21	11	**	3
	10%	9%	11%	13%	**	12%	9%	8%	**	20%
										ab
Secured Mail	-	-	-	-	**	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	-%
DX	12	12	-	*	**	*	5	2	**	-
	2%	2%	-%	1%	**	-%	2%	2%	**	-%
		e								
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	-%
Pitney Bowes	2	2	-	-	**	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	-%
TNT Express	68	66	1	1	**	2	30	12	**	5
	12%	12%	11%	9%	**	9%	13%	10%	**	33%
										abc
Whistl (Previously known as TNT Post)	4	4	*	-	**	*	4	-	**	-
	1%	1%	1%	-%	**	1%	2%	-%	**	-%
Citipost	-	-	-	-	**	-	-	-	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	-%
Other	259	248	6	3	**	11	101	55	**	7
	46%	46%	47%	53%	**	48%	44%	42%	**	47%
									ab	

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
283	273	6	2	**	10	128	67	**	**	5
50%	51%	46%	42%	**	46%	56% e	51% e	** e	**	32%
447	429	11	5	**	18	175	106	**	**	14
79%	79%	81%	82%	**	81%	76%	81%	**	**	94% ab
116	111	3	1	**	4	55	25	**	**	1
21%	21%	19%	18%	**	19%	24% e	19% e	**	**	6%
280	267	7	3	**	12	102	65	**	**	10
50%	49%	54%	58%	**	54%	44%	49%	**	**	68% abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Royal Mail	283	**	**	24	**	**	42	48	**	**	244	16	11	12
	50%	**	**	44%	**	**	40%	62%	**	**	50%	50%	43%	59%
								fl						f
DHL	100	**	**	21	**	**	29	8	**	**	90	4	2	4
	18%	**	**	40%	**	**	28%	11%	**	**	19%	12%	7%	19%
				beghjkl			beghkl				l			
UK Mail	17	**	**	-	**	**	4	2	**	**	14	3	1	-
	3%	**	**	-%	**	**	4%	3%	**	**	3%	9%	4%	-%
			cem								cejm			
UPS	91	**	**	11	**	**	23	9	**	**	83	3	4	2
	16%	**	**	20%	**	**	22%	11%	**	**	17%	9%	14%	9%
							km							
Yodel	53	**	**	*	**	**	2	4	**	**	41	3	4	6
	9%	**	**	*%	**	**	2%	5%	**	**	8%	9%	14%	26%
			cfg			cfgj			c		cf	c	cf	cfjkl
Parcelforce	81	**	**	5	**	**	21	13	**	**	69	3	2	6
	14%	**	**	9%	**	**	20%	16%	**	**	14%	9%	8%	31%
			l				l							cehjkl
Hermes	95	**	**	6	**	**	14	10	**	**	85	6	4	1
	17%	**	**	12%	**	**	14%	13%	**	**	17%	18%	15%	6%
			cefghijkl								m	m		
FedEx	54	**	**	2	**	**	8	12	**	**	46	4	3	*
	10%	**	**	5%	**	**	8%	16%	**	**	10%	12%	13%	1%
			m			m		cm			m	m	m	
Secured Mail	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
DX	12	**	**	-	**	**	4	-	**	**	12	*	-	-
	2%	**	**	-%	**	**	4%	-%	**	**	2%	*%	-%	-%
									cegjklm					
MHI (Mail Handling International)	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Pitney Bowes	2	**	**	2	**	**	-	-	**	**	2	-	-	-
	*%	**	**	4%	**	**	-%	-%	**	**	*%	-%	-%	-%
			j											
TNT Express	68	**	**	4	**	**	13	6	**	**	60	3	4	*
	12%	**	**	8%	**	**	12%	8%	**	**	12%	9%	17%	2%
			m			m	m				m		m	
Whistl (Previously known as TNT Post)	4	**	**	*	**	**	-	-	**	**	2	2	-	*
	1%	**	**	*%	**	**	-%	-%	**	**	*%	6%	-%	*%
						j					fj			
Citipost	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	78	52	28	484	32	26	21
Other	259	**	**	18	**	**	48	36	**	220	18	12	9
	46%	**	**	33%	**	**	46%	46%	**	45%	58%	46%	41%
										ce			
NET: Royal Mail	283	**	**	24	**	**	42	48	**	244	16	11	12
	50%	**	**	44%	**	**	40%	62%	**	50%	50%	43%	59%
							fl						f
NET: Provider other than RM	447	**	**	45	**	**	92	51	**	385	25	21	16
	79%	**	**	84%	**	**	88%	65%	**	79%	79%	82%	78%
			egjkm	g			g			g		g	
NET: RM ONLY	116	**	**	9	**	**	13	27	**	99	7	5	5
	21%	**	**	16%	**	**	12%	35%	**	21%	21%	18%	22%
					b		bcfjl			b	b		b
NET: Provider other than RM ONLY	280	**	**	30	**	**	63	30	**	240	16	15	9
	50%	**	**	56%	**	**	60%	38%	**	50%	50%	57%	41%
						gm						g	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
283	**	**	24	**	**	45	42	**	**	245	16	10	12	
50%	**	**	46%	**	**	47%	57%	**	**	51%	47%	42%	53%	
									acfhjkl					
100	**	**	19	**	**	27	10	**	**	90	4	2	4	
18%	**	**	37%	**	**	29%	14%	**	**	19%	11%	8%	17%	
	e		aeghijk lm			eikl		e		el			e	
17	**	**	-	**	**	4	2	**	**	15	3	*	-	
3%	**	**	-%	**	**	4%	3%	**	**	3%	8%	*%	-%	
											cjlm			
91	**	**	9	**	**	21	11	**	**	83	3	3	2	
16%	**	**	17%	**	**	22%	15%	**	**	17%	9%	12%	8%	
						km								
53	**	**	2	**	**	*	2	**	**	41	3	4	6	
9%	**	**	4%	**	**	*%	3%	**	**	9%	8%	15%	24%	
	f				cfgijk			fg		f	f	cfg	cfgijk	
81	**	**	7	**	**	17	11	**	**	70	3	1	6	
14%	**	**	13%	**	**	18%	14%	**	**	15%	9%	5%	28%	
	kl					l				l			cijkl	
95	**	**	6	**	**	13	10	**	**	85	6	3	1	
17%	**	**	12%	**	**	13%	14%	**	**	18%	17%	12%	5%	
	m				m					m	m			
54	**	**	2	**	**	8	12	**	**	46	4	4	*	
10%	**	**	5%	**	**	9%	17%	**	**	10%	11%	14%	1%	
					m	m	cm		m	m	m	m		
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
12	**	**	-	**	**	4	3	**	**	12	*	-	-	
2%	**	**	-%	**	**	4%	3%	**	**	2%	*%	-%	-%	
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
2	**	**	2	**	**	-	-	**	**	2	-	-	-	
*%	**	**	4%	**	**	-%	-%	**	**	*%	-%	-%	-%	
			j											
68	**	**	4	**	**	13	6	**	**	60	3	4	*	
12%	**	**	8%	**	**	13%	8%	**	**	12%	8%	18%	2%	
	m				m	m			m	m		m		
4	**	**	*	**	**	-	-	**	**	2	2	-	*	
1%	**	**	*%	**	**	-%	-%	**	**	*%	5%	-%	*%	
					fjl						fj			
-	**	**	-	**	**	-	-	**	**	-	-	-	-	
-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	
259	**	**	15	**	**	45	36	**	**	216	20	12	11	
46%	**	**	30%	**	**	47%	49%	**	**	45%	61%	46%	47%	
	ce					ce	ce			ce	cej			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
283	**	**	24	**	**	45	42	**	**	245	16	10	12
50%	**	**	46%	**	**	47%	57%	**	**	51%	47%	42%	53%
									acfhjkl				
447	**	**	43	**	**	81	51	**	**	382	27	20	19
79%	**	**	83%	**	**	84%	69%	**	**	79%	81%	81%	80%
	gi		i			gi				i	i	i	i
116	**	**	9	**	**	15	23	**	**	99	7	5	5
21%	**	**	17%	**	**	16%	31%	**	**	21%	19%	19%	20%
							af		acfjklm				
280	**	**	28	**	**	51	32	**	**	236	18	15	11
50%	**	**	54%	**	**	53%	43%	**	**	49%	53%	58%	47%
	i		i			i		i		i	i	i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 120 (continuation)

Page 1776

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch local office	Yes	No
	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
283	**	29	**	31	81	**	**	108	196	88	253	31	255	**
50%	**	51%	**	46%	48%	**	**	55%	51%	49%	50%	54%	49%	**
100	**	10	**	10	28	**	**	34	65	35	86	13	93	**
18%	**	18%	**	15%	17%	**	**	17%	17%	19%	17%	23%	18%	**
						deh								
17	**	3	**	-	6	**	**	8	5	13	16	2	17	**
3%	**	5%	**	-%	3%	**	**	4%	1%	7% a	3%	3%	3%	**
91	**	14	**	14	26	**	**	24	71	20	85	6	81	**
16%	**	25% h	**	20%	16%	**	**	12%	19% b	11%	17%	10%	16%	**
53	**	3	**	6	18	**	**	18	37	16	52	1	51	**
9%	**	6%	**	8%	11%	**	**	9%	10%	9%	10%	2%	10%	**
											b			
81	**	5	**	15	11	**	**	39	44	36	78	3	69	**
14%	**	9%	**	22% be	7%	**	**	20% be	12%	20% a	15% b	5%	13%	**
95	**	13	**	10	35	**	**	31	57	38	83	12	93	**
17%	**	23% g	**	15%	21% g	**	**	16% g	15%	21%	16%	22%	18%	**
54	**	1	**	5	13	**	**	25	36	18	49	5	50	**
10%	**	2%	**	7%	8%	**	**	13% b	9%	10%	10%	8%	10%	**
							b							
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-	-%	-%	-%	-%	-%	**
12	**	5	**	-	3	**	**	5	7	5	12	-	9	**
2%	**	8% deh	**	-%	2%	**	**	2%	2%	3%	2%	-%	2%	**
-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
2	**	-	**	-	-	**	**	-	2	-	-	2	2	**
*%	**	-%	**	-%	-%	**	**	-%	1%	-%	-%	4% a	*%	**
							eh							
68	**	7	**	8	28	**	**	21	39	29	60	8	67	**
12%	**	13% g	**	11% g	16% g	**	**	11% g	10%	16% a	12%	14%	13%	**
4	**	-	**	-	*	**	**	3	2	2	3	1	3	**
1%	**	-%	**	-%	*%	**	**	2%	1%	1%	1%	2%	1%	**
	-	-	**	-	-	**	**	-	-	-	-	-	-	**
-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
259	**	26	**	28	88	**	**	87	167	92	237	22	245	**
46%	**	46%	**	42%	52%	**	**	45%	44%	51%	47%	39%	47%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	563	9	64	14	69	145	23	39	200	365	198	477	86	535	28
Weighted total	563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
NET: Royal Mail	283	**	29	**	31	81	**	**	108	196	88	253	31	255	**
	50%	**	51%	**	46%	48%	**	**	55%	51%	49%	50%	54%	49%	**
NET: Provider other than RM	447	**	43	**	53	134	**	**	156	299	148	407	40	414	**
	79%	**	76%	**	79%	80%	**	**	80%	78%	82%	80%	71%	80%	**
NET: RM ONLY	116	**	14	**	14	34	**	**	39	84	32	99	17	103	**
	21%	**	24%	**	21%	20%	**	**	20%	22%	18%	20%	29% a	20%	**
NET: Provider other than RM ONLY	280	**	28	**	36	87	**	**	87	187	93	253	26	263	**
	50%	**	49%	**	54%	52%	**	**	45%	49%	51%	50%	46%	51%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 120 (continuation)

Page 1778

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	482	67	14	*	*	-	-	-	549	14	250	232	81
Royal Mail	283	180	39	239	38	**	**	**	**	**	**	277	**	117	122	44
	50%	50%	49%	50%	57%	**	**	**	**	**	**	51%	**	47%	53%	55%
DHL	100	69	13	80	17	**	**	**	**	**	**	97	**	43	37	19
	18%	19%	17%	17%	25%	**	**	**	**	**	**	18%	**	17%	16%	24%
				a												
UK Mail	17	6	2	7	8	**	**	**	**	**	**	15	**	4	3	11
	3%	2%	3%	1%	13%	**	**	**	**	**	**	3%	**	2%	1%	13%
			a	al												ab
UPS	91	60	8	79	9	**	**	**	**	**	**	88	**	25	54	12
	16%	16%	10%	16%	14%	**	**	**	**	**	**	16%	**	10%	23%	15%
															ac	
Yodel	53	31	6	40	10	**	**	**	**	**	**	50	**	23	17	13
	9%	9%	7%	8%	15%	**	**	**	**	**	**	9%	**	9%	7%	16%
				al												b
Parcelforce	81	57	9	69	9	**	**	**	**	**	**	78	**	46	23	12
	14%	16%	11%	14%	13%	**	**	**	**	**	**	14%	**	18%	10%	14%
														b		
Hermes	95	64	9	79	12	**	**	**	**	**	**	92	**	37	42	16
	17%	16%	11%	16%	19%	**	**	**	**	**	**	17%	**	15%	18%	20%
FedEx	54	32	5	47	4	**	**	**	**	**	**	51	**	23	24	7
	10%	9%	6%	10%	6%	**	**	**	**	**	**	9%	**	9%	10%	9%
Secured Mail	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
DX	12	7	-	9	3	**	**	**	**	**	**	12	**	2	7	3
	2%	2%	-%	2%	4%	**	**	**	**	**	**	2%	**	1%	3%	3%
			b													
MHI (Mail Handling International)	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Pitney Bowes	2	2	-	2	-	**	**	**	**	**	**	2	**	-	2	-
	*%	1%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	1%	-%
TNT Express	68	50	6	58	9	**	**	**	**	**	**	67	**	34	24	9
	12%	14%	7%	12%	13%	**	**	**	**	**	**	12%	**	14%	10%	12%
Whistl (Previously known as TNT Post)	4	3	*	4	-	**	**	**	**	**	**	4	**	4	-	*
	1%	1%	*%	1%	-%	**	**	**	**	**	**	1%	**	2%	-%	*%
														b		
Citipost	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other	259	154	41	224	26	**	**	**	**	**	**	250	**	106	118	35
	46%	43%	50%	46%	39%	**	**	**	**	**	**	46%	**	42%	51%	43%
			a													
NET: Royal Mail	283	180	39	239	38	**	**	**	**	**	**	277	**	117	122	44
	50%	50%	49%	50%	57%	**	**	**	**	**	**	51%	**	47%	53%	55%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
447	283	64	96	383	50	**	**	**	**	**	**	433	**	192	191	64
79%	78%	79%	84%	79%	75%	**	**	**	**	**	**	79%	**	77%	82%	80%
116	78	17	18	99	16	**	**	**	**	**	**	115	**	57	42	17
21%	22%	21%	16%	21%	25%	**	**	**	**	**	**	21%	**	23%	18%	20%
280	181	42	54	243	29	**	**	**	**	**	**	272	**	133	110	37
50%	50%	51%	48%	50%	43%	**	**	**	**	**	**	49%	**	53%	47%	45%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

UK Mail

UPS

Yodel

Parcelforce

Hermes

FedEx

Secured Mail

DX

MHI (Mail Handling International)

Pitney Bowes

TNT Express

Whistl (Previously known as TNT Post)

Citipost

Other

NET: Royal Mail

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
283	150	104	175	94	61	180	164	**	**	**	**	**	**	92	**	**	**	**	**	**	**
50%	49%	55%	49%	54%	50%	50%	51%	**	**	**	**	**	**	55%	**	**	**	**	**	**	**
							b														
100	40	32	52	26	24	66	47	**	**	**	**	**	**	25	**	**	**	**	**	**	**
18%	13%	17%	15%	15%	19%	18%	14%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**
							a														
17	9	11	14	8	4	14	13	**	**	**	**	**	**	6	**	**	**	**	**	**	**
3%	3%	6%	4%	5%	4%	4%	4%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
91	48	26	57	39	16	61	53	**	**	**	**	**	**	39	**	**	**	**	**	**	**
16%	16%	14%	16%	22%	13%	17%	16%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
				be																	
53	29	11	29	16	10	41	28	**	**	**	**	**	**	13	**	**	**	**	**	**	**
9%	10%	6%	8%	9%	9%	11%	9%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
				b																	
81	47	20	49	19	18	44	42	**	**	**	**	**	**	19	**	**	**	**	**	**	**
14%	15%	11%	14%	11%	15%	12%	13%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
95	55	30	57	36	20	65	55	**	**	**	**	**	**	33	**	**	**	**	**	**	**
17%	18%	16%	16%	20%	16%	18%	17%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
54	30	24	34	17	15	39	30	**	**	**	**	**	**	17	**	**	**	**	**	**	**
10%	10%	13%	10%	10%	12%	11%	9%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
12	9	10	12	8	3	12	9	**	**	**	**	**	**	8	**	**	**	**	**	**	**
2%	3%	5%	3%	4%	2%	3%	3%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**
							a														
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
2	-	2	2	-	2	-	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
*%	-%	1%	1%	-%	2%	-%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
		af			af																
68	34	22	38	18	16	44	34	**	**	**	**	**	**	18	**	**	**	**	**	**	**
12%	11%	12%	11%	10%	13%	12%	11%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
4	4	1	4	*	*	1	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**
1%	1%	*%	1%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
259	157	96	182	98	55	168	169	**	**	**	**	**	**	91	**	**	**	**	**	**	**
46%	51%	51%	51%	56%	45%	47%	52%	**	**	**	**	**	**	54%	**	**	**	**	**	**	**
				ef			b														
283	150	104	175	94	61	180	164	**	**	**	**	**	**	92	**	**	**	**	**	**	**
50%	49%	55%	49%	54%	50%	50%	51%	**	**	**	**	**	**	55%	**	**	**	**	**	**	**
							b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than RM

NET: RM ONLY

NET: Provider other than RM ONLY

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
447	241	144	277	143	98	293	252	**	**	**	**	**	**	135	**	**	**	**	**	**	**
79%	78%	76%	78%	81%	80%	81%	78%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**
	a						a														
116	66	46	77	33	24	68	72	**	**	**	**	**	**	33	**	**	**	**	**	**	**
21%	22%	24%	22%	19%	20%	19%	22%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**
	b						b														
280	157	86	179	81	61	181	160	**	**	**	**	**	**	76	**	**	**	**	**	**	**
50%	51%	45%	51%	46%	50%	50%	49%	**	**	**	**	**	**	45%	**	**	**	**	**	**	**
	a						a														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
283	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
50%	70	50	35	20	**	27	**	**	**	**	70	**	21	254	30
	49%	55%	46%	48%	**	42%	**	**	**	**	60%	**	44%	51%	48%
									a		c				
100	18	11	12	8	**	10	**	**	**	**	17	**	8	85	15
18%	13%	12%	16%	19%	**	15%	**	**	**	**	15%	**	18%	17%	23%
17	3	1	5	5	**	1	**	**	**	**	7	**	1	15	2
3%	2%	1%	6%	12%	**	1%	**	**	**	**	6%	**	2%	3%	3%
			b	ab					ab						
91	30	12	12	4	**	16	**	**	**	**	25	**	14	84	7
16%	21%	13%	15%	10%	**	24%	**	**	**	**	21%	**	30%	17%	11%
	d														
53	9	8	5	7	**	4	**	**	**	**	13	**	3	50	3
9%	7%	9%	6%	18%	**	7%	**	**	**	**	11%	**	7%	10%	4%
			abc	d				d							
81	24	6	12	6	**	7	**	**	**	**	9	**	10	73	7
14%	17%	7%	16%	14%	**	10%	**	**	**	**	8%	**	20%	15%	12%
	b		b								a				
95	14	19	14	8	**	10	**	**	**	**	26	**	8	78	18
17%	10%	20%	18%	20%	**	15%	**	**	**	**	22%	**	16%	16%	28%
	a							d						a	
54	22	5	7	*	**	9	**	**	**	**	11	**	6	47	7
10%	15%	5%	10%	1%	**	14%	**	**	**	**	10%	**	13%	9%	11%
	bd		d			b		b							
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
12	2	3	5	3	**	-	**	**	**	**	8	**	-	12	-
2%	1%	3%	6%	6%	**	-%	**	**	**	**	7%	**	-%	2%	-%
								ab	ab		c				
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
2	2	-	-	-	**	-	**	**	**	**	-	**	-	-	2
*%	1%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	3%
														a	
68	19	7	7	5	**	12	**	**	**	**	11	**	5	56	11
12%	14%	7%	9%	12%	**	18%	**	**	**	**	9%	**	9%	11%	18%
						cd	c								
4	3	1	-	*	**	-	**	**	**	**	*	**	*	4	-
1%	2%	1%	-%	*%	**	-%	**	**	**	**	*%	**	*%	1%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	563	91	76	41	3	65	37	41	28	4	117	11	48	501	62
Citipost	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
Other	259	73	40	42	**	39	**	**	**	**	61	**	27	232	26
	46%	51%	44%	55%	**	60%	**	**	**	**	52%	**	56%	46%	43%
						d									
NET: Royal Mail	283	70	50	35	20	27	**	**	**	**	70	**	21	254	30
	50%	49%	55%	46%	**	42%	**	**	**	a	60%	**	44%	51%	48%
											c				
NET: Provider other than RM	447	110	66	59	37	53	**	**	**	**	94	**	38	392	56
	79%	78%	72%	78%	90%	81%	**	**	**	**	80%	**	80%	78%	90%
				abc				b						a	
NET: RM ONLY	116	31	25	17	4	12	**	**	**	**	23	**	10	109	6
	21%	22%	28%	22%	10%	19%	**	**	**	**	20%	**	20%	22%	10%
		d	d	d			c							b	
NET: Provider other than RM ONLY	280	71	41	41	21	38	**	**	**	**	47	**	27	247	32
	50%	51%	45%	54%	52%	58%	**	**	**	**	40%	**	56%	49%	52%
						d						a			

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 120 (continuation)

Page 1784

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39
Royal Mail	283	167	**	76	18	164	**	65	30	49	134	16
	50%	50%	**	57%	44%	51%	**	52%	59%	51%	48%	42%
DHL	100	52	**	18	8	49	**	16	10	13	40	10
	18%	16%	**	13%	20%	15%	**	13%	19%	13%	14%	26%
											ab	
UK Mail	17	14	**	6	2	14	**	6	2	3	7	-
	3%	4%	**	4%	5%	4%	**	5%	4%	3%	2%	-%
UPS	91	55	**	32	7	50	**	22	17	19	44	7
	16%	17%	**	24%	17%	16%	**	18%	34%	20%	16%	18%
								a				
Yodel	53	29	**	16	1	29	**	11	5	14	27	4
	9%	9%	**	12%	1%	9%	**	9%	11%	14%	10%	10%
				b								
Parcelforce	81	49	**	13	6	46	**	6	13	9	39	7
	14%	15%	**	10%	15%	14%	**	5%	25%	10%	14%	17%
								a				
Hermes	95	53	**	28	8	50	**	26	10	19	47	8
	17%	16%	**	21%	19%	16%	**	21%	19%	19%	17%	21%
FedEx	54	32	**	13	5	30	**	7	10	13	22	2
	10%	10%	**	9%	12%	9%	**	6%	20%	14%	8%	6%
								a				
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
DX	12	12	**	8	-	12	**	5	3	*	9	-
	2%	4%	**	6%	-%	4%	**	4%	5%	-%	3%	-%
										a		
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Pitney Bowes	2	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
						a						
TNT Express	68	36	**	10	7	34	**	10	7	13	28	8
	12%	11%	**	8%	18%	10%	**	8%	14%	14%	10%	22%
					a							b
Whistl (Previously known as TNT Post)	4	4	**	*	-	4	**	*	-	1	4	-
	1%	1%	**	-%	-%	1%	**	-%	-%	1%	1%	-%
Citipost	-	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39
Other	259	167	**	75	24	163	**	73	25	51	140	24
	46%	51%	**	56%	57%	50%	**	58%	50%	53%	50%	61%
NET: Royal Mail	283	167	**	76	18	164	**	65	30	49	134	16
	50%	50%	**	57%	44%	51%	**	52%	59%	51%	48%	42%
NET: Provider other than RM	447	256	**	104	39	249	**	95	48	71	221	32
	79%	77%	**	77%	95% a	77%	**	76%	96% a	73%	79%	82%
NET: RM ONLY	116	75	**	31	2	75	**	31	2	26	59	7
	21%	23%	**	23% b	5%	23%	**	24% b	4%	27%	21%	18%
NET: Provider other than RM ONLY	280	164	**	58	23	160	**	60	21	48	146	22
	50%	50%	**	43%	56%	49%	**	48%	41%	49%	52%	58%

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 120 (continuation)

Page 1786

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
283	40	90	**	**	72	70	**	**	139	97	87	137	106	**
50%	49% c	55% c	**	**	59%	56%	**	**	48%	56% a	61% a	51%	49%	**
100	14	31	**	**	13	17	**	**	40	32	19	39	34	**
18%	16%	19%	**	**	11%	14%	**	**	14%	18%	13%	14%	16%	**
							ab							
17	4	7	**	**	6	3	**	**	9	11	6	9	8	**
3%	4%	5%	**	**	5%	3%	**	**	3%	6%	4%	3%	3%	**
91	21	22	**	**	23	34	**	**	48	24	35	52	44	**
16%	25% b	13%	**	**	19%	28%	**	**	17%	14%	24% ab	19%	20%	**
53	8	9	**	**	13	10	**	**	29	11	12	25	17	**
9%	10%	5%	**	**	11%	8%	**	**	10%	7%	9%	9%	8%	**
							b							
81	6	15	**	**	13	11	**	**	47	17	18	39	35	**
14%	8%	9%	**	**	11%	9%	**	**	16% b	10%	13%	14%	16%	**
95	12	23	**	**	24	18	**	**	50	24	26	39	31	**
17%	15%	14%	**	**	20%	15%	**	**	17%	14%	18%	15%	14%	**
54	13	17	**	**	14	7	**	**	30	19	15	28	19	**
10%	16%	10%	**	**	12% c	6%	**	**	10%	11%	10%	11%	9%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
12	5	10	**	**	5	8	**	**	9	10	8	9	7	**
2%	6%	6%	**	**	4%	6%	**	**	3%	6%	5%	3%	3%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
2	2	2	**	**	-	-	**	**	-	-	-	-	-	**
*%	2%	1%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
			b											
68	14	17	**	**	16	9	**	**	32	19	15	30	22	**
12%	17%	10%	**	**	13% c	8%	**	**	11%	11%	11%	11%	10%	**
4	1	1	**	**	*	*	**	**	4	1	*	2	3	**
1%	1%	1%	**	**	*%	*%	**	**	1%	1%	*%	1%	1%	**
-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
259	45	76	**	**	69	64	**	**	146	87	79	135	112	**
46%	54%	47%	**	**	57%	52%	**	**	50%	50%	55%	50%	51%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

 Produced by OLR
 Issue date: 11/05/18

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Royal Mail

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
283	40	90	**	**	72	70	**	**	139	97	87	137	106	**
50%	49%	55%	**	**	59%	56%	**	**	48%	56%	61%	51%	49%	**
	c	c								a	a			
447	69	121	**	**	96	100	**	**	226	127	113	206	172	**
79%	83%	75%	**	**	78%	81%	**	**	78%	74%	79%	76%	79%	**
116	14	41	**	**	26	24	**	**	64	46	31	64	45	**
21%	17%	25%	**	**	22%	19%	**	**	22%	26%	21%	24%	21%	**
280	43	72	**	**	50	54	**	**	151	76	57	133	111	**
50%	51%	45%	**	**	41%	44%	**	**	52%	44%	39%	49%	51%	**
			ab						bc					

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
283	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
50%	69	33	46	**	**	141	113	**	**	**	**	257	193	257	214	271
	65% e	55% e	57% e	** e	**	53%	52%	**	**	**	**	51%	51%	51%	52%	50%
100	16	6	13	**	**	46	27	**	**	**	**	84	57	84	69	95
18%	15%	10%	15%	**	**	17%	13%	**	**	**	**	17%	15%	17%	17%	18%
				abc	b											
17	3	3	6	**	**	11	3	**	**	**	**	15	10	15	13	17
3%	3%	5%	7%	**	**	4%	1%	**	**	**	**	3%	3%	3%	3%	3%
91	30	18	20	**	**	52	42	**	**	**	**	82	58	84	69	89
16%	28%	30%	24%	**	**	20%	19%	**	**	**	**	16%	15%	16%	17%	16%
53	7	3	7	**	**	30	19	**	**	**	**	44	34	44	45	51
9%	7%	4%	9%	**	**	11%	9%	**	**	**	**	9%	9%	9%	11%	9%
				abce												
81	11	10	8	**	**	37	32	**	**	**	**	72	52	72	64	79
14%	10%	17%	10%	**	**	14%	15%	**	**	**	**	14%	14%	14%	16%	15%
95	16	12	15	**	**	42	29	**	**	**	**	88	72	88	70	93
17%	15%	20%	18%	**	**	16%	13%	**	**	**	**	17%	19%	17%	17%	17%
54	7	7	7	**	**	23	17	**	**	**	**	46	38	46	36	52
10%	7%	11%	9%	**	**	9%	8%	**	**	**	**	9%	10%	9%	9%	10%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
12	8	5	3	**	**	9	7	**	**	**	**	10	12	12	12	12
2%	7%	9%	3%	**	**	4%	3%	**	**	**	**	2%	3%	2%	3%	2%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
2	-	-	-	**	**	-	-	**	**	**	**	2	2	2	2	2
*%	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	1%	*%	1%	*%
68	14	6	10	**	**	26	20	**	**	**	**	63	49	63	54	65
12%	13%	9%	12%	**	**	10%	9%	**	**	**	**	13%	13%	12%	13%	12%
4	*	*	*	**	**	2	3	**	**	**	**	4	4	4	4	4
1%	*%	*%	*%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
259	55	33	52	**	**	126	105	**	**	**	**	225	183	229	176	247
46%	51%	55%	64%	**	**	48%	48%	**	**	**	**	45%	48%	45%	43%	46%
283	69	33	46	**	**	141	113	**	**	**	**	257	193	257	214	271
50%	65% e	55% e	57% e	** e	**	53%	52%	**	**	**	**	51%	51%	51%	52%	50%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
NET: Provider other than RM	447	85	52	66	**	203	163	**	**	**	**	398	301	402	327	431
	79%	79%	88%	80%	**	77%	75%	**	**	**	**	79%	79%	79%	80%	80%
NET: RM ONLY	116	22	7	16	**	61	55	**	**	**	**	106	80	106	81	110
	21%	21%	12%	20%	**	23%	25%	**	**	**	**	21%	21%	21%	20%	20%
NET: Provider other than RM ONLY	280	38	27	35	**	123	105	**	**	**	**	246	188	251	194	270
	50%	35%	45%	43%	**	47%	48%	**	**	**	**	49%	49%	49%	48%	50%
					abcd											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 120 (continuation)

Page 1790

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Royal Mail	283	142	253	55	218	**	47	222	57	**	**	49	21	214	48
	50%	51%	50%	48%	50%	**	66% b	49%	55%	**	**	55%	43%	52%	47%
DHL	100	40	84	28	74	**	15	80	22	**	**	17	4	72	24
	18%	14%	17%	24% ab	17%	**	21%	18%	21%	**	**	19%	8%	17%	23% a
UK Mail	17	9	14	5	11	**	6	10	8	**	**	4	*	13	4
	3%	3%	3%	4%	3%	**	8% b	2%	8%	**	**	4%	%	3%	4%
UPS	91	50	87	23	70	**	14	73	24	**	**	20	7	61	23
	16%	18%	17%	20%	16%	**	20%	16%	24%	**	**	22%	15%	15%	23% b
Yodel	53	28	50	16	41	**	12	41	10	**	**	10	4	35	14
	9%	10%	10%	14%	9%	**	16%	9%	10%	**	**	11%	8%	9%	13%
Parcelforce	81	35	72	14	68	**	9	69	20	**	**	18	6	64	11
	14%	13%	14%	12%	16%	**	13%	15%	20%	**	**	20%	11%	15%	11%
Hermes	95	53	85	25	68	**	18	70	24	**	**	25	17	57	22
	17%	19%	17%	22%	16%	**	25%	15%	24%	**	**	28%	35% b	14%	22%
FedEx	54	24	49	5	41	**	5	44	14	**	**	10	5	33	15
	10%	9%	10%	5%	10%	**	7%	10%	14%	**	**	11%	11%	8%	15% b
Secured Mail	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
DX	12	10	12	5	12	**	5	7	3	**	**	3	3	5	4
	2%	4%	2%	4%	3%	**	7% b	2%	3%	**	**	3%	5% b	1%	4%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Pitney Bowes	2	2	2	2	-	**	-	-	2	**	**	2	-	2	-
	%	1%	%	2%	-%	**	-%	-%	2%	**	**	2%	-%	%	-%
TNT Express	68	45	63	18	56	**	6	58	16	**	**	14	6	38	24
	12%	16%	12%	16%	13%	**	8%	13%	16%	**	**	16%	11%	9%	24% b
Whistl (Previously known as TNT Post)	4	3	4	1	2	**	-	4	-	**	**	-	*	3	1
	1%	1%	1%	1%	%	**	-%	1%	-%	**	**	-%	%	1%	1%
Citipost	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Other	259	135	235	51	210	**	33	212	51	**	**	47	24	183	52
	46%	49%	46%	45%	46%	**	46%	46%	49%	**	**	52%	48%	44%	51%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 11/05/18

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
NET: Royal Mail	283	142	253	55	218	**	47	222	57	**	**	49	21	214	48
	50%	51%	50%	48%	50%	**	66% b	49%	55%	**	**	55%	43%	52%	47%
NET: Provider other than RM	447	232	404	92	345	**	54	364	94	**	**	79	41	318	89
	79%	83%	79%	81%	80%	**	76%	80%	91%	**	**	88%	83%	77%	88% b
NET: RM ONLY	116	47	106	21	88	**	17	92	9	**	**	11	8	95	13
	21%	17%	21%	19%	20%	**	24%	20%	9%	**	**	12%	17%	23% c	12%
NET: Provider other than RM ONLY	280	137	257	59	215	**	25	234	46	**	**	41	28	198	54
	50%	49%	50%	52%	50%	**	34%	51% a	45%	**	**	45%	57%	48%	53%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	88	25	448	325	238	325	35	151	74	108	46	175	108
Royal Mail	283	43	**	221	165	119	165	12	87	65	26	98	51
	50%	49%	**	49%	51%	50%	51%	36%	58%	60%	56%	56%	47%
							b	b	b	d			
DHL	100	17	**	77	60	40	47	9	15	14	6	21	18
	18%	20%	**	17%	18%	17%	14%	27%	21%	13%	12%	12%	16%
							ac						
UK Mail	17	8	**	10	3	14	14	-	6	1	5	4	5
	3%	9%	**	2%	1%	6%	4%	-%	4%	1%	11%	2%	5%
		c				a			b		ac		
UPS	91	12	**	72	55	36	56	7	20	28	12	32	22
	16%	14%	**	16%	17%	15%	17%	19%	23%	26%	26%	18%	21%
									a				
Yodel	53	10	**	41	32	21	26	2	13	7	6	14	13
	9%	11%	**	9%	10%	9%	8%	7%	9%	7%	13%	8%	12%
Parcelforce	81	13	**	64	35	46	49	5	18	14	8	26	16
	14%	14%	**	14%	11%	19%	15%	14%	12%	13%	18%	15%	15%
						a			c				
Hermes	95	26	**	64	64	31	57	10	28	14	12	33	22
	17%	30%	**	14%	20%	13%	18%	29%	18%	13%	25%	19%	21%
		c			b			a	a		a		
FedEx	54	8	**	42	32	22	29	5	15	11	5	15	13
	10%	9%	**	9%	10%	9%	9%	14%	10%	10%	10%	9%	12%
Secured Mail	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	12	2	**	7	2	10	12	2	8	5	3	9	3
	2%	2%	**	2%	1%	4%	4%	6%	5%	5%	6%	5%	2%
						a							
MHI (Mail Handling International)	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	2	**	-	2	-	2	2	-	-	-	-	-
	*%	2%	**	-%	1%	-%	1%	6%	-%	-%	-%	-%	-%
		c						acd					
TNT Express	68	10	**	56	47	20	36	5	13	12	4	17	7
	12%	11%	**	13%	15%	9%	11%	16%	9%	11%	8%	10%	6%
					b								
Whistl (Previously known as TNT Post)	4	-	**	4	1	3	4	*	*	*	-	2	-
	1%	-%	**	1%	*%	1%	1%	*%	-%	*%	-%	1%	-%
Citipost	-	-	**	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	259	47	**	198	151	108	168	17	82	56	28	85	55
	46%	53%	**	44%	46%	45%	52%	48%	54%	52%	60%	49%	51%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	325	238	325	35	151	74	108	46	175	108
NET: Royal Mail	283	43	**	221	119	165	12	87	44	65	26	98	51
50%	49%	**	49%	51%	50%	51%	36%	58%	59%	60%	56%	56%	47%
						b		b	b	d			
NET: Provider other than RM	447	78	**	345	261	259	32	121	62	80	44	133	90
79%	89%	**	77%	80%	79%	79%	92%	80%	84%	75%	95%	76%	84%
	c						ac				acd		
NET: RM ONLY	116	9	**	102	64	67	3	30	12	27	3	42	18
21%	11%	**	23%	20%	21%	21%	8%	20%	16%	25%	5%	24%	16%
			a			b		b		b		b	b
NET: Provider other than RM ONLY	280	45	**	227	160	161	22	64	30	43	20	77	57
50%	51%	**	51%	49%	50%	49%	64%	42%	41%	40%	44%	44%	53%
							acd						a

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	
Unweighted total	563	112	256	36	134	563
Weighted total	563	102	240	32	158	563
Royal Mail	283	50	116	**	86	283
	50%	49%	48%	**	54%	50%
DHL	100	10	48	**	29	100
	18%	10%	20%	**	18%	18%
			a			
UK Mail	17	8	4	**	6	17
	3%	8%	2%	**	4%	3%
		b				
UPS	91	18	48	**	16	91
	16%	18%	20%	**	10%	16%
			d			
Yodel	53	8	27	**	14	53
	9%	8%	11%	**	9%	9%
Parcelforce	81	12	34	**	22	81
	14%	12%	14%	**	14%	14%
Hermes	95	8	56	**	25	95
	17%	7%	23%	**	16%	17%
			a		a	
FedEx	54	5	27	**	17	54
	10%	5%	11%	**	11%	10%
Secured Mail	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
DX	12	2	7	**	3	12
	2%	2%	3%	**	2%	2%
MHI (Mail Handling International)	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
Pitney Bowes	2	2	-	**	-	2
	*%	2%	-%	**	-%	*%
		b				
TNT Express	68	7	41	**	16	68
	12%	7%	17%	**	10%	12%
			ac			
Whistl (Previously known as TNT Post)	4	*	3	**	1	4
	1%	*%	1%	**	1%	1%
Citipost	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
Other	259	56	113	**	71	259
	46%	55%	47%	**	45%	46%
NET: Royal Mail	283	50	116	**	86	283
	50%	49%	48%	**	54%	50%

Columns Tested: a,b,c,d

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than RM

NET: RM ONLY

NET: Provider other than RM ONLY

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
447	81	205	**	117	447
79%	80%	85%	**	74%	79%
		d			
116	21	35	**	41	116
21%	20%	15%	**	26%	21%
				b	
280	52	124	**	72	280
50%	51%	52%	**	46%	50%

Columns Tested: a,b,c,d

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
Royal Mail	424	407	10	4	**	17	185	95	**	**	11
	75%	75%	75%	77%	**	75%	80%	73%	**	**	71%
DHL	15	14	1	*	**	1	6	2	**	**	*
	3%	3%	5%	2%	**	4%	3%	2%	**	**	2%
UK Mail	25	25	*	*	**	*	14	4	**	**	*
	4%	5%	2%	1%	**	2%	6%	3%	**	**	1%
UPS	14	13	*	*	**	1	6	*	**	**	*
	2%	2%	3%	4%	**	4%	3%	*%	**	**	1%
Yodel	6	6	-	*	**	*	3	3	**	**	*
	1%	1%	-%	2%	**	1%	1%	2%	**	**	1%
Parcelforce	13	13	*	*	**	*	7	4	**	**	*
	2%	2%	1%	2%	**	1%	3%	3%	**	**	*%
Hermes	13	13	-	*	**	*	11	-	**	**	*
	2%	2%	-%	3%	**	2%	5%	-%	**	**	*%
FedEx	6	6	*	*	**	*	-	3	**	**	*
	1%	1%	1%	2%	**	2%	-%	2%	**	**	1%
Secured Mail	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
DX	4	4	*	-	**	*	-	4	**	**	-
	1%	1%	*%	-%	**	1%	-%	3%	**	**	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Pitney Bowes	2	2	-	-	**	-	-	-	**	**	-
	*%	*%	-	-%	**	-%	-%	-%	**	**	-%
TNT Express	13	13	*	-	**	1	8	-	**	**	*
	2%	2%	3%	-%	**	2%	3%	-%	**	**	2%
Whistl (Previously known as TNT Post)	11	10	*	*	**	*	6	2	**	**	*
	2%	2%	2%	2%	**	2%	3%	2%	**	**	1%
Citipost	-	-	-	-	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%
Other	128	123	3	1	**	6	36	38	**	**	4
	23%	23%	25%	24%	**	26%	16%	29%	**	**	29%
NET: Royal Mail	424	407	10	4	**	17	185	95	**	**	11
	75%	75%	75%	77%	**	75%	80%	73%	**	**	71%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
205	197	5	2	**	8	74	51	**	**	5
36%	36%	36%	37%	**	37%	32%	39%	**	**	32%
358	344	9	4	**	14	156	81	**	**	10
64%	64%	64%	63%	**	63%	68%	61%	**	**	68%
139	134	3	1	**	6	45	36	**	**	4
25%	25%	25%	23%	**	25%	20%	27%	**	**	29%

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
Royal Mail	424	**	**	41	**	**	84	57	**	**	363	27	18	16
	75%	**	**	76%	**	**	80%	73%	**	**	75%	84%	69%	78%
			el				e					el		
DHL	15	**	**	7	**	**	4	4	**	**	15	*	-	*
	3%	**	**	12%	**	**	4%	5%	**	**	3%	4%	-%	1%
				behjklm										
UK Mail	25	**	**	2	**	**	6	6	**	**	24	1	-	-
	4%	**	**	4%	**	**	6%	6%	**	**	5%	3%	-%	-%
							l	lm						
UPS	14	**	**	7	**	**	2	2	**	**	14	-	-	-
	2%	**	**	12%	**	**	2%	3%	**	**	3%	-%	-%	-%
				efjklm										
Yodel	6	**	**	-	**	**	-	-	**	**	5	-	1	-
	1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	3%	-%
Parcelforce	13	**	**	*	**	**	8	-	**	**	13	-	*	*
	2%	**	**	4%	**	**	8%	-%	**	**	3%	-%	4%	4%
							cgijklm							
Hermes	13	**	**	*	**	**	2	6	**	**	13	-	-	-
	2%	**	**	4%	**	**	2%	8%	**	**	3%	-%	-%	-%
								cijklm						
FedEx	6	**	**	4	**	**	-	-	**	**	5	2	-	*
	1%	**	**	8%	**	**	-%	-%	**	**	1%	6%	-%	4%
				fgjlm								fj		
Secured Mail	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
DX	4	**	**	-	**	**	2	2	**	**	4	*	-	-
	1%	**	**	-%	**	**	2%	3%	**	**	1%	4%	-%	-%
MHI (Mail Handling International)	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Pitney Bowes	2	**	**	2	**	**	-	-	**	**	2	-	-	-
	4%	**	**	4%	**	**	-%	-%	**	**	4%	-%	-%	-%
				j										
TNT Express	13	**	**	2	**	**	-	*	**	**	12	1	-	*
	2%	**	**	4%	**	**	-%	4%	**	**	3%	3%	-%	4%
									f					
Whistl (Previously known as TNT Post)	11	**	**	*	**	**	-	2	**	**	9	1	1	*
	2%	**	**	4%	**	**	-%	3%	**	**	2%	3%	3%	4%
Citipost	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Other	128	**	**	7	**	**	23	23	**	**	110	4	9	5
	23%	**	**	13%	**	**	22%	29%	**	**	23%	13%	35%	23%
						bcijk		bck					bcijk	
NET: Royal Mail	424	**	**	41	**	**	84	57	**	**	363	27	18	16
	75%	**	**	76%	**	**	80%	73%	**	**	75%	84%	69%	78%
			el				e					el		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	b	c	*d	e	f	g	h	*i	j	k	l	m
563	16	31	58	23	46	84	58	34	21	371	70	64	58
563	27	56	54	30	54	105	78	52	28	484	32	26	21
205	**	**	22	**	**	38	35	**	**	182	7	11	5
36%	**	**	41%	**	**	36%	46%	**	**	38%	22%	41%	24%
			k		bkm		bkm			km		bkm	
358	**	**	32	**	**	67	42	**	**	302	25	15	16
64%	**	**	59%	**	**	64%	54%	**	**	62%	78%	59%	76%
		egl									cegil		egil
139	**	**	13	**	**	21	21	**	**	121	5	8	5
25%	**	**	24%	**	**	20%	27%	**	**	25%	16%	31%	22%
					blk							bk	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
Royal Mail	424	**	**	42	**	**	75	51	**	**	363	27	18	16
	75%	**	**	83%	**	**	78%	69%	**	**	76%	79%	70%	70%
DHL	15	**	**	7	**	**	4	4	**	**	15	*	-	*
	3%	**	**	13%	**	**	4%	6%	**	**	3%	*%	-%	1%
				aehijklm										
UK Mail	25	**	**	*	**	**	8	6	**	**	24	1	-	-
	4%	**	**	*%	**	**	9%	8%	**	**	5%	3%	-%	-%
							clm	clm		clm				
UPS	14	**	**	7	**	**	2	2	**	**	14	-	-	-
	2%	**	**	13%	**	**	2%	3%	**	**	3%	-%	-%	-%
				aefijklm										
Yodel	6	**	**	-	**	**	-	-	**	**	5	-	1	-
	1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	3%	-%
Parcelforce	13	**	**	*	**	**	2	-	**	**	11	2	*	*
	2%	**	**	*%	**	**	2%	-%	**	**	2%	6%	*%	*%
Hermes	13	**	**	*	**	**	2	6	**	**	13	-	-	-
	2%	**	**	*%	**	**	2%	9%	**	**	3%	-%	-%	-%
								cjklm						
FedEx	6	**	**	4	**	**	-	-	**	**	5	2	-	*
	1%	**	**	9%	**	**	-%	-%	**	**	1%	5%	-%	*%
				fgjlm								fj		
Secured Mail	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
DX	4	**	**	-	**	**	2	2	**	**	4	*	-	-
	1%	**	**	-%	**	**	2%	3%	**	**	1%	*%	-%	-%
MHI (Mail Handling International)	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Pitney Bowes	2	**	**	2	**	**	-	-	**	**	2	-	-	-
	*%	**	**	4%	**	**	-%	-%	**	**	*%	-%	-%	-%
				j										
TNT Express	13	**	**	2	**	**	-	*	**	**	12	1	*	*
	2%	**	**	4%	**	**	-%	*%	**	**	3%	3%	*%	*%
						f			f					
Whistl (Previously known as TNT Post)	11	**	**	*	**	**	-	2	**	**	9	1	1	*
	2%	**	**	*%	**	**	-%	3%	**	**	2%	3%	3%	*%
						f			cfjm					
Citipost	-	**	**	-	**	**	-	-	**	**	-	-	-	-
	-%	**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%
Other	128	**	**	3	**	**	23	25	**	**	109	4	8	7
	23%	**	**	5%	**	**	24%	34%	**	**	23%	12%	33%	31%
		ck				c	c	clk	c		ck		clk	clk

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Royal Mail

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	a	*b	c	*d	e	f	g	h	i	j	k	l	m
563	38	18	55	18	33	77	54	38	35	366	71	67	59
563	66	30	51	23	38	96	74	53	49	481	34	25	23
424	**	**	42	**	**	75	51	**	**	363	27	18	16
75%	**	**	83%	**	**	78%	69%	**	**	76%	79%	70%	70%
205	**	**	16	**	**	36	38	**	**	179	9	10	7
36%	**	**	31%	**	**	37%	51%	**	**	37%	26%	41%	31%
							ckm						
358	**	**	36	**	**	60	36	**	**	302	25	15	16
64%	**	**	69%	**	**	63%	49%	**	**	63%	74%	59%	69%
			g								g		g
139	**	**	9	**	**	21	23	**	**	118	7	7	7
25%	**	**	17%	**	**	22%	31%	**	**	24%	21%	30%	30%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 121 (continuation)

Page 1802

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	563													
Weighted total	563													
Royal Mail	424													
	75%													
DHL	15													
	3%													
UK Mail	25													
	4%													
UPS	14													
	2%													
Yodel	6													
	1%													
Parcelforce	13													
	2%													
Hermes	13													
	2%													
FedEx	6													
	1%													
Secured Mail	-													
	-%													
DX	4													
	1%													
MHI (Mail Handling International)	-													
	-%													
Pitney Bowes	2													
	1%													
TNT Express	13													
	2%													
Whistl (Previously known as TNT Post)	11													
	2%													
Citipost	-													
	-%													
Other	128													
	23%													
NET: Royal Mail	424													
	75%													

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 11/05/18

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
205	**	24	**	25	52	**	**	71	136	69	185	20	194	**
36%	**	42%	**	37%	31%	**	**	36%	35%	38%	37%	34%	38%	**
358	**	33	**	43	116	**	**	124	247	111	320	38	323	**
64%	**	58%	**	63%	69%	**	**	64%	65%	62%	63%	66%	62%	**
139	**	21	**	24	33	**	**	39	89	50	122	17	132	**
25%	**	37%	**	35%	20%	**	**	20%	23%	28%	24%	30%	26%	**
		eh		eh										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
Royal Mail	424	276	59	84	362	53	**	**	**	**	**	**	415	**	194	168	62
	75%	76%	72%	74%	75%	79%	**	**	**	**	**	**	76%	**	78%	72%	76%
DHL	15	11	2	2	12	3	**	**	**	**	**	**	15	**	4	8	3
	3%	3%	3%	2%	3%	4%	**	**	**	**	**	**	3%	**	2%	4%	4%
UK Mail	25	13	2	8	15	8	**	**	**	**	**	**	23	**	5	11	10
	4%	4%	3%	7%	3%	12%	**	**	**	**	**	**	4%	**	2%	5%	12%
						ai											ab
UPS	14	7	*	7	6	7	**	**	**	**	**	**	14	**	-	6	7
	2%	2%	*%	6%	1%	11%	**	**	**	**	**	**	2%	**	-%	3%	9%
				ab		ai										a	ab
Yodel	6	1	2	3	3	3	**	**	**	**	**	**	6	**	2	1	3
	1%	*%	3%	2%	1%	4%	**	**	**	**	**	**	1%	**	1%	*%	3%
			a	a		ai											b
Parcelforce	13	9	2	*	13	*	**	**	**	**	**	**	13	**	6	7	*
	2%	2%	3%	*%	3%	*%	**	**	**	**	**	**	2%	**	2%	3%	*%
																c	
Hermes	13	6	*	7	9	5	**	**	**	**	**	**	13	**	2	7	5
	2%	2%	*%	6%	2%	7%	**	**	**	**	**	**	2%	**	1%	3%	6%
				ab		ai											a
FedEx	6	2	3	1	5	1	**	**	**	**	**	**	6	**	4	1	1
	1%	1%	4%	1%	1%	2%	**	**	**	**	**	**	1%	**	2%	*%	2%
			a														
Secured Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
DX	4	4	-	*	4	*	**	**	**	**	**	**	4	**	2	2	*
	1%	1%	-%	*%	1%	*%	**	**	**	**	**	**	1%	**	1%	1%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Pitney Bowes	2	2	-	-	2	-	**	**	**	**	**	**	2	**	-	2	-
	*%	1%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	1%	-%
TNT Express	13	10	*	*	13	*	**	**	**	**	**	**	13	**	8	4	*
	2%	3%	*%	*%	3%	1%	**	**	**	**	**	**	2%	**	3%	2%	1%
Whistl (Previously known as TNT Post)	11	5	3	2	8	2	**	**	**	**	**	**	11	**	6	2	3
	2%	2%	4%	2%	2%	4%	**	**	**	**	**	**	2%	**	2%	1%	3%
Citipost	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other	128	79	21	29	110	13	**	**	**	**	**	**	123	**	47	62	19
	23%	22%	26%	25%	23%	20%	**	**	**	**	**	**	22%	**	19%	27%	23%
NET: Royal Mail	424	276	59	84	362	53	**	**	**	**	**	**	415	**	194	168	62
	75%	76%	72%	74%	75%	79%	**	**	**	**	**	**	76%	**	78%	72%	76%
NET: Provider other than RM	205	127	32	44	170	27	**	**	**	**	**	**	197	**	78	93	35
	36%	35%	40%	39%	35%	40%	**	**	**	**	**	**	36%	**	31%	40%	43%
																	a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
358	235	49	70	312	40	**	**	**	**	**	**	352	**	172	140	46
64%	65%	60%	61%	65%	60%	**	**	**	**	**	**	64%	**	69% c	60%	57%
139	85	22	29	120	14	**	**	**	**	**	**	134	**	56	64	19
25%	24%	28%	26%	25%	21%	**	**	**	**	**	**	24%	**	22%	28%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h	
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
Royal Mail	424	224	140	255	133	87	261	240	**	**	**	**	**	**	128	**	**	**	**	**	**	**	
	75%	73%	74%	72%	76%	71%	72%	74%	**	**	**	**	**	**	76%	**	**	**	**	**	**	**	
DHL	15	11	5	11	5	7	13	b	**	**	**	**	**	**	5	**	**	**	**	**	**	**	
	3%	4%	2%	3%	3%	6%	4%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**	
UK Mail	25	15	17	19	10	6	21	16	**	**	**	**	**	**	8	**	**	**	**	**	**	**	
	4%	5%	9%	5%	6%	5%	6%	5%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	
UPS	14	5	5	7	12	4	10	7	**	**	**	**	**	**	11	**	**	**	**	**	**	**	
	2%	2%	3%	2%	7%	4%	3%	2%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	
Yodel	6	6	3	6	3	*	6	6	**	**	**	**	**	**	3	**	**	**	**	**	**	**	
	1%	2%	1%	2%	2%	*%	2%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	
Parcelforce	13	11	4	11	*	5	7	8	**	**	**	**	**	**	*	**	**	**	**	**	**	**	
	2%	4%	2%	3%	*%	4%	2%	3%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	
Hermes	13	7	5	9	9	*	9	9	**	**	**	**	**	**	9	**	**	**	**	**	**	**	
	2%	2%	3%	3%	5%	*%	3%	3%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	
FedEx	6	4	3	4	1	1	6	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**	
	1%	1%	2%	1%	1%	1%	2%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	
Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
DX	4	4	2	4	*	*	2	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**	
	1%	1%	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Pitney Bowes	2	-	2	2	-	2	-	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	*%	-%	1%	1%	-%	2%	-%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
TNT Express	13	6	6	8	2	3	6	8	**	**	**	**	**	**	2	**	**	**	**	**	**	**	
	2%	2%	3%	2%	1%	2%	2%	3%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	
Whistl (Previously known as TNT Post)	11	8	4	8	3	2	9	8	**	**	**	**	**	**	3	**	**	**	**	**	**	**	
	2%	3%	2%	2%	2%	2%	2%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	
Citipost	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**	
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	
Other	128	73	47	87	41	32	95	77	**	**	**	**	**	**	39	**	**	**	**	**	**	**	
	23%	24%	25%	24%	23%	26%	26%	24%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**	
NET: Royal Mail	424	224	140	255	133	87	261	240	**	**	**	**	**	**	128	**	**	**	**	**	**	**	
	75%	73%	74%	72%	76%	71%	72%	74%	**	**	**	**	**	**	76%	**	**	**	**	**	**	**	
								b															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
205	119	80	144	66	50	143	129	**	**	**	**	**	**	61	**	**	**	**	**	**	**
36%	39%	42%	41%	38%	41%	40%	40%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**
	a						a														
358	188	110	210	110	72	217	195	**	**	**	**	**	**	106	**	**	**	**	**	**	**
64%	61%	58%	59%	62%	59%	60%	60%	**	**	**	**	**	**	63%	**	**	**	**	**	**	**
	b						b														
139	83	50	99	42	35	100	85	**	**	**	**	**	**	40	**	**	**	**	**	**	**
25%	27%	26%	28%	24%	29%	28%	26%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**
	a						a														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
563	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
424	99	67	56	29	**	50	**	**	**	**	88	**	37	369	55
75%	70%	73%	74%	71%	**	77%	**	**	**	**	76%	**	77%	74%	88% a
15	6	2	2	*	**	4	**	**	**	**	2	**	2	15	*
3%	4%	2%	3%	1%	**	7%	**	**	**	**	2%	**	5%	3%	*%
25	7	3	7	2	**	1	**	**	**	**	9	**	1	21	4
4%	5%	3%	9%	5%	**	1%	**	**	**	**	8%	**	2%	4%	7%
14	6	*	*	*	**	6	**	**	**	**	7	**	4	11	2
2%	5%	*%	*%	*%	**	10%	**	**	**	**	6%	**	9%	2%	4%
6	b	3	3	-	**	*	**	**	**	**	3	**	*	6	-
1%	-%	4%	3%	-%	**	*%	**	**	**	**	2%	**	*%	1%	-%
13	7	2	2	*	**	-	**	**	**	**	-	**	*	13	-
2%	5%	2%	3%	*%	**	-%	**	**	**	**	9	**	1%	3%	-%
13	2	4	3	*	**	2	**	**	**	**	-%	**	*	11	2
2%	1%	5%	4%	*%	**	3%	**	**	**	**	8%	**	*%	2%	3%
6	*	1	3	*	**	1	**	**	**	**	*	**	1	6	-
1%	*%	1%	4%	*%	**	1%	**	**	**	**	*%	**	2%	1%	-%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
4	2	-	2	*	**	*	**	**	**	**	-	**	*	4	-
1%	1%	-%	3%	*%	**	*%	**	**	**	**	-%	**	*%	1%	-%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%
2	2	-	-	-	**	-	**	**	**	**	-	**	-	-	2
*%	1%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	3% a
13	7	1	*	*	**	2	**	**	**	**	*	**	2	11	2
2%	5%	1%	*%	1%	**	3%	**	**	**	**	*%	**	5% a	2%	3%
11	5	1	*	2	**	1	**	**	**	**	3	**	*	11	*
2%	4%	1%	*%	5% c	**	1%	**	**	** c	**	3%	**	*%	2%	*%
-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	-
-%	-%	-	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN2. And for sending letters which companies can you think of?**Base: All respondents**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	563	112	105	101	91	64	42	47	42	4	110	12	76	506	57
Weighted total	563	141	91	76	41	65	37	41	28	4	117	11	48	501	62
Other	128	29	23	20	14	11	**	**	**	**	31	**	8	123	6
	23%	20%	25%	27%	34%	17%	**	**	**	**	27%	**	16%	24%	9%
				a				ab						b	
NET: Royal Mail	424	99	67	56	29	50	**	**	**	**	88	**	37	369	55
	75%	70%	73%	74%	71%	77%	**	**	**	**	76%	**	77%	74%	88%
														a	
NET: Provider other than RM	205	58	37	31	17	21	**	**	**	**	50	**	13	189	16
	36%	41%	40%	41%	41%	32%	**	**	**	**	43%	**	28%	38%	26%
								b	ab		c				
NET: RM ONLY	358	83	54	45	24	44	**	**	**	**	67	**	35	312	46
	64%	59%	60%	59%	59%	68%	**	**	**	**	57%	**	72%	62%	74%
						d	cd						a		
NET: Provider other than RM ONLY	139	42	24	20	12	15	**	**	**	**	29	**	11	132	7
	25%	30%	27%	26%	29%	23%	**	**	**	**	24%	**	23%	26%	12%
														b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
Royal Mail	424	237	**	96	37	230	**	87	46	68	198	22	**
	75%	72%	**	72%	90% a	71%	**	70%	92% a	70%	71% c	58%	**
DHL	15	11	**	4	*	11	**	4	*	2	11	4	**
	3%	3%	**	3%	%	3%	**	4%	%	2%	4%	11% ab	**
UK Mail	25	19	**	8	2	19	**	8	2	7	12	-	**
	4%	6%	**	6%	5%	6%	**	6%	4%	7%	4%	-%	**
UPS	14	5	**	9	2	5	**	7	5	3	5	5	**
	2%	1%	**	7%	6%	1%	**	5%	10%	3%	2%	12% ab	**
Yodel	6	6	**	3	-	6	**	3	-	3	3	-	**
	1%	2%	**	2%	-%	2%	**	2%	-%	3%	1%	-%	**
Parcelforce	13	11	**	*	-	11	**	*	-	*	11	*	**
	2%	3%	**	%	-%	3%	**	%	-%	%	4% a	%	**
Hermes	13	9	**	7	2	9	**	7	2	5	5	*	**
	2%	3%	**	5%	5%	3%	**	6%	4%	5%	2%	1%	**
FedEx	6	4	**	1	*	4	**	1	*	*	4	*	**
	1%	1%	**	1%	%	1%	**	1%	%	%	2%	%	**
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DX	4	4	**	*	-	4	**	*	-	*	4	*	**
	1%	1%	**	%	-%	1%	**	%	-%	%	2%	%	**
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pitney Bowes	2	-	**	-	-	-	**	-	-	-	-	-	**
	%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
TNT Express	13	6	**	*	2	6	**	*	2	4	4	*	**
	2%	2%	**	%	5% a	2%	**	%	4% a	4%	1%	1%	**
Whistl (Previously known as TNT Post)	11	8	**	3	*	8	**	3	*	4	8	2	**
	2%	3%	**	2%	1%	3%	**	3%	%	4%	3%	6%	**
Citipost	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	128	83	**	37	4	83	**	34	7	26	72	14	**
	23%	25%	**	27% b	11%	26%	**	27% b	14%	27%	26%	36%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b		a	b			a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	97	280	39	-
NET: Royal Mail	424	237	**	96	37	230	**	87	68	198	22	**
	75%	72%	**	72%	90% a	71%	**	70%	70%	71% c	58%	**
NET: Provider other than RM	205	136	**	55	11	136	**	52	40	113	19	**
	36%	41%	**	41%	26%	42%	**	42%	42%	40%	49%	**
NET: RM ONLY	358	195	**	79	30	188	**	73	56	167	20	**
	64%	59%	**	59%	74%	58%	**	58%	58%	60%	51%	**
NET: Provider other than RM ONLY	139	94	**	38	4	94	**	38	29	81	16	**
	25%	28%	**	28%	10% b	29%	**	30% b	30%	29%	42% b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
Royal Mail	424	58	118	**	**	97	89	**	**	208	128	108	199	154	**
	75%	70%	73%	**	**	80%	72%	**	**	72%	74%	75%	74%	71%	**
		c	c			c									
DHL	15	2	5	**	**	2	5	**	**	11	5	5	9	11	**
	3%	3%	3%	**	**	2%	4%	**	**	4%	3%	3%	3%	5%	**
						ab									
UK Mail	25	3	14	**	**	8	5	**	**	15	17	8	14	14	**
	4%	3%	9%	**	**	6%	4%	**	**	5%	10%	6%	5%	7%	**
			c								a				
UPS	14	5	5	**	**	7	12	**	**	5	3	9	5	5	**
	2%	6%	3%	**	**	6%	9%	**	**	2%	2%	6%	2%	2%	**
				ab				ab				ab			
Yodel	6	3	*	**	**	3	*	**	**	6	3	3	3	*	**
	1%	3%	*%	**	**	2%	*%	**	**	2%	2%	2%	1%	*%	**
		b													
Parcelforce	13	*	4	**	**	*	*	**	**	11	4	*	9	4	**
	2%	*%	3%	**	**	*%	*%	**	**	4%	3%	*%	3%	2%	**
										c					
Hermes	13	3	2	**	**	7	4	**	**	7	5	7	5	5	**
	2%	4%	1%	**	**	6%	3%	**	**	3%	3%	5%	2%	2%	**
FedEx	6	*	3	**	**	1	1	**	**	4	3	1	2	4	**
	1%	*%	2%	**	**	1%	1%	**	**	1%	2%	1%	1%	2%	**
Secured Mail	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
DX	4	*	2	**	**	*	*	**	**	4	2	*	4	4	**
	1%	*%	1%	**	**	*%	*%	**	**	1%	1%	*%	2%	2%	**
MHI (Mail Handling International)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Pitney Bowes	2	2	2	**	**	-	-	**	**	-	-	-	-	-	**
	*%	2%	1%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
				b											
TNT Express	13	6	3	**	**	*	2	**	**	6	4	*	4	6	**
	2%	7%	2%	**	**	*%	2%	**	**	2%	2%	*%	1%	3%	**
		b		b											
Whistl (Previously known as TNT Post)	11	4	4	**	**	*	3	**	**	8	4	3	6	4	**
	2%	5%	2%	**	**	*%	3%	**	**	3%	2%	2%	2%	2%	**
Citipost	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other	128	22	40	**	**	26	34	**	**	71	44	34	62	60	**
	23%	26%	25%	**	**	21%	28%	**	**	25%	26%	24%	23%	28%	**
				b				a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Royal Mail

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
424	58	118	**	**	97	89	**	**	208	128	108	199	154	**
75%	70%	73%	**	**	80%	72%	**	**	72%	74%	75%	74%	71%	**
	c	c			c									
205	36	68	**	**	39	52	**	**	118	73	53	104	95	**
36%	44%	42%	**	**	32%	42%	a	**	41%	42%	37%	39%	44%	**
			ab				a							
358	47	94	**	**	83	72	**	**	172	100	90	166	122	**
64%	56%	58%	**	**	68%	58%	**	**	59%	58%	63%	61%	56%	**
	c	c			c									
139	25	43	**	**	25	35	**	**	82	46	35	71	63	**
25%	30%	27%	**	**	20%	28%	a	**	28%	26%	25%	26%	29%	**
			ab				a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
424	79	49	58	**	**	197	160	**	**	**	**	373	280	378	320	410
75%	73%	82%	71%	**	**	75%	74%	**	**	**	**	74%	74%	74%	79%	76%
	de	de	e													
15	5	*	4	**	**	9	7	**	**	**	**	15	9	15	11	15
3%	4%	1%	5%	**	abcd	3%	3%	**	**	**	**	3%	2%	3%	3%	3%
25	3	3	8	**	**	14	12	**	**	**	**	23	14	23	19	25
4%	3%	5%	10%	**	**	5%	5%	**	**	**	**	5%	4%	5%	5%	5%
			a													
14	11	2	7	**	**	9	1	**	**	**	**	11	5	11	10	14
2%	11%	4%	9%	**	**	4%	1%	**	**	**	**	2%	1%	2%	2%	2%
			b		abc	b										
6	-	*	3	**	**	3	*	**	**	**	**	6	*	6	5	6
1%	-%	1%	3%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
			a									b	b	b	b	b
13	*	*	*	**	**	9	4	**	**	**	**	13	11	13	8	13
2%	1%	1%	1%	**	**	3%	2%	**	**	**	**	3%	3%	3%	2%	2%
13	4	2	5	**	**	7	5	**	**	**	**	13	11	13	13	13
2%	4%	4%	6%	**	**	3%	2%	**	**	**	**	3%	3%	3%	3%	2%
				abcd												
6	1	1	1	**	**	2	4	**	**	**	**	6	2	6	2	6
1%	1%	2%	1%	**	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
4	*	*	*	**	**	4	4	**	**	**	**	4	2	4	2	4
1%	1%	1%	1%	**	**	2%	2%	**	**	**	**	1%	1%	1%	1%	1%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
2	-	-	-	**	**	-	-	**	**	**	**	2	2	2	2	2
1%	1%	1%	1%	**	**	-%	-%	**	**	**	**	1%	1%	1%	1%	1%
13	2	2	*	**	**	1	3	**	**	**	**	13	9	13	9	13
2%	2%	4%	1%	**	**	1%	2%	**	**	**	**	3%	2%	3%	2%	2%
11	3	1	*	**	**	8	4	**	**	**	**	11	11	11	8	11
2%	3%	2%	1%	**	**	3%	2%	**	**	**	**	2%	3%	2%	2%	2%
-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
128	27	9	23	**	**	61	60	**	**	**	**	117	96	117	87	121
23%	25%	15%	28%	**	**	23%	27%	**	**	**	**	23%	25%	23%	21%	22%
			b	abc	b											
424	79	49	58	**	**	197	160	**	**	**	**	373	280	378	320	410
75%	73%	82%	71%	**	**	75%	74%	**	**	**	**	74%	74%	74%	79%	76%
	de	de	e													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
563	107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
NET: Provider other than RM	45	18	36	**	**	104	84	**	**	**	**	191	146	192	141	198
36%	42%	30%	44%	abc	abc	39%	39%	**	**	**	**	38%	38%	38%	35%	37%
NET: RM ONLY	63	42	46	**	**	160	134	**	**	**	**	312	235	317	266	344
64%	58% de	70% de	56% de	**	**	61%	61%	**	**	**	**	62%	62%	62%	65%	63%
NET: Provider other than RM ONLY	29	11	24	**	**	67	58	**	**	**	**	130	101	130	87	132
25%	27%	18%	29%	ab	abc	25%	26%	**	**	**	**	26%	26%	26%	21%	24%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	563	299	521	142	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
Royal Mail	424	201	380	87	326	**	59	336	91	**	**	81	32	315	76
	75%	72%	75%	77%	75%	**	83%	74%	89%	**	**	90%	66%	76%	75%
DHL	15	9	13	6	13	**	4	11	2	**	**	2	*	11	4
	3%	3%	3%	6%	3%	**	6%	2%	2%	**	**	2%	%	3%	4%
UK Mail	25	14	23	5	12	**	7	14	9	**	**	5	*	12	13
	4%	5%	5%	4%	3%	**	10%	3%	9%	**	**	5%	%	3%	13%
UPS	14	7	11	9	10	**	4	8	9	**	**	7	2	7	5
	2%	2%	2%	8%	2%	**	6%	2%	9%	**	**	8%	5%	2%	5%
Yodel	6	5	6	3	1	**	5	1	3	**	**	3	-	6	-
	1%	2%	1%	2%	%	**	7%	%	3%	**	**	3%	-%	1%	-%
Parcelforce	13	2	13	*	9	**	*	13	-	**	**	-	3	6	4
	2%	1%	3%	%	2%	**	%	3%	-%	**	**	-%	5%	2%	2%
Hermes	13	7	11	5	9	**	5	7	7	**	**	7	-	11	4
	2%	3%	2%	4%	2%	**	7%	1%	7%	**	**	7%	-%	3%	2%
FedEx	6	*	6	*	4	**	*	6	*	**	**	*	2	3	1
	1%	%	1%	%	1%	**	%	1%	%	**	**	%	4%	1%	1%
Secured Mail	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
DX	4	2	4	-	4	**	2	2	-	**	**	-	-	*	4
	1%	1%	1%	-%	1%	**	3%	%	-%	**	**	-%	-%	%	4%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Pitney Bowes	2	2	2	2	-	**	-	-	2	**	**	2	-	2	-
	%	1%	%	2%	-%	**	-%	-%	2%	**	**	2%	-%	%	-%
TNT Express	13	11	13	3	9	**	-	11	5	**	**	3	2	5	6
	2%	4%	3%	3%	2%	**	-%	2%	5%	**	**	3%	4%	1%	6%
Whistl (Previously known as TNT Post)	11	8	11	3	2	**	4	6	*	**	**	*	2	5	4
	2%	3%	2%	3%	%	**	6%	1%	%	**	**	%	5%	1%	4%
Citipost	-	-	-	-	-	**	-	-	-	**	**	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	**	**	-%	-%	-%	-%
Other	128	76	119	28	107	**	10	113	12	**	**	10	12	94	23
	23%	27%	23%	25%	25%	**	13%	25%	12%	**	**	12%	24%	23%	23%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 121 (continuation)

Page 1817

QN2. And for sending letters which companies can you think of?

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	-	433	17	71	456	103	*	25	90	49	413	101
NET: Royal Mail	424	201	380	87	326	**	59	336	91	**	**	81	32	315	76
	75%	72%	75%	77%	75%	**	83%	74%	89%	**	**	90%	66%	76%	75%
NET: Provider other than RM	205	118	189	45	148	**	27	162	34	**	**	26	21	137	47
	36%	42%	37%	40%	34%	**	39%	36%	34%	**	**	29%	43%	33%	47% b
NET: RM ONLY	358	161	321	68	285	**	44	294	68	**	**	64	28	276	54
	64%	58%	63%	60%	66%	**	61%	64%	66%	**	**	71%	57%	67% c	53%
NET: Provider other than RM ONLY	139	77	130	26	107	**	12	120	11	**	**	9	17	98	25
	25%	28%	25%	23%	25%	**	17%	26%	11%	**	**	10%	34%	24%	25%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 121 (continuation)

Page 1818

QN2. And for sending letters which companies can you think of?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	563	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	563	88	25	448	325	238	325	35	151	74	108	46	175	108
Royal Mail	424	73	**	327	247	177	231	24	109	57	74	37	120	73
	75%	83%	**	73%	76%	75%	71%	69%	72%	78%	69%	80%	68%	68%
DHL	15	4	**	11	11	5	11	2	5	2	5	*	11	2
	3%	5%	**	2%	3%	2%	3%	7%	3%	3%	4%	*%	6%	2%
UK Mail	25	13	**	12	10	15	19	*	8	8	3	5	7	5
	4%	15%	**	3%	3%	6%	6%	*%	5%	11%	3%	11%	4%	5%
		c							b			ac		
UPS	14	4	**	7	6	7	7	2	9	5	9	*	5	*
	2%	5%	**	2%	2%	3%	2%	7%	6%	6%	8%	1%	3%	*%
								a	a	a	bcd			
Yodel	6	3	**	3	3	3	5	-	3	3	*	3	3	*
	1%	3%	**	1%	1%	1%	2%	-%	2%	4%	*%	6%	2%	*%
												ad		
Parcelforce	13	4	**	9	5	9	11	9	*	*	*	*	9	2
	2%	5%	**	2%	1%	4%	3%	26%	*%	*%	*%	*%	5%	2%
							c	acd					a	
Hermes	13	7	**	5	4	9	9	*	9	7	4	5	9	6
	2%	8%	**	1%	1%	4%	3%	1%	6%	9%	4%	10%	5%	6%
		c							ab					
FedEx	6	-	**	6	5	1	4	*	1	1	1	-	*	1
	1%	-%	**	1%	2%	*%	1%	1%	1%	1%	1%	-%	*%	1%
Secured Mail	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	4	4	**	*	2	2	4	2	*	*	-	*	4	*
	1%	5%	**	*%	1%	1%	1%	6%	*%	*%	-%	*%	2%	*%
		c						acd						
MHI (Mail Handling International)	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	2	**	-	2	-	2	2	-	-	-	-	-	-
	*%	2%	**	-%	1%	-%	1%	6%	-%	-%	-%	-%	-%	-%
		c						acd						
TNT Express	13	*	**	13	8	5	8	2	*	2	*	-	1	-
	2%	*%	**	3%	3%	2%	3%	6%	*%	3%	*%	-%	1%	-%
							c	c		c				
Whistl (Previously known as TNT Post)	11	1	**	10	8	2	6	*	3	2	1	*	2	*
	2%	1%	**	2%	3%	1%	2%	*%	2%	3%	1%	*%	1%	*%
Citipost	-	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	128	11	**	111	72	56	83	8	41	13	32	12	46	34
	23%	12%	**	25%	22%	24%	26%	24%	27%	18%	30%	25%	26%	31%
				a										

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 11/05/18

QN2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Royal Mail

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
424	73	**	327	247	177	231	24	109	57	74	37	120	73
75%	83%	**	73%	76%	75%	71%	69%	72%	78%	69%	80%	68%	68%
205	37	**	160	116	89	137	20	62	30	43	19	75	46
36%	42%	**	36%	36%	38%	42%	57%	41%	41%	40%	42%	43%	43%
							ac						
358	50	**	288	209	148	188	15	89	43	65	27	100	62
64%	58%	**	64%	64%	62%	58%	43%	59%	59%	60%	58%	57%	57%
						b		b					
139	15	**	120	79	60	94	11	42	17	34	9	55	35
25%	17%	**	27%	24%	25%	29%	31%	28%	22%	31%	20%	32%	32%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN2. And for sending letters which companies can you think of?**Base: All respondents**

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	
Unweighted total	563	112	256	36	134	563
Weighted total	563	102	240	32	158	563
Royal Mail	424	71	188	**	118	424
	75%	70%	79%	**	75%	75%
DHL	15	*	8	**	6	15
	3%	*%	4%	**	4%	3%
UK Mail	25	5	13	**	5	25
	4%	5%	6%	**	3%	4%
UPS	14	3	6	**	4	14
	2%	3%	3%	**	3%	2%
Yodel	6	-	3	**	3	6
	1%	-%	1%	**	2%	1%
Parcelforce	13	2	6	**	2	13
	2%	2%	3%	**	1%	2%
Hermes	13	-	9	**	5	13
	2%	-%	4%	**	3%	2%
FedEx	6	3	1	**	2	6
	1%	3%	*%	**	1%	1%
Secured Mail	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
DX	4	*	4	**	-	4
	1%	*%	2%	**	-%	1%
MHI (Mail Handling International)	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
Pitney Bowes	2	2	-	**	-	2
	*%	2%	-%	**	-%	*%
TNT Express	13	*	10	**	3	13
	2%	*%	4%	**	2%	2%
Whistl (Previously known as TNT Post)	11	*	6	**	5	11
	2%	*%	3%	**	3%	2%
Citipost	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
Other	128	27	43	**	42	128
	23%	26%	18%	**	26%	23%
NET: Royal Mail	424	71	188	**	118	424
	75%	70%	79%	**	75%	75%

Columns Tested: a,b,c,d

Q2. And for sending letters which companies can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
205	39	89	**	58	205
36%	38%	37%	**	37%	36%
358	63	151	**	100	358
64%	62%	63%	**	63%	64%
139	31	51	**	40	139
25%	30%	21%	**	25%	25%

Columns Tested: a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	412	184	128	67	33	228	75	69	29	13	49
Weighted total	352	334	10	6	3	18	116	92	23	10	12
Royal Mail	325	308	10	5	**	18	106	88	**	**	**
	92%	92%	94%	98%	**	96%	92%	96%	**	**	**
DHL	12	11	*	*	**	1	5	-	**	**	**
	3%	3%	2%	6%	**	5%	4%	-%	**	**	**
				ab							
UK Mail	1	1	*	-	**	*	1	-	**	**	**
	*%	*%	2%	-	**	2%	1%	-%	**	**	**
				ac							
UPS	3	3	-	*	**	*	3	-	**	**	**
	1%	1%	-%	2%	**	1%	2%	-%	**	**	**
				b							
Yodel	*	-	*	-	**	*	-	*	**	**	**
	*%	-%	2%	-%	**	1%	-%	*%	**	**	**
Parcelforce	11	10	1	*	**	1	6	2	**	**	**
	3%	3%	5%	5%	**	7%	5%	3%	**	**	**
				a							
Hermes	8	8	*	*	**	1	3	2	**	**	**
	2%	2%	1%	5%	**	3%	2%	2%	**	**	**
				b							
FedEx	3	2	*	*	**	1	*	*	**	**	**
	1%	1%	3%	2%	**	3%	*%	*%	**	**	**
				a							
Secured Mail	*	-	*	-	**	*	-	-	**	**	**
	*%	-%	1%	-%	**	1%	-%	-%	**	**	**
				a							
DX	2	2	*	*	**	*	-	2	**	**	**
	1%	1%	1%	1%	**	1%	-%	2%	**	**	**
MHI (Mail Handling International)	*	-	-	-	**	*	-	-	**	**	**
	*%	-%	-%	-%	**	*%	-%	-%	**	**	**
				a							
Pitney Bowes	5	5	*	*	**	1	-	*	**	**	**
	2%	1%	1%	8%	**	3%	-%	*%	**	**	**
				ab							
TNT Express	5	4	-	*	**	*	-	-	**	**	**
	1%	1%	-%	1%	**	2%	-%	-%	**	**	**
				abe							ab
Whistl (Previously known as TNT Post)	*	-	-	-	**	*	*	-	**	**	**
	*%	-%	-%	-%	**	*%	*%	-%	**	**	**
Citipost	-	-	-	-	**	-	-	-	**	**	**
	-%	-%	-%	-%	**	-%	-%	-%	**	**	**
Someone else	8	6	1	*	**	1	2	4	**	**	**
	2%	2%	5%	9%	**	6%	2%	5%	**	**	**
				a		a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
	a	b	c	d	e	a	b	*c	*d	e
412	184	128	67	33	228	75	69	29	13	49
352	334	10	6	3	18	116	92	23	10	12
22	22	1	*	**	1	10	3	**	**	**
6%	6%	5%	1%	**	3%	8%	4%	**	**	**
325	308	10	5	**	18	106	88	**	**	**
92%	92%	94%	98%	**	96%	92%	96%	**	**	**
39	36	1	1	**	4	13	9	**	**	**
11%	11%	14%	27% ab	** ab	21% a	11%	10%	**	**	** b
290	276	8	4	**	14	93	79	**	**	**
83%	83% d	80%	72%	**	76%	80%	87%	**	**	**
4	4	*	*	**	*	-	*	**	**	**
1%	1%	1%	1%	**	1%	-%	*%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 122 (continuation)

Page 1824

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	412	10	23	43	18	33	56	39	22	13	257	57	52	46
Weighted total	352	16	38	27	23	36	59	50	33	14	297	22	19	14
Royal Mail	325	**	**	**	**	**	57	**	**	**	274	22	16	**
	92%	**	**	**	**	**	96% c	**	**	**	92%	100% cejl	86%	**
DHL	12	**	**	**	**	**	-	**	**	**	12	*	*	**
	3%	**	**	**	**	**	-%	**	**	**	4%	*%	1%	**
				efgijklm										
UK Mail	1	**	**	**	**	**	-	**	**	**	*	1	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	4% j	-%	**
UPS	3	**	**	**	**	**	-	**	**	**	3	-	-	**
	1%	**	**	**	**	**	-%	**	**	**	1%	-%	-%	**
Yodel	*	**	**	**	**	**	-	**	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**
Parcelforce	11	**	**	**	**	**	2	**	**	**	10	1	*	**
	3%	**	**	**	**	**	3%	**	**	**	3%	5%	1%	**
Hermes	8	**	**	**	**	**	2	**	**	**	7	*	1	**
	2%	**	**	**	**	**	3%	**	**	**	2%	*%	5%	**
FedEx	3	**	**	**	**	**	-	**	**	**	3	*	-	**
	1%	**	**	**	**	**	-%	**	**	**	1%	*%	-%	**
				fjklm										
Secured Mail	*	**	**	**	**	**	-	**	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**
DX	2	**	**	**	**	**	2	**	**	**	2	*	-	**
	1%	**	**	**	**	**	3%	**	**	**	1%	*%	-%	**
MHI (Mail Handling International)	*	**	**	**	**	**	-	**	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	**	*%	-%	-%	**
Pitney Bowes	5	**	**	**	**	**	-	**	**	**	5	*	*	**
	2%	**	**	**	**	**	-%	**	**	**	2%	1%	1%	**
				fjm										
TNT Express	5	**	**	**	**	**	*	**	**	**	5	*	-	**
	1%	**	**	**	**	**	*%	**	**	**	2%	*%	-%	**
				fjkl										
Whistl (Previously known as TNT Post)	*	**	**	**	**	**	-	**	**	**	-	-	*	**
	*%	**	**	**	**	**	-%	**	**	**	-%	-%	*%	**
Citipost	-	**	**	**	**	**	-	**	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	**	-%	-%	-%	**
Someone else	8	**	**	**	**	**	2	**	**	**	7	*	*	**
	2%	**	**	**	**	**	4%	**	**	**	2%	*%	1%	**
Have not sent a letter /parcel in the last month	22	**	**	**	**	**	2	**	**	**	19	-	3	**
	6%	**	**	**	**	**	4%	**	**	**	6%	-%	14% gkm	**
				k							k			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	GOR (QC3)													
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
	Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
	Unweighted total	412	10	23	43	18	33	56	39	22	13	257	57	52	46
	Weighted total	352	16	38	27	23	36	59	50	33	14	297	22	19	14
	NET: Royal Mail	325	**	**	**	**	**	57	**	**	**	274	22	16	**
		92%	**	**	**	**	**	96% c	** cel	**	**	92%	100% cej	86%	** cl
	NET: Provider other than RM	39	**	**	**	**	**	8	**	**	**	36	2	1	**
		11%	**	**	efgjkilm	**	**	14% m	**	**	**	12% m	10%	6%	**
	NET: RM ONLY	290	**	**	**	**	**	49	**	**	**	242	20	15	**
	83%	**	**	**	**	**	82% c	** cej	**	**	82% c	90% c	79% c	** cej	
NET: Provider other than RM ONLY	4	**	**	**	**	**	-	**	**	**	4	-	-	**	
	1%	**	**	fjkl	**	**	-%	**	**	**	1%	-%	-%	**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	412	23	13	42	13	22	54	35	25	252	58	55	47
Weighted total	352	39	19	27	14	22	59	45	33	293	24	19	16
Royal Mail	325	**	**	**	**	**	56	**	**	270	24	16	**
	92%	**	**	**	**	**	96%	**	**	92%	100%	85%	**
							c	cl			cjl		cl
DHL	12	**	**	**	**	**	-	**	**	12	*	*	**
	3%	**	**	**	**	**	-%	**	**	4%	*%	1%	**
UK Mail	1	**	**	**	**	**	-	**	**	*	1	-	**
	*%	**	**	**	**	**	-%	**	**	*%	4%	-%	**
											j		
UPS	3	**	**	**	**	**	-	**	**	3	-	-	**
	1%	**	**	**	**	**	-%	**	**	1%	-%	-%	**
Yodel	*	**	**	**	**	**	-	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	*%	-%	-%	**
Parcelforce	11	**	**	**	**	**	-	**	**	10	1	*	**
	3%	**	**	**	**	**	-%	**	**	3%	4%	1%	**
				f									
Hermes	8	**	**	**	**	**	-	**	**	7	*	1	**
	2%	**	**	**	**	**	-%	**	**	2%	*%	5%	**
FedEx	3	**	**	**	**	**	-	**	**	3	*	-	**
	1%	**	**	**	**	**	-%	**	**	1%	*%	-%	**
				fjklm									
Secured Mail	*	**	**	**	**	**	-	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	*%	-%	-%	**
DX	2	**	**	**	**	**	2	**	**	2	*	-	**
	1%	**	**	**	**	**	4%	**	**	1%	*%	-%	**
MHI (Mail Handling International)	*	**	**	**	**	**	-	**	**	*	-	-	**
	*%	**	**	**	**	**	-%	**	**	*%	-%	-%	**
Pitney Bowes	5	**	**	**	**	**	3	**	**	5	*	*	**
	2%	**	**	**	**	**	4%	**	**	2%	1%	1%	**
				jm									
TNT Express	5	**	**	**	**	**	*	**	**	5	*	-	**
	1%	**	**	**	**	**	*%	**	**	2%	*%	-%	**
				fjkl									
Whistl (Previously known as TNT Post)	*	**	**	**	**	**	-	**	**	-	-	*	**
	*%	**	**	**	**	**	-%	**	**	-%	-%	*%	**
Citipost	-	**	**	**	**	**	-	**	**	-	-	-	**
	-%	**	**	**	**	**	-%	**	**	-%	-%	-%	**
Someone else	8	**	**	**	**	**	2	**	**	7	*	*	**
	2%	**	**	**	**	**	4%	**	**	2%	*%	1%	**
				jkl									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	412	23	13	42	13	22	54	35	25	25	252	58	55	47
Weighted total	352	39	19	27	14	22	59	45	36	33	293	24	19	16
Have not sent a letter /parcel in the last month	22 6%	** **	** **	** ** k	** **	** **	2 4%	** **	** **	** **	19 7%	- -%	3 15%	** **
NET: Royal Mail	325 92%	** **	** **	** **	** **	** **	56 96% c	** ** cl	** **	** **	270 92%	24 100% cjl	16 85%	** ** cl
NET: Provider other than RM	39 11%	** **	** **	** ** fgjklm	** **	** **	7 12% g	** **	** **	** **	36 12% gm	2 9%	1 7%	** **
NET: RM ONLY	290 83%	** **	** **	** **	** **	** **	50 85% c	** ** cfjl	** **	** **	238 81% c	22 91% c	15 79% c	** ** cfjl
NET: Provider other than RM ONLY	4 1%	** **	** **	** ** fjkl	** **	** **	- -%	** **	** **	** **	4 1%	- -%	- -%	** **

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	412	6	47	10	57	85	19	32	156	257	155	345	67	396	16
Weighted total	352	3	32	4	51	78	12	33	139	220	132	316	36	328	24
Royal Mail	325	**	**	**	45	71	**	**	127	202	124	294	32	304	**
	92%	**	**	**	87%	92%	**	**	92%	92%	94%	93%	87%	93%	**
			deh												
DHL	12	**	**	**	2	3	**	**	*	12	*	8	4	12	**
	3%	**	**	**	4%	4%	**	**	%	5%	%	2%	12%	4%	**
					h	h		bdeh		b		a			
UK Mail	1	**	**	**	-	*	**	**	*	*	1	1	-	1	**
	*%	**	**	**	-%	%	**	**	%	%	1%	%	-%	%	**
UPS	3	**	**	**	-	3	**	**	-	3	-	3	*	3	**
	1%	**	**	**	-%	4%	**	**	-%	1%	-%	1%	%	1%	**
						h									
Yodel	*	**	**	**	-	*	**	**	*	*	*	*	*	*	**
	*%	**	**	**	-%	%	**	**	%	%	%	%	%	%	**
Parcelforce	11	**	**	**	*	*	**	**	6	10	1	6	5	8	**
	3%	**	**	**	%	%	**	**	4%	4%	1%	2%	14%	2%	**
			e				e					a			
Hermes	8	**	**	**	3	*	**	**	3	7	1	6	3	8	**
	2%	**	**	**	6%	%	**	**	2%	3%	1%	2%	8%	3%	**
					e							a			
FedEx	3	**	**	**	-	*	**	**	*	2	*	*	2	3	**
	1%	**	**	**	-%	%	**	**	%	1%	%	%	6%	1%	**
						eh						a			
Secured Mail	*	**	**	**	-	*	**	**	-	*	*	*	*	*	**
	*%	**	**	**	-%	%	**	**	-%	%	%	%	%	%	**
DX	2	**	**	**	-	*	**	**	2	2	-	2	*	2	**
	1%	**	**	**	-%	%	**	**	2%	1%	-%	1%	%	1%	**
MHI (Mail Handling International)	*	**	**	**	-	*	**	**	-	*	-	-	*	*	**
	*%	**	**	**	-%	%	**	**	-%	%	-%	-%	%	%	**
Pitney Bowes	5	**	**	**	-	3	**	**	*	5	*	3	2	5	**
	2%	**	**	**	-%	3%	**	**	%	2%	%	1%	6%	2%	**
						h		h				a			
TNT Express	5	**	**	**	*	2	**	**	2	2	2	2	2	5	**
	1%	**	**	**	%	3%	**	**	1%	1%	2%	1%	6%	1%	**
												a			
Whistl (Previously known as TNT Post)	*	**	**	**	-	-	**	**	*	-	*	*	-	*	**
	*%	**	**	**	-%	-%	**	**	%	-%	%	%	-%	%	**
Citipost	-	**	**	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Someone else	8	**	**	**	*	*	**	**	4	5	2	7	*	8	**
	2%	**	**	**	%	%	**	**	3%	2%	2%	2%	1%	2%	**
			de												

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
412	*a 6	b 47	*c 10	d 57	e 85	*f 19	g 32	h 156	a 257	b 155	a 345	b 67	a 396	*b 16
352	3	32	4	51	78	12	33	139	220	132	316	36	328	24
22	**	**	**	5	6	**	**	11	14	8	19	3	20	**
6%	**	**	**	9%	8%	**	**	8%	6%	6%	6%	7%	6%	**
				b	b			b						
325	**	**	**	45	71	**	**	127	202	124	294	32	304	**
92%	**	**	**	87%	92%	**	**	92%	92%	94%	93%	87%	93%	**
		deh												
39	**	**	**	3	8	**	**	15	32	8	29	10	36	**
11%	**	**	**	7%	10%	**	**	10%	14%	6%	9%	28%	11%	**
									b		a	a		
290	**	**	**	43	63	**	**	113	175	116	267	24	272	**
83%	**	**	**	84%	82%	**	**	81%	79%	88%	85%	65%	83%	**
										a	b			
4	**	**	**	2	*	**	**	*	4	-	2	2	4	**
1%	**	**	**	4%	*%	**	**	*%	2%	-%	1%	6%	1%	**
				h			eh				a			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	412	222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	352	211	66	74	302	41	9	*	-	-	-	-	343	9	129	173	50
Royal Mail	325	192	61	71	276	41	**	**	**	**	**	**	316	**	114	162	50
	92%	91%	93%	96%	91%	100%	**	**	**	**	**	**	92%	**	88%	93%	100%
						ai											ab
DHL	12	9	2	*	12	*	**	**	**	**	**	**	12	**	2	9	*
	3%	5%	3%	*%	4%	1%	**	**	**	**	**	**	3%	**	2%	5%	1%
		c														c	
UK Mail	1	*	-	1	1	*	**	**	**	**	**	**	1	**	-	1	*
	*%	*%	-	2%	*%	1%	**	**	**	**	**	**	*%	**	-	1%	1%
UPS	3	3	*	-	3	*	**	**	**	**	**	**	3	**	-	3	*
	1%	1%	*%	-	1%	*%	**	**	**	**	**	**	1%	**	-	2%	*%
Yodel	*	*	-	*	*	-	**	**	**	**	**	**	*	**	-	*	-
	*%	*%	-	*%	*%	-	**	**	**	**	**	**	*%	**	-	*%	-
Parcelforce	11	8	2	1	11	*	**	**	**	**	**	**	11	**	2	9	*
	3%	4%	3%	1%	4%	1%	**	**	**	**	**	**	3%	**	2%	5%	1%
Hermes	8	8	*	-	8	*	**	**	**	**	**	**	8	**	3	5	*
	2%	4%	*%	-	3%	*%	**	**	**	**	**	**	2%	**	2%	3%	*%
		c															
FedEx	3	*	2	-	2	*	**	**	**	**	**	**	3	**	-	2	*
	1%	*%	3%	-	1%	*%	**	**	**	**	**	**	1%	**	-	1%	1%
			a														
Secured Mail	*	*	-	*	*	-	**	**	**	**	**	**	*	**	-	*	-
	*%	*%	-	*%	*%	-	**	**	**	**	**	**	*%	**	-	*%	-
DX	2	2	-	*	2	*	**	**	**	**	**	**	2	**	-	2	*
	1%	1%	-	*%	1%	*%	**	**	**	**	**	**	1%	**	-	1%	*%
MHI (Mail Handling International)	*	*	-	-	*	-	**	**	**	**	**	**	*	**	-	*	-
	*%	*%	-	-	*%	-	**	**	**	**	**	**	*%	**	-	*%	-
Pitney Bowes	5	5	*	*	5	*	**	**	**	**	**	**	5	**	-	5	*
	2%	2%	*%	*%	2%	1%	**	**	**	**	**	**	2%	**	-	3%	1%
TNT Express	5	5	-	-	4	*	**	**	**	**	**	**	5	**	-	4	*
	1%	2%	-	-	1%	*%	**	**	**	**	**	**	1%	**	-	3%	*%
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	**	**	**	**	**	**	*	**	-	*	-
	*%	*%	-	-	*%	-	**	**	**	**	**	**	*%	**	-	*%	-
Citipost	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
Someone else	8	5	*	2	6	1	**	**	**	**	**	**	8	**	2	4	1
	2%	2%	*%	3%	2%	3%	**	**	**	**	**	**	2%	**	2%	3%	2%
Have not sent a letter /parcel in the last month	22	17	3	3	22	-	**	**	**	**	**	**	22	**	15	7	-
	6%	8%	4%	4%	7%	-	**	**	**	**	**	**	6%	**	12%	4%	-
					b								b		bc	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	222	86	103	290	104	15	3	-	-	-	-	394	18	90	200	122
Weighted total	352	211	66	302	41	9	*	-	-	-	-	343	9	129	173	50
NET: Royal Mail	325	192	61	276	41	**	**	**	**	**	**	316	**	114	162	50
	92%	91%	93%	91%	100% aI	**	**	**	**	**	**	92%	**	88%	93%	100% ab
NET: Provider other than RM	39	30	5	37	2	**	**	**	**	**	**	39	**	9	28	2
	11%	14%	8%	12%	5%	**	**	**	**	**	**	11%	**	7%	16% ac	5%
NET: RM ONLY	290	164	58	243	39	**	**	**	**	**	**	281	**	104	139	48
	83%	78%	88% a	80%	95% aI	**	**	**	**	**	**	82%	**	81%	80%	95% ab
NET: Provider other than RM ONLY	4	2	2	4	*	**	**	**	**	**	**	4	**	-	4	*
	1%	1%	3%	1%	*%	**	**	**	**	**	**	1%	**	-%	3%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	412	378	269	412	166	146	302	349	38	11	8	6	-	-	158	4	2	1	-	1	-	1
Weighted total	352	305	190	352	129	86	235	324	14	5	4	5	-	-	124	2	2	*	-	*	-	*
Royal Mail	325	283	180	325	129	83	220	298	**	**	**	**	**	**	124	**	**	**	**	**	**	**
	92%	93%	94%	92%	100%	97%	94%	92%	**	**	**	**	**	**	100%	**	**	**	**	**	**	**
				abcef	c																	
DHL	12	6	9	12	*	5	5	12	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	3%	2%	5%	3%	*%	6%	2%	4%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
			ad	d		ad																
UK Mail	1	1	1	1	*	*	1	1	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	1%	*%	*%	*%	1%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
UPS	3	3	3	3	*	3	3	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	3%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
						cd																
Yodel	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Parcelforce	11	9	7	11	3	7	3	8	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	3%	4%	3%	3%	9%	1%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				abcdf				a														
Hermes	8	8	1	8	-	4	6	6	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	3%	1%	2%	-%	5%	2%	2%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
		d		d		bd	d	a														
FedEx	3	1	2	3	*	*	*	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	*%	1%	1%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Secured Mail	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
DX	2	2	2	2	*	*	2	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	*%	1%	1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
MHI (Mail Handling International)	*	-	*	*	-	-	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	-%	*%	*%	-%	-%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pitney Bowes	5	3	3	5	1	3	3	5	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	2%	1%	1%	2%	*%	3%	1%	2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
TNT Express	5	2	5	5	2	2	3	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	2%	1%	2%	3%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Someone else	8	5	5	8	5	1	3	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	2%	3%	2%	4%	1%	1%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
Have not sent a letter /parcel in the last month	22	20	8	22	*	2	13	22	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	6%	6%	4%	6%	*%	3%	5%	7%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
		d	d	d		d	d															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	412	378	269	412	166	146	302	349	38	11	8	6	-	-	158	4	2	1	-	1	-	1
Weighted total	352	305	190	352	129	86	235	324	14	5	4	5	-	-	124	2	2	*	-	*	-	*
NET: Royal Mail	325	283	180	325	129	83	220	298	**	**	**	**	**	**	124	**	**	**	**	**	**	**
	92%	93%	94%	92%	100%	97%	94%	92%	**	**	**	**	**	**	100%	**	**	**	**	**	**	**
				abcef		c																
NET: Provider other than RM	39	29	26	39	9	14	21	36	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	11%	10%	14%	11%	7%	17%	9%	11%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
			d			adf			a													
NET: RM ONLY	290	256	156	290	120	69	202	267	**	**	**	**	**	**	115	**	**	**	**	**	**	**
	83%	84%	82%	83%	93%	81%	86%	82%	**	**	**	**	**	**	93%	**	**	**	**	**	**	**
				abcef																		
NET: Provider other than RM ONLY	4	2	2	4	*	*	2	4	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	%	%	1%	1%	**	**	**	**	**	**	%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	412	112	105	101	91	3	55	38	38	32	3	87	11	68	375	37
Weighted total	352	141	91	76	41	3	53	28	28	17	2	83	9	37	322	30
Royal Mail	325	130	85	66	40	**	53	**	**	**	**	83	**	37	297	**
	92%	92%	93%	87%	99%	**	100%	**	**	**	**	100%	**	100%	92%	**
				abc												
DHL	12	4	5	2	*	**	*	**	**	**	**	*	**	*	5	**
	3%	3%	6%	3%	1%	**	%	**	**	**	**	%	**	1%	2%	**
																a
UK Mail	1	-	1	-	-	**	*	**	**	**	**	*	**	-	1	**
	*%	-%	1%	-%	-%	**	*%	**	**	**	**	*%	**	-%	*%	**
UPS	3	-	3	*	*	**	-	**	**	**	**	*	**	*	*	**
	1%	-%	3%	*%	*%	**	-%	**	**	**	**	%	**	*%	%	**
																a
Yodel	*	*	*	-	*	**	-	**	**	**	**	*	**	-	*	**
	*%	*%	*%	-%	*%	**	-%	**	**	**	**	*%	**	-%	*%	**
Parcelforce	11	6	5	*	*	**	3	**	**	**	**	2	**	1	9	**
	3%	4%	5%	*%	1%	**	6%	**	**	**	**	3%	**	3%	3%	**
			c													
Hermes	8	5	3	*	*	**	-	**	**	**	**	-	**	-	8	**
	2%	3%	4%	*%	*%	**	-%	**	**	**	**	-%	**	-%	3%	**
FedEx	3	*	*	2	*	**	-	**	**	**	**	*	**	*	1	**
	1%	*%	*%	3%	*%	**	-%	**	**	**	**	*%	**	*%	*%	**
																a
Secured Mail	*	-	-	*	*	**	-	**	**	**	**	*	**	-	*	**
	*%	-%	-%	*%	*%	**	-%	**	**	**	**	*%	**	-%	*%	**
DX	2	-	-	2	*	**	-	**	**	**	**	-	**	*	2	**
	1%	-%	-%	3%	*%	**	-%	**	**	**	**	-%	**	*%	1%	**
MHI (Mail Handling International)	*	-	-	*	-	**	-	**	**	**	**	-	**	-	*	**
	*%	-%	-%	*%	-%	**	-%	**	**	**	**	-%	**	-%	*%	**
Pitney Bowes	5	5	*	*	*	**	*	**	**	**	**	*	**	*	1	**
	2%	3%	*%	*%	1%	**	*%	**	**	**	**	*%	**	1%	*%	**
																a
TNT Express	5	4	-	*	-	**	2	**	**	**	**	-	**	2	3	**
	1%	3%	-%	*%	-%	**	4%	**	**	**	**	-%	**	6%	1%	**
														a		a
Whistl (Previously known as TNT Post)	*	*	-	-	-	**	-	**	**	**	**	-	**	-	*	**
	*%	*%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	*%	**
Citipost	-	-	-	-	-	**	-	**	**	**	**	-	**	-	-	**
	-%	-%	-%	-%	-%	**	-%	**	**	**	**	-%	**	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	412	112	105	101	91	55	38	38	32	3	87	11	68	375	37
Weighted total	352	141	91	76	41	53	28	28	17	2	83	9	37	322	30
Someone else	8	4	3	*	*	2	**	**	**	**	3	**	2	5	**
	2%	3%	3%	*%	1%	4%	**	**	**	**	3%	**	6%	2%	**
															a
Have not sent a letter /parcel in the last month	22	11	4	8	*	*	**	**	**	**	-	**	*	22	**
	6%	8%	4%	10%	*%	*%	**	**	**	**	-%	**	*%	7%	**
		d		d											
NET: Royal Mail	325	130	85	66	40	53	**	**	**	**	83	**	37	297	**
	92%	92%	93%	87%	99%	100%	**	**	**	**	100%	**	100%	92%	**
				abc											
NET: Provider other than RM	39	21	12	5	1	5	**	**	**	**	3	**	6	25	**
	11%	15%	13%	7%	3%	10%	**	**	**	**	4%	**	15%	8%	**
		cd	d										a		a
NET: RM ONLY	290	109	75	63	39	48	**	**	**	**	80	**	31	274	**
	83%	77%	83%	83%	97%	90%	**	**	**	**	96%	**	85%	85%	**
				abc							c			b	
NET: Provider other than RM ONLY	4	-	2	2	*	*	**	**	**	**	*	**	-	2	**
	1%	-%	2%	3%	*%	*%	**	**	**	**	*%	**	-%	1%	**
															a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	412	387	25	125	41	382	30	123	43	120	354	61	-
Weighted total	352	331	21	104	25	324	28	96	33	97	280	39	-
Royal Mail	325	306	**	104	**	299	**	96	**	96	258	36	**
	92%	93%	**	100%	**	92%	**	100%	**	99%	92%	93%	**
DHL	12	5	**	*	**	3	**	*	**	3	6	*	**
	3%	2%	**	*%	**	1%	**	*%	**	3%	2%	1%	**
UK Mail	1	1	**	*	**	1	**	*	**	1	1	-	**
	*%	*%	**	*%	**	*%	**	*%	**	1%	*%	-%	**
UPS	3	*	**	*	**	*	**	*	**	3	3	*	**
	1%	*%	**	*%	**	*%	**	*%	**	3%	1%	*%	**
Yodel	*	*	**	*	**	*	**	*	**	*	*	*	**
	*%	*%	**	*%	**	*%	**	*%	**	*%	*%	*%	**
Parcelforce	11	9	**	3	**	9	**	3	**	4	7	1	**
	3%	3%	**	3%	**	3%	**	3%	**	4%	2%	3%	**
Hermes	8	8	**	-	**	8	**	-	**	*	8	-	**
	2%	3%	**	-%	**	3%	**	-%	**	*%	3%	-%	**
FedEx	3	1	**	*	**	1	**	*	**	*	1	*	**
	1%	*%	**	*%	**	*%	**	*%	**	*%	*%	*%	**
Secured Mail	*	*	**	*	**	*	**	*	**	*	*	*	**
	*%	*%	**	*%	**	*%	**	*%	**	*%	*%	*%	**
DX	2	2	**	*	**	2	**	*	**	*	2	*	**
	1%	1%	**	*%	**	1%	**	*%	**	*%	1%	*%	**
MHI (Mail Handling International)	*	*	**	-	**	*	**	-	**	-	-	-	**
	*%	*%	**	-%	**	*%	**	-%	**	-%	-%	-%	**
Pitney Bowes	5	1	**	*	**	1	**	*	**	*	3	3	**
	2%	*%	**	*%	**	*%	**	*%	**	*%	1%	7%	**
TNT Express	5	3	**	-	**	3	**	-	**	2	2	2	**
	1%	1%	**	-%	**	1%	**	-%	**	2%	1%	6%	**
Whistl (Previously known as TNT Post)	*	*	**	-	**	*	**	-	**	*	*	-	**
	*%	*%	**	-%	**	*%	**	-%	**	*%	*%	-%	**
Citipost	-	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Someone else	8	5	**	2	**	5	**	2	**	3	3	*	**
	2%	2%	**	2%	**	2%	**	2%	**	3%	1%	1%	**
					a		a						

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	412	387	25	125	382	30	123	43	120	354	61	-
Weighted total	352	331	21	104	324	28	96	33	97	280	39	-
Have not sent a letter /parcel in the last month	22	22	**	-	22	**	-	**	1	20	3	**
	6%	7%	**	-%	7%	**	-%	**	1%	7%	7%	**
									a	a	a	
NET: Royal Mail	325	306	**	104	299	**	96	**	96	258	36	**
	92%	93%	**	100%	92%	**	100%	**	99%	92%	93%	**
									bc			
NET: Provider other than RM	39	26	**	4	23	**	4	**	10	27	7	**
	11%	8%	**	4%	7%	**	4%	**	11%	10%	17%	**
				a	a	a						
NET: RM ONLY	290	283	**	99	278	**	92	**	85	233	30	**
	83%	86%	**	96%	86%	**	96%	**	88%	83%	76%	**
				b	b		b		c			
NET: Provider other than RM ONLY	4	2	**	-	2	**	-	**	*	2	*	**
	1%	1%	**	-%	1%	**	-%	**	*%	1%	*%	**
					a							

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 122 (continuation)

Page 1838

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	412	105	239	45	-	109	120	37	-	357	248	135	331	261	6
Weighted total	352	83	162	27	-	87	97	20	-	290	173	108	270	217	3
Royal Mail	325	81	151	**	**	87	97	**	**	268	165	108	248	206	**
	92%	98%	94%	**	**	100%	100%	**	**	92%	95%	100% ab	92%	95%	**
DHL	12	9	9	**	**	*	*	**	**	3	3	*	5	1	**
	3%	11%	6%	**	**	*%	*%	**	**	1%	2%	*%	2%	*%	**
				ab											
UK Mail	1	1	1	**	**	*	*	**	**	1	1	*	1	1	**
	*%	1%	1%	**	**	*%	*%	**	**	*%	1%	*%	*%	*%	**
UPS	3	3	3	**	**	*	*	**	**	*	*	*	*	*	**
	1%	3%	2%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Yodel	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
Parcelforce	11	3	7	**	**	3	3	**	**	9	5	3	9	3	**
	3%	3%	4%	**	**	4%	3%	**	**	3%	3%	3%	3%	1%	**
Hermes	8	*	1	**	**	-	-	**	**	8	1	-	6	3	**
	2%	*%	1%	**	**	-%	-%	**	**	3%	1%	-%	2%	2%	**
										c					
FedEx	3	2	2	**	**	*	*	**	**	1	*	*	1	*	**
	1%	3%	1%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
				b											
Secured Mail	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	*%	*%	*%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
DX	2	*	2	**	**	*	*	**	**	2	2	*	2	2	**
	1%	*%	1%	**	**	*%	*%	**	**	1%	1%	*%	1%	1%	**
MHI (Mail Handling International)	*	*	*	**	**	-	-	**	**	-	*	-	*	*	**
	*%	*%	*%	**	**	-%	-%	**	**	-%	*%	-%	*%	*%	**
Pitney Bowes	5	2	3	**	**	*	*	**	**	1	*	*	*	*	**
	2%	3%	2%	**	**	*%	*%	**	**	*%	*%	*%	*%	*%	**
				b											
TNT Express	5	4	5	**	**	-	2	**	**	2	2	-	2	3	**
	1%	5%	3%	**	**	-%	2%	**	**	1%	1%	-%	1%	1%	**
				ab											
Whistl (Previously known as TNT Post)	*	-	*	**	**	-	-	**	**	*	*	-	*	*	**
	*%	-%	*%	**	**	-%	-%	**	**	*%	*%	-%	*%	*%	**
Citipost	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Someone else	8	3	5	**	**	5	5	**	**	5	3	2	5	5	**
	2%	3%	3%	**	**	6%	5%	**	**	2%	2%	2%	2%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 122 (continuation)

Page 1839

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
412	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
352	105	239	45	-	109	120	37	-	357	248	135	331	261	6
	83	162	27	-	87	97	20	-	290	173	108	270	217	3
22	-	8	**	**	*	-	**	**	20	8	-	19	11	**
6%	-%	5%	**	**	%	-%	**	**	7%	5%	-%	7%	5%	**
	a								c	c				
325	81	151	**	**	87	97	**	**	268	165	108	248	206	**
92%	98%	94%	**	**	100%	100%	**	**	92%	95%	100%	92%	95%	**
									ab					
39	18	26	**	**	7	9	**	**	23	15	4	23	15	**
11%	21%	16%	**	**	8%	9%	**	**	8%	9%	4%	9%	7%	**
			ab											
290	66	128	**	**	80	88	**	**	247	150	103	227	192	**
83%	79%	79%	**	**	92%	91%	**	**	85%	87%	96%	84%	88%	**
	c	c									ab			
4	2	2	**	**	*	-	**	**	2	-	-	2	-	**
1%	2%	1%	**	**	%	-%	**	**	1%	-%	-%	1%	-%	**
			b											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 122 (continuation)

Page 1840

QN3 In the last month which of the following companies have you used to send ...?
a) Letters / Large Letters
Base: All sending large letters (QV6a=1 or 2)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	a	b	c	d	a	b	c	d	e
Unweighted total	412	121	71	83	30	299	251	10	6	4	1	398	345	403	339	405
Weighted total	352	89	54	65	9	244	205	9	3	7	*	335	280	339	270	344
Royal Mail	325	89	54	65	**	222	194	**	**	**	**	308	260	313	256	317
	92%	100%	100%	100%	**	91%	95%	**	**	**	**	92%	93%	92%	95%	92%
DHL	12	*	*	*	**	5	1	**	**	**	**	12	10	12	10	12
	3%	%	%	%	**	2%	%	**	**	**	**	4%	4%	4%	4%	3%
UK Mail	1	*	*	-	**	1	1	**	**	**	**	1	1	1	1	1
	%	%	%	%	**	1%	1%	**	**	**	**	%	%	%	%	%
UPS	3	*	*	*	**	*	*	**	**	**	**	3	3	3	3	3
	1%	%	%	%	**	%	%	**	**	**	**	1%	1%	1%	1%	1%
Yodel	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Parcelforce	11	3	2	3	**	9	3	**	**	**	**	11	11	11	8	11
	3%	4%	4%	5%	**	4%	1%	**	**	**	**	3%	4%	3%	3%	3%
Hermes	8	-	-	-	**	6	3	**	**	**	**	8	8	8	6	8
	2%	%	%	%	**	3%	2%	**	**	**	**	3%	3%	2%	2%	2%
FedEx	3	*	*	*	**	1	*	**	**	**	**	3	2	3	*	3
	1%	%	%	%	**	%	%	**	**	**	**	1%	1%	1%	%	1%
Secured Mail	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
DX	2	*	*	*	**	2	2	**	**	**	**	2	2	2	2	2
	1%	%	%	%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
MHI (Mail Handling International)	*	-	-	-	**	*	-	**	**	**	**	*	*	*	-	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Pitney Bowes	5	*	*	*	**	*	*	**	**	**	**	5	5	5	3	5
	2%	1%	%	%	**	%	%	**	**	**	**	2%	2%	2%	1%	2%
TNT Express	5	2	2	-	**	2	2	**	**	**	**	5	3	5	*	5
	1%	2%	4%	%	**	1%	1%	**	**	**	**	1%	1%	1%	%	1%
Whistl (Previously known as TNT Post)	*	-	-	-	**	-	*	**	**	**	**	*	*	*	*	*
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Citipost	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	%	%	%	%	**	%	%	**	**	**	**	%	%	%	%	%
Someone else	8	3	2	3	**	5	5	**	**	**	**	5	5	8	7	7
	2%	3%	4%	4%	**	2%	2%	**	**	**	**	2%	2%	2%	3%	2%
Have not sent a letter /parcel in the last month	22	-	-	*	**	19	11	**	**	**	**	22	16	22	11	22
	6%	%	%	%	**	8%	5%	**	**	**	**	7%	6%	7%	4%	6%
NET: Royal Mail	325	89	54	65	**	222	194	**	**	**	**	308	260	313	256	317
	92%	100%	100%	100%	**	91%	95%	**	**	**	**	92%	93%	92%	95%	92%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	121	71	83	30	24	299	251	10	6	4	1	398	345	403	339	405
Weighted total	89	54	65	9	7	244	205	9	3	7	*	335	280	339	270	344
NET: Provider other than RM	39	7	5	4	**	23	15	**	**	**	**	37	33	39	28	39
	11%	7%	9%	6%	**	9%	7%	**	**	**	**	11%	12%	12%	10%	11%
NET: RM ONLY	290	83	49	61	**	201	179	**	**	**	**	275	231	278	231	282
	83%	93%	91%	94%	**	83%	87%	**	**	**	**	82%	83%	82%	86%	82%
NET: Provider other than RM ONLY	4	-	-	-	**	2	-	**	**	**	**	4	4	4	2	4
	1%	-%	-%	-%	**	1%	-%	**	**	**	**	1%	2%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	412	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	352	228	395	108	-	334	13	50	340	66	3	14	62	48	72
Royal Mail	325	181	334	72	-	269	11	54	277	58	*	13	55	38	57
	92%	94%	92%	93%	**	251	**	**	253	55	**	**	52	**	55
						93%	**	b	91%	96%	**	**	96%	b	96%
DHL	12	10	12	5	**	1	**	**	5	6	**	**	6	**	2
	3%	5%	4%	6%	**	%	**	**	2%	11%	**	**	12%	**	4%
UK Mail	1	1	1	-	**	1	**	**	1	*	**	**	*	**	*
	%	1%	%	-%	**	%	**	**	%	%	**	**	%	**	%
UPS	3	3	3	*	**	*	**	**	*	*	**	**	*	**	*
	1%	2%	1%	%	**	%	**	**	%	%	**	**	%	**	%
Yodel	*	*	*	*	**	*	**	**	*	-	**	**	-	**	-
	%	%	%	%	**	%	**	**	%	-%	**	**	-%	**	-%
Parcelforce	11	4	11	3	**	5	**	**	8	4	**	**	4	**	*
	3%	2%	3%	5%	**	2%	**	**	3%	8%	**	**	8%	**	%
														c	
Hermes	8	2	8	*	**	4	**	**	8	*	**	**	*	**	*
	2%	1%	3%	%	**	1%	**	**	3%	%	**	**	%	**	%
														c	
FedEx	3	2	3	*	**	1	**	**	1	2	**	**	2	**	*
	1%	1%	1%	%	**	%	**	**	%	4%	**	**	4%	**	%
Secured Mail	*	*	*	*	**	*	**	**	*	-	**	**	-	**	*
	%	%	%	%	**	%	**	**	%	-%	**	**	-%	**	%
DX	2	2	2	*	**	2	**	**	2	*	**	**	*	**	2
	1%	1%	1%	%	**	1%	**	**	1%	%	**	**	%	**	4%
															b
MHI (Mail Handling International)	*	*	*	*	**	-	**	**	*	-	**	**	-	**	*
	%	%	%	%	**	-%	**	**	%	-%	**	**	-%	**	%
Pitney Bowes	5	3	5	2	**	*	**	**	*	5	**	**	5	**	3
	2%	1%	2%	3%	**	%	**	**	%	8%	**	**	9%	**	5%
															b
TNT Express	5	5	5	4	**	2	**	**	2	4	**	**	2	**	2
	1%	3%	1%	6%	**	1%	**	**	1%	7%	**	**	4%	**	4%
				b										b	b
Whistl (Previously known as TNT Post)	*	*	*	*	**	-	**	**	*	-	**	**	-	**	-
	%	%	%	%	**	-%	**	**	%	-%	**	**	-%	**	-%
Citipost	-	-	-	-	**	-	**	**	-	-	**	**	-	**	-
	-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%
Someone else	8	3	8	2	**	5	**	**	5	5	**	**	5	**	*
	2%	2%	2%	3%	**	2%	**	**	2%	8%	**	**	9%	**	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	412	a	b	c	d	a	b	a	b	a	b	a	b	c	
Weighted total	352	228	395	108	-	334	13	50	340	66	3	14	62	48	72
Have not sent a letter /parcel in the last month		181	334	72	-	269	11	54	277	58	*	13	55	38	57
	22	6	22	5	**	18	**	**	22	*	**	**	*	**	2
	6%	4%	7%	7%	**	7%	**	**	8%	%	**	**	%	**	4%
NET: Royal Mail	325	170	307	67	**	251	**	**	253	55	**	**	52	**	55
	92%	94%	92%	93%	**	93%	**	b	91%	96%	**	**	96%	b	96%
NET: Provider other than RM	39	22	39	13	**	17	**	**	24	18	**	**	16	**	10
	11%	12%	12%	18%	**	6%	**	**	9%	32%	**	**	30%	**	17%
NET: RM ONLY	290	152	272	55	**	233	**	**	231	39	**	**	38	**	45
	83%	84%	82%	76%	**	87%	**	b	83%	68%	**	**	70%	**	79%
NET: Provider other than RM ONLY	4	4	4	*	**	*	**	**	2	2	**	**	2	**	-
	1%	2%	1%	%	**	%	**	**	1%	4%	**	**	4%	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	43	15	350	234	178	387	59	150	79	115	53	208	134
Weighted total	352	47	286	208	144	325	35	112	55	90	42	175	108
Royal Mail	325	**	260	194	132	325	30	112	55	90	42	175	108
	92%	**	91%	93%	91%	100%	87%	100%	100%	100%	100%	100%	100%
	c					b		b	b				
DHL	12	**	5	12	*	8	12	*	*	*	*	1	*
	3%	**	2%	6%	*%	2%	34%	*%	1%	*%	*%	*%	*%
	c			b			acd						
UK Mail	1	**	1	1	*	1	1	*	*	*	-	1	1
	*%	**	*%	1%	*%	*%	4%	*%	*%	*%	-%	1%	1%
							ac						
UPS	3	**	*	3	*	3	3	*	*	*	*	*	*
	1%	**	*%	1%	*%	1%	8%	*%	*%	*%	*%	*%	*%
	c						acd						
Yodel	*	**	*	*	*	*	*	*	*	*	*	*	*
	*%	**	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Parcelforce	11	**	9	9	2	11	11	3	3	3	1	9	*
	3%	**	3%	4%	2%	3%	32%	3%	6%	4%	2%	5%	*%
							acd					d	
Hermes	8	**	8	8	*	6	8	-	-	-	-	3	2
	2%	**	3%	4%	*%	2%	24%	-%	-%	-%	-%	2%	2%
				b			acd						
FedEx	3	**	3	3	*	1	3	*	*	*	-	*	*
	1%	**	1%	1%	*%	*%	8%	*%	*%	*%	-%	*%	*%
							acd						
Secured Mail	*	**	*	*	*	*	*	*	*	*	*	*	*
	*%	**	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
DX	2	**	*	*	2	2	2	*	*	-	*	2	*
	1%	**	*%	*%	1%	1%	6%	*%	*%	-%	*%	1%	*%
	c						acd						
MHI (Mail Handling International)	*	**	-	*	-	*	*	-	-	-	-	*	-
	*%	**	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%
Pitney Bowes	5	**	*	5	*	5	5	*	1	*	*	*	*
	2%	**	*%	2%	*%	2%	15%	*%	1%	*%	*%	*%	*%
	c						acd						
TNT Express	5	**	4	4	*	5	5	-	2	-	-	*	2
	1%	**	2%	2%	*%	1%	13%	-%	4%	-%	-%	*%	2%
							acd		c				c
Whistl (Previously known as TNT Post)	*	**	*	*	-	*	*	-	-	-	-	-	-
	*%	**	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Citipost	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	43	15	350	234	178	387	59	150	79	115	53	208	134
Weighted total	352	47	286	208	144	325	35	112	55	90	42	175	108
Someone else	8	**	7	5	2	7	3	3	2	3	*	7	4
	2%	**	2%	2%	2%	2%	8%	3%	4%	3%	*%	4%	4%
							a						
Have not sent a letter /parcel in the last month	22	**	22	10	12	-	-	*	*	-	-	-	-
	6%	**	8%	5%	9%	-%	-%	*%	*%	-%	-%	-%	-%
NET: Royal Mail	325	**	260	194	132	325	30	112	55	90	42	175	108
	92%	**	91%	93%	91%	100%	87%	100%	100%	100%	100%	100%	100%
		c				b		b	b				
NET: Provider other than RM	39	**	27	32	8	35	35	5	6	4	1	17	11
	11%	**	9%	15%	5%	11%	100%	4%	12%	5%	3%	10%	10%
		c		b		c	acd		c				
NET: RM ONLY	290	**	237	166	124	290	-	107	49	86	41	158	97
	83%	**	83%	80%	86%	89%	-%	96%	88%	95%	97%	90%	90%
						b		abd	b				
NET: Provider other than RM ONLY	4	**	4	4	*	-	4	*	*	-	-	-	-
	1%	**	2%	2%	*%	-%	13%	*%	*%	-%	-%	-%	-%
							acd						

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	c	d	
Unweighted total	412	91	185	31	91	412
Weighted total	352	73	135	24	105	352
Royal Mail	325	68	134	**	86	325
	92%	93%	99%	**	82%	92%
		d	ad	d		
DHL	12	7	2	**	2	12
	3%	10%	2%	**	2%	3%
		bd				
UK Mail	1	*	1	**	-	1
	*%	*%	1%	**	-%	*%
UPS	3	3	*	**	*	3
	1%	4%	*%	**	*%	1%
		b				
Yodel	*	-	*	**	*	*
	*%	-%	*%	**	*%	*%
Parcelforce	11	2	4	**	2	11
	3%	3%	3%	**	2%	3%
			bd			
Hermes	8	*	1	**	4	8
	2%	*%	1%	**	4%	2%
			ab			
FedEx	3	2	*	**	*	3
	1%	3%	*%	**	*%	1%
		b				
Secured Mail	*	-	*	**	-	*
	*%	-%	*%	**	-%	*%
DX	2	*	2	**	-	2
	1%	*%	2%	**	-%	1%
MHI (Mail Handling International)	*	-	*	**	-	*
	*%	-%	*%	**	-%	*%
Pitney Bowes	5	2	3	**	*	5
	2%	3%	2%	**	*%	2%
TNT Express	5	-	4	**	-	5
	1%	-%	3%	**	-%	1%
Whistl (Previously known as TNT Post)	*	-	*	**	-	*
	*%	-%	*%	**	-%	*%
Citipost	-	-	-	**	-	-
	-%	-%	-%	**	-%	-%
Someone else	8	*	3	**	4	8
	2%	*%	2%	**	4%	2%

Columns Tested: a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

a) Letters / Large Letters

Base: All sending large letters (QV6a=1 or 2)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
412	91	185	31	91	412
352	73	135	24	105	352
22	3	1	**	17	22
6%	4%	1%	**	16%	6%
				ab	
325	68	134	**	86	325
92%	93%	99%	**	82%	92%
	d	ad	d		
39	8	20	**	9	39
11%	10%	14%	**	8%	11%
290	62	114	**	79	290
83%	86%	84%	**	75%	83%
4	2	*	**	2	4
1%	3%	*%	**	2%	1%
	b				

Columns Tested: a,b,c,d

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	199	90	54	39	16	109	42	25	12	8	22
Weighted total	175	167	5	3	1	9	70	36	9	2	4
Royal Mail	151	143	4	**	**	8	**	**	**	**	**
	86%	86%	89%	**	**	91%	**	**	**	**	**
DHL	17	16	*	**	**	1	**	**	**	**	**
	10%	10%	6%	**	**	16%	**	**	**	**	**
				b							
UK Mail	6	6	*	**	**	*	**	**	**	**	**
	3%	3%	5%	**	**	3%	**	**	**	**	**
UPS	18	16	*	**	**	1	**	**	**	**	**
	10%	10%	6%	**	**	12%	**	**	**	**	**
Yodel	5	5	-	**	**	*	**	**	**	**	**
	3%	3%	-%	**	**	2%	**	**	**	**	**
Parcelforce	43	41	1	**	**	2	**	**	**	**	**
	24%	25%	13%	**	**	18%	**	**	**	**	**
Hermes	22	21	*	**	**	*	**	**	**	**	**
	12%	13%	2%	**	**	3%	**	**	**	**	**
		bce									
FedEx	4	3	1	**	**	1	**	**	**	**	**
	2%	2%	12%	**	**	8%	**	**	**	**	**
			ac			a					
Secured Mail	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	1%	**	**	1%	**	**	**	**	**
DX	1	1	*	**	**	*	**	**	**	**	**
	1%	1%	1%	**	**	1%	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**	**
Pitney Bowes	*	-	*	**	**	*	**	**	**	**	**
	*%	-%	2%	**	**	5%	**	**	**	**	**
				a		a					
TNT Express	6	5	*	**	**	1	**	**	**	**	**
	3%	3%	5%	**	**	6%	**	**	**	**	**
Whistl (Previously known as TNT Post)	2	2	-	**	**	-	**	**	**	**	**
	1%	1%	-%	**	**	-%	**	**	**	**	**
Citipost	-	-	-	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	-%	**	**	**	**	**
Someone else	22	20	1	**	**	2	**	**	**	**	**
	13%	12%	30%	**	**	24%	**	**	**	**	**
			a			a					
Have not sent a letter /parcel in the last month	3	3	-	**	**	-	**	**	**	**	**
	2%	2%	-%	**	**	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Royal Mail

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999,999	£1,000,000 - 1,499,999	£1,500,000 +
	a	b	c	*d	e	a	*b	*c	*d	*e
199	90	54	39	16	109	42	25	12	8	22
175	167	5	3	1	9	70	36	9	2	4
151	143	4	**	**	8	**	**	**	**	**
86%	86%	89%	**	**	91%	**	**	**	**	**
91	85	3	**	**	6	**	**	**	**	**
52%	51%	62%	**	**	64%	**	**	**	**	**
81	78	2	**	**	3	**	**	**	**	**
46%	47%	38%	**	**	36%	**	**	**	**	**
21	20	1	**	**	1	**	**	**	**	**
12%	12%	11%	**	**	9%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	4	12	27	7	14	30	17	14	9	134	29	18	18
Weighted total	175	6	21	14	9	21	32	17	19	12	151	12	7	5
Royal Mail	151 86%	**	**	**	**	**	**	**	**	**	128 85% f	**	**	**
DHL	17 10%	**	**	**	**	**	**	**	**	**	15 10%	**	**	**
UK Mail	6 3%	**	**	**	**	**	**	**	**	**	5 3%	**	**	**
UPS	18 10%	**	**	**	**	**	**	**	**	**	16 11%	**	**	**
Yodel	5 3%	**	**	**	**	**	**	**	**	**	5 4%	**	**	**
Parcelforce	43 24%	**	**	**	**	**	**	**	**	**	38 25%	**	**	**
Hermes	22 12%	**	**	**	**	**	**	**	**	**	21 14% f	**	**	**
FedEx	4 2%	**	**	**	**	**	**	**	**	**	3 2%	**	**	**
Secured Mail	* *%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
DX	1 1%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
MHI (Mail Handling International)	- -%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
Pitney Bowes	* *%	**	**	**	**	**	**	**	**	**	* *%	**	**	**
TNT Express	6 3%	**	**	**	**	**	**	**	**	**	5 3%	**	**	**
Whistl (Previously known as TNT Post)	2 1%	**	**	**	**	**	**	**	**	**	2 1%	**	**	**
Citipost	- -%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
Someone else	22 13%	**	**	**	**	**	**	**	**	**	22 15%	**	**	**
Have not sent a letter /parcel in the last month	3 2%	**	**	**	**	**	**	**	**	**	3 2%	**	**	**
NET: Royal Mail	151 86%	**	**	**	**	**	**	**	**	**	128 85% f	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than RM

NET: RM ONLY

NET: Provider other than RM ONLY

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
199	a	b	c	d	e	f	g	h	i	j	k	l	m
175	4	12	27	7	14	30	17	14	9	134	29	18	18
	6	21	14	9	21	32	17	19	12	151	12	7	5
91	**	**	**	**	**	**	**	**	**	82	**	**	**
52%	**	**	**	**	**	**	**	**	**	54%	**	**	**
81	**	**	**	**	**	**	**	**	**	67	**	**	**
46%	**	**	**	**	**	**	**	**	**	44%	**	**	**
21	**	**	**	**	**	**	**	**	**	20	**	**	**
12%	**	**	**	**	**	**	**	**	**	13%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	199	13	8	24	5	8	27	18	15	16	134	29	18	18
Weighted total	175	19	13	14	7	14	28	18	18	21	151	12	7	5
Royal Mail	151 86%	**	**	**	**	**	**	**	**	**	129 85%	**	**	**
DHL	17 10%	**	**	**	**	**	**	**	**	**	15 10%	**	**	**
UK Mail	6 3%	**	**	**	**	**	**	**	**	**	5 3%	**	**	**
UPS	18 10%	**	**	**	**	**	**	**	**	**	16 11%	**	**	**
Yodel	5 3%	**	**	**	**	**	**	**	**	**	5 4%	**	**	**
Parcelforce	43 24%	**	**	**	**	**	**	**	**	**	39 26%	**	**	**
Hermes	22 12%	**	**	**	**	**	**	**	**	**	21 14%	**	**	**
FedEx	4 2%	**	**	**	**	**	**	**	**	**	3 2%	**	**	**
Secured Mail	* *%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
DX	1 1%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
MHI (Mail Handling International)	- -%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
Pitney Bowes	* *%	**	**	**	**	**	**	**	**	**	* *%	**	**	**
TNT Express	6 3%	**	**	**	**	**	**	**	**	**	5 3%	**	**	**
Whistl (Previously known as TNT Post)	2 1%	**	**	**	**	**	**	**	**	**	2 1%	**	**	**
Citipost	- -%	**	**	**	**	**	**	**	**	**	- -%	**	**	**
Someone else	22 13%	**	**	**	**	**	**	**	**	**	22 15%	**	**	**
Have not sent a letter /parcel in the last month	3 2%	**	**	**	**	**	**	**	**	**	3 2%	**	**	**
NET: Royal Mail	151 86%	**	**	**	**	**	**	**	**	**	129 85%	**	**	**
NET: Provider other than RM	91 52%	**	**	**	**	**	**	**	**	**	82 54%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
199	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
175	13	8	24	5	8	27	18	15	16	134	29	18	18
	19	13	14	7	14	28	18	18	21	151	12	7	5
81	**	**	**	**	**	**	**	**	**	67	**	**	**
46%	**	**	**	**	**	**	**	**	**	44%	**	**	**
21	**	**	**	**	**	**	**	**	**	20	**	**	**
12%	**	**	**	**	**	**	**	**	**	13%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1854

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	199	2	31	4	18	64	9	7	64	136	63	166	33	193	6
Weighted total	175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
Royal Mail	151	**	**	**	**	58	**	**	41	113	38	126	**	140	**
	86%	**	**	**	**	85%	**	**	74%	88%	82%	85%	**	85%	**
DHL	17	**	**	**	**	8	**	**	3	16	1	14	**	17	**
	10%	**	**	**	**	11%	**	**	5%	13%	3%	9%	**	11%	**
UK Mail	6	**	**	**	**	*	**	**	6	4	2	6	**	6	**
	3%	**	**	**	**	*%	**	**	10% e	3%	5%	4%	**	4%	**
UPS	18	**	**	**	**	6	**	**	5	12	5	18	**	13	**
	10%	**	**	**	**	8%	**	**	9%	10%	11%	12% b	**	8%	**
Yodel	5	**	**	**	**	5	**	**	*	3	3	5	**	5	**
	3%	**	**	**	**	8% h	**	**	*%	2%	6%	4%	**	3%	**
Parcelforce	43	**	**	**	**	10	**	**	13	27	16	40	**	38	**
	24%	**	**	**	**	14%	**	**	24%	21%	34%	27%	**	23%	**
Hermes	22	**	eh	**	**	9	**	**	*	18	4	22	**	21	**
	12%	**	**	**	**	14% h	**	**	1%	14%	8%	15% b	**	13%	**
FedEx	4	**	**	**	**	1	**	**	*	3	*	4	**	4	**
	2%	**	**	**	**	2%	**	**	*%	3%	1%	3%	**	2%	**
Secured Mail	*	**	**	**	**	*	**	**	-	-	*	*	**	*	**
	*%	**	**	**	**	*%	**	**	-%	-%	*%	*%	**	*%	**
DX	1	**	**	**	**	*	**	**	-	*	1	1	**	1	**
	1%	**	**	**	**	*%	**	**	-%	*%	2%	1%	**	1%	**
MHI (Mail Handling International)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Pitney Bowes	*	**	**	**	**	*	**	**	*	*	*	*	**	*	**
	*%	**	**	**	**	*%	**	**	*%	*%	*%	*%	**	*%	**
TNT Express	6	**	**	**	**	3	**	**	2	5	*	6	**	6	**
	3%	**	**	**	**	5%	**	**	4%	4%	1%	4%	**	3%	**
Whistl (Previously known as TNT Post)	2	**	**	**	**	-	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	-%	**	**	-%	2%	-%	1%	**	1%	**
Citipost	-	**	eh	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Someone else	22	**	**	**	**	5	**	**	11	18	5	20	**	22	**
	13%	**	**	**	**	8%	**	**	21% be	14%	10%	14%	**	14%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 11/05/18

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
199	^a 2	^b 31	^c 4	^d 18	^e 64	^f 9	^g 7	^h 64	^a 136	^b 63	^a 166	^b 33	^a 193	^b 6
175	*	24	1	21	68	1	5	56	129	46	149	27	165	11
3	**	**	**	**	-	**	**	3	3	1	3	**	3	**
2%	**	**	**	**	-%	**	**	6% e	2%	2%	2%	**	2%	**
151	**	**	**	**	58	**	**	41	113	38	126	**	140	**
86%	**	h	**	**	85%	**	**	74%	88%	82%	85%	**	85%	**
91	**	**	**	**	23	**	**	33	66	25	83	**	86	**
52%	**	e	**	**	33%	**	**	60% e	51%	53%	56% b	**	52%	**
81	**	**	**	**	46	**	**	19	60	21	62	**	76	**
46%	**	**	**	**	67% bh	**	**	34%	47%	45%	42% a	**	46%	**
21	**	**	**	**	10	**	**	11	13	8	19	**	21	**
12%	**	**	**	**	15%	**	**	19% b	10%	17%	13%	**	13%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1856

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	75	24	77	121	40	14	*	*	-	-	-	161	14	28	93	54
Royal Mail	151	61	**	103	37	**	**	**	**	**	**	140	**	**	77	48
	86%	81%	**	85%	92%	**	**	**	**	**	**	87%	**	**	83%	88%
			a													
DHL	17	9	**	12	3	**	**	**	**	**	**	15	**	**	12	6
	10%	12%	**	10%	8%	**	**	**	**	**	**	9%	**	**	13%	10%
UK Mail	6	1	**	1	*	**	**	**	**	**	**	1	**	**	1	5
	3%	1%	**	1%	*%	**	**	**	**	**	**	1%	**	**	1%	9%
															b	
UPS	18	8	**	15	3	**	**	**	**	**	**	17	**	**	12	3
	10%	10%	**	12%	7%	**	**	**	**	**	**	11%	**	**	13%	6%
Yodel	5	3	**	3	*	**	**	**	**	**	**	3	**	**	-	3
	3%	3%	**	2%	*%	**	**	**	**	**	**	2%	**	**	-%	5%
															b	
Parcelforce	43	13	**	19	18	**	**	**	**	**	**	37	**	**	15	24
	24%	18%	**	16%	44%	**	**	**	**	**	**	23%	**	**	16%	43%
			ab		ai										b	
Hermes	22	9	**	14	5	**	**	**	**	**	**	19	**	**	12	7
	12%	12%	**	12%	12%	**	**	**	**	**	**	12%	**	**	13%	13%
FedEx	4	1	**	3	*	**	**	**	**	**	**	4	**	**	3	*
	2%	1%	**	3%	1%	**	**	**	**	**	**	2%	**	**	4%	1%
			ac													
Secured Mail	*	-	**	*	-	**	**	**	**	**	**	*	**	**	*	-
	*%	-%	**	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%
DX	1	*	**	-	1	**	**	**	**	**	**	1	**	**	-	1
	1%	*%	**	-%	2%	**	**	**	**	**	**	1%	**	**	-%	2%
MHI (Mail Handling International)	-	-	**	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Pitney Bowes	*	*	**	*	*	**	**	**	**	**	**	*	**	**	-	*
	*%	*%	**	-%	1%	**	**	**	**	**	**	*%	**	**	-%	1%
TNT Express	6	5	**	5	*	**	**	**	**	**	**	5	**	**	5	*
	3%	7%	**	4%	*%	**	**	**	**	**	**	3%	**	**	6%	1%
		c														
Whistl (Previously known as TNT Post)	2	-	**	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	-%	**	-%	6%	**	**	**	**	**	**	1%	**	**	-%	4%
					a											
Citipost	-	-	**	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Someone else	22	10	**	14	8	**	**	**	**	**	**	22	**	**	11	9
	13%	13%	**	11%	20%	**	**	**	**	**	**	13%	**	**	12%	16%
Have not sent a letter /parcel in the last month	3	3	**	3	-	**	**	**	**	**	**	3	**	**	1	-
	2%	5%	**	3%	-%	**	**	**	**	**	**	2%	**	**	1%	-%
		c														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	77	38	84	101	74	20	3	1	-	-	-	175	24	19	82	98
Weighted total	175	75	24	121	40	14	*	*	-	-	-	161	14	28	93	54
NET: Royal Mail	151	61	**	103	37	**	**	**	**	**	**	140	**	**	77	48
	86%	81%	**	85%	92%	**	**	**	**	**	**	87%	**	**	83%	88%
			a													
NET: Provider other than RM	91	39	**	54	25	**	**	**	**	**	**	79	**	**	46	37
	52%	52%	**	44%	63%	**	**	**	**	**	**	49%	**	**	50%	68%
			ai												b	
NET: RM ONLY	81	32	**	64	15	**	**	**	**	**	**	79	**	**	46	17
	46%	43%	**	53%	37%	**	**	**	**	**	**	49%	**	**	49%	32%
				b											c	
NET: Provider other than RM ONLY	21	10	**	15	3	**	**	**	**	**	**	18	**	**	15	6
	12%	14%	**	12%	8%	**	**	**	**	**	**	11%	**	**	16%	12%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1858

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	199	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
Weighted total	175	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
Royal Mail	151	98	80	112	151	31	111	100	**	**	**	**	**	**	146	**	**	**	**	**	**	**
	86%	89%	89%	87%	86%	98%	91%	86%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**
					abcdf																	
DHL	17	13	8	13	17	2	12	13	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	10%	12%	9%	10%	10%	7%	10%	11%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
UK Mail	6	4	3	6	6	3	6	3	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	3%	3%	4%	5%	3%	9%	5%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
UPS	18	11	7	11	18	4	13	11	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	10%	10%	7%	9%	10%	13%	11%	9%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**
Yodel	5	*	*	*	5	*	5	*	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	*%	*%	*%	3%	1%	4%	*%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
					ac		abc															
Parcelforce	43	27	23	31	43	11	34	26	**	**	**	**	**	**	38	**	**	**	**	**	**	**
	24%	25%	26%	24%	24%	36%	28%	23%	**	**	**	**	**	**	23%	**	**	**	**	**	**	**
Hermes	22	12	7	12	22	3	17	12	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	12%	11%	8%	10%	12%	8%	14%	10%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
FedEx	4	4	4	4	4	2	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	2%	3%	4%	3%	2%	8%	3%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
					d																	
Secured Mail	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
DX	1	1	1	1	1	1	1	*	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	1%	1%	1%	1%	3%	1%	*%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pitney Bowes	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	1%	*%	*%	1%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
TNT Express	6	4	3	6	6	1	4	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	3%	3%	4%	4%	3%	4%	3%	5%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	2	-	-	-	2	-	2	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	-%	-%	-%	1%	-%	2%	-%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
Citipost	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Someone else	22	16	14	18	22	4	11	17	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	13%	14%	15%	14%	13%	11%	9%	15%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
Have not sent a letter /parcel in the last month	3	3	-	3	3	-	-	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	2%	-%	2%	2%	-%	-%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
NET: Royal Mail	151	98	80	112	151	31	111	100	**	**	**	**	**	**	146	**	**	**	**	**	**	**
	86%	89%	89%	87%	86%	98%	91%	86%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**
					abcdf																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
199	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
175	151	137	166	199	73	155	131	22	7	3	3	-	-	186	7	3	1	1	1	-	2
	110	90	129	175	32	122	116	7	2	*	3	-	-	168	5	2	*	*	*	-	*
91	62	49	70	91	23	65	61	**	**	**	**	**	**	85	**	**	**	**	**	**	**
52%	56%	54%	55%	52%	73%	53%	52%	**	**	**	**	**	**	51%	**	**	**	**	**	**	**
					abcdf																
81	46	42	56	81	9	57	53	**	**	**	**	**	**	79	**	**	**	**	**	**	**
46%	42%	46%	43%	46%	27%	47%	46%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**
	e	e	e	e		e															
21	10	10	14	21	*	11	14	**	**	**	**	**	**	18	**	**	**	**	**	**	**
12%	9%	11%	11%	12%	2%	9%	12%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
	e	e	e	e		e															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1860

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	199	30	40	41	52	64	42	47	42	4	110	12	76	162	37
Weighted total	175	45	34	26	21	65	37	41	28	4	117	11	48	143	32
Royal Mail	151	**	**	**	21	55	**	**	**	**	106	**	39	133	**
	86%	**	**	**	98%	85%	**	**	**	**	91%	**	81%	93%	**
					ab			ab	b		c			b	
DHL	17	**	**	**	4	2	**	**	**	**	10	**	7	13	**
	10%	**	**	**	17%	3%		**	**	**	9%	**	15%	9%	**
							a		a						
UK Mail	6	**	**	**	3	-	**	**	**	**	6	**	-	6	**
	3%	**	**	**	15%	-%	**	**	**	**	5%	**	-%	4%	**
					bc				abc		c				
UPS	18	**	**	**	1	3	**	**	**	**	11	**	7	15	**
	10%	**	**	**	3%	5%	**	**	**	**	9%	**	14%	11%	**
				abd			a								
Yodel	5	**	**	**	*	3	**	**	**	**	5	**	*	5	**
	3%	**	**	**	1%	4%	**	**	**	**	5%	**	*%	4%	**
Parcelforce	43	**	**	**	8	14	**	**	**	**	37	**	6	40	**
	24%	**	**	**	36%	22%	**	**	**	**	32%	**	13%	28%	**
				b	b				abc		c			b	
Hermes	22	**	**	**	5	6	**	**	**	**	16	**	6	17	**
	12%	**	**	**	22%	9%	**	**	**	**	14%	**	12%	12%	**
			c	c	c										
FedEx	4	**	**	**	3	1	**	**	**	**	3	**	1	4	**
	2%	**	**	**	12%	2%	**	**	**	**	2%	**	2%	2%	**
					c										
Secured Mail	*	**	**	**	*	-	**	**	**	**	*	**	-	*	**
	*%	**	**	**	*%	-%	**	**	**	**	*%	**	-%	*%	**
DX	1	**	**	**	*	1	**	**	**	**	*	**	1	1	**
	1%	**	**	**	*%	1%	**	**	**	**	*%	**	2%	1%	**
MHI (Mail Handling International)	-	**	**	**	-	-	**	**	**	**	-	**	-	-	**
	-%	**	**	**	-%	-%	**	**	**	**	-%	**	-%	-%	**
Pitney Bowes	*	**	**	**	*	*	**	**	**	**	*	**	*	*	**
	*%	**	**	**	2%	*%	**	**	**	**	*%	**	*%	*%	**
TNT Express	6	**	**	**	*	3	**	**	**	**	1	**	4	3	**
	3%	**	**	**	1%	5%	**	**	**	**	1%	**	9%	2%	**
									a				a		
Whistl (Previously known as TNT Post)	2	**	**	**	-	-	**	**	**	**	2	**	-	2	**
	1%	**	**	**	-%	-%	**	**	**	**	2%	**	-%	2%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1861

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
199	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
175	30	40	41	52	3	64	42	47	42	4	110	12	76	162	37
-	45	34	26	21	3	65	37	41	28	4	117	11	48	143	32
**	**	**	**	-	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	-%	**	-%	**	**	**	**	-%	**	-%	-%	**
22	**	**	**	1	**	7	**	**	**	**	13	**	5	11	**
13%	**			3%	**	11%	**	**	**	**	11%	**	10%	8%	**
		d	d												a
3	**	**	**	-	**	3	**	**	**	**	-	**	1	3	**
2%	**	**	**	-%	**	5%	**	**	**	**	-%	**	2%	2%	**
151	**	**	**	21	**	55	**	**	**	**	106	**	39	133	**
86%	**	**	**	98%	**	85%	**	**	**	**	91%	**	81%	93%	**
				ab				ab	b		c			b	
91	**	**	**	13	**	28	**	**	**	**	62	**	24	68	**
52%	**	**	**	63%	**	43%	**	**	abc	**	53%	**	50%	47%	**
81	**	**	**	8	**	34	**	**	**	**	55	**	23	73	**
46%	**	**	**	37%	**	52%	**	**	**	**	47%	**	48%	51%	**
						d	d	d						b	
21	**	**	**	*	**	6	**	**	**	**	11	**	8	7	**
12%	**	**	**	2%	**	10%	**	**	**	**	9%	**	18%	5%	**
	d	d				c	acd								a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	151	15	146	53	147	19	144	55	70	134	43	-
Weighted total	175	9	134	41	114	15	125	50	50	92	22	-
Royal Mail	151	108	129	22	105	**	117	34	44	80	**	**
	86%	90%	96%	53%	92%	**	93%	68%	88%	87%	**	**
			b				b				ab	
DHL	17	13	13	5	13	**	13	4	8	13	**	**
	10%	11%	10%	11%	11%	**	10%	9%	15%	14%	**	**
UK Mail	6	6	5	1	3	**	3	3	-	4	**	**
	3%	5%	4%	2%	3%	**	2%	7%	-	4%	**	**
UPS	18	11	15	2	11	**	10	7	5	8	**	**
	10%	9%	11%	6%	10%	**	8%	14%	11%	9%	**	**
Yodel	5	*	5	*	*	**	5	*	*	*	**	**
	3%	*%	4%	*%	*%	**	4%	*%	*%	*%	**	**
Parcelforce	43	30	37	6	30	**	37	6	13	20	**	**
	24%	25%	28%	14%	27%	**	30%	12%	26%	22%	**	**
							b					
Hermes	22	10	17	4	10	**	15	7	3	12	**	**
	12%	8%	13%	10%	9%	**	12%	13%	6%	13%	**	**
FedEx	4	4	4	*	4	**	4	*	1	4	**	**
	2%	3%	3%	1%	3%	**	3%	1%	2%	4%	**	**
Secured Mail	*	*	*	-	*	**	*	-	*	*	**	**
	*%	*%	*%	-%	*%	**	*%	-%	*%	*%	**	**
DX	1	1	1	*	1	**	1	*	*	1	**	**
	1%	1%	1%	*%	1%	**	1%	*%	*%	1%	**	**
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	**	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	**
Pitney Bowes	*	*	*	*	*	**	*	*	*	*	**	**
	*%	*%	*%	*%	*%	**	*%	*%	*%	1%	**	**
TNT Express	6	3	3	2	3	**	3	2	3	3	**	**
	3%	3%	3%	6%	3%	**	3%	5%	5%	4%	**	**
Whistl (Previously known as TNT Post)	2	-	2	-	-	**	2	-	-	-	**	**
	1%	-%	2%	-%	-%	**	2%	-%	-%	-%	**	**
Citipost	-	-	-	-	-	**	-	-	-	-	**	**
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	**
Someone else	22	16	9	13	13	**	9	13	8	11	**	**
	13%	13%	7%	33%	12%	**	7%	a	17%	11%	**	**
				a				c				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1863

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	151	15	146	53	147	19	144	55	70	134	43	-
Weighted total	175	9	134	41	114	15	125	50	50	92	22	-
Have not sent a letter /parcel in the last month	3	**	-	3	3	**	3	-	3	3	**	**
	2%	**	-%	8% a	2%	**	3%	-%	5%	3%	**	**
NET: Royal Mail	151	**	129	22	105	**	117	34	44	80	**	**
	86%	**	96% b	53%	92%	**	93% b	68%	88%	87%	ab	**
NET: Provider other than RM	91	**	61	29	58	**	54	37	27	50	**	**
	52%	**	46%	71% a	50%	**	43%	73% a	55% c	54% c	**	**
NET: RM ONLY	81	**	73	8	54	**	68	14	20	40	**	**
	46%	**	54% b	20%	47%	**	54% b	27%	40%	43%	ab	**
NET: Provider other than RM ONLY	21	**	5	16	7	**	5	16	3	9	**	**
	12%	**	4%	39% a	6%	**	4%	32% a	6%	10% c	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1864

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
Royal Mail	151	39	62	**	**	104	107	**	**	91	76	135	91	67	**
	86%	84%	87%	**	**	85%	86%	**	**	89%	94%	94%	90%	88%	**
			c												
DHL	17	3	8	**	**	12	13	**	**	13	7	13	13	11	**
	10%	6%	11%	**	**	10%	11%	**	**	13%	9%	9%	13%	14%	**
								a							
UK Mail	6	*	3	**	**	3	6	**	**	4	3	5	5	6	**
	3%	%	5%	**	**	2%	5%	**	**	4%	4%	4%	5%	8%	**
UPS	18	5	4	**	**	7	14	**	**	11	3	15	8	8	**
	10%	11%	6%	**	**	5%	11%	**	**	11%	4%	11%	8%	11%	**
							c			b		b			
Yodel	5	*	*	**	**	5	3	**	**	*	*	3	*	*	**
	3%	%	%	**	**	4%	2%	**	**	%	%	2%	%	%	**
Parcelforce	43	5	18	**	**	27	29	**	**	26	21	39	27	16	**
	24%	11%	26%	**	**	23%	23%	**	**	25%	26%	27%	26%	21%	**
			ac												
Hermes	22	2	7	**	**	13	17	**	**	10	7	15	10	9	**
	12%	5%	10%	**	**	10%	14%	**	**	10%	9%	10%	10%	12%	**
FedEx	4	1	4	**	**	1	4	**	**	4	4	4	4	3	**
	2%	2%	5%	**	**	1%	3%	**	**	4%	4%	3%	4%	5%	**
Secured Mail	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	%	%	%	**	**	%	%	**	**	%	%	%	%	%	**
DX	1	*	1	**	**	1	1	**	**	1	1	1	1	1	**
	1%	%	1%	**	**	1%	1%	**	**	1%	1%	1%	1%	1%	**
MHI (Mail Handling International)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Pitney Bowes	*	*	*	**	**	*	*	**	**	*	*	*	*	*	**
	%	%	1%	**	**	%	%	**	**	%	%	%	%	%	**
TNT Express	6	2	3	**	**	4	4	**	**	3	*	3	3	1	**
	3%	5%	4%	**	**	3%	4%	**	**	3%	%	2%	3%	1%	**
Whistl (Previously known as TNT Post)	2	-	-	**	**	-	2	**	**	-	-	2	-	-	**
	1%	-%	-%	**	**	-%	2%	**	**	-%	-%	2%	-%	-%	**
Citipost	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Someone else	22	11	6	**	**	20	5	**	**	16	11	10	11	8	**
	13%	23%	8%	**	**	16%	4%	**	**	15%	14%	7%	11%	10%	**
		b				b				c					
Have not sent a letter /parcel in the last month	3	-	-	**	**	3	3	**	**	3	-	3	3	3	**
	2%	-%	-%	**	**	3%	3%	**	**	3%	-%	2%	3%	3%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

 Produced by OLR
 Issue date: 11/05/18

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	199	66	117	32	-	136	139	50	-	138	123	160	136	103	6
Weighted total	175	47	71	15	-	122	124	35	-	103	81	143	101	76	3
NET: Royal Mail	151	39	62	**	**	104	107	**	**	91	76	135	91	67	**
	86%	84%	87% c	**	**	85%	86%	**	**	89%	94%	94%	90%	88%	**
NET: Provider other than RM	91	21	36	**	**	62	57	**	**	58	40	63	53	38	**
	52%	46%	51%	**	**	51%	46%	**	**	57% c	49%	44%	53%	50%	**
NET: RM ONLY	81	26	35	**	**	57	64	**	**	42	41	76	45	35	**
	46%	54%	49%	**	**	46%	51%	**	**	41%	51%	53% a	45%	46%	**
NET: Provider other than RM ONLY	21	8	9	**	**	15	13	**	**	9	5	5	7	7	**
	12%	16%	13%	** b	**	12%	11%	**	**	9% c	6%	3%	7%	9%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1866

QN3 In the last month which of the following companies have you used to send ...?
b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)
Base: All sending parcels and packets (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
Weighted total	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
Royal Mail	151	99	55	75	**	98	66	**	**	**	**	142	129	142	140	148
	86%	93%	92%	92%	**	88%	85%	**	**	**	**	87%	88%	86%	88%	86%
DHL	17	13	4	12	**	13	8	**	**	**	**	17	17	17	17	17
	10%	12%	7%	14%	**	12%	11%	**	**	**	**	10%	12%	10%	11%	10%
				abce												
UK Mail	6	5	5	2	**	5	4	**	**	**	**	6	6	6	6	6
	3%	5%	8%	3%	**	5%	5%	**	**	**	**	4%	4%	4%	4%	3%
UPS	18	10	8	6	**	11	10	**	**	**	**	18	15	18	18	18
	10%	10%	13%	8%	**	10%	13%	**	**	**	**	11%	11%	11%	11%	10%
Yodel	5	*	*	*	**	3	3	**	**	**	**	5	5	5	3	5
	3%	*%	*%	*%	**	2%	3%	**	**	**	**	3%	4%	3%	2%	3%
Parcelforce	43	27	17	24	**	31	19	**	**	**	**	40	33	40	38	41
	24%	25%	29%	29%	**	28%	24%	**	**	**	**	24%	23%	24%	24%	24%
Hermes	22	12	7	8	**	15	10	**	**	**	**	22	22	22	19	22
	12%	11%	12%	9%	**	13%	12%	**	**	**	**	13%	15%	13%	12%	13%
FedEx	4	4	3	3	**	3	4	**	**	**	**	4	4	4	4	4
	2%	3%	6%	3%	**	3%	5%	**	**	**	**	2%	3%	2%	2%	2%
Secured Mail	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
DX	1	1	1	1	**	1	1	**	**	**	**	1	1	1	1	1
	1%	1%	2%	1%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
MHI (Mail Handling International)	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pitney Bowes	*	*	*	*	**	*	*	**	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
TNT Express	6	5	3	3	**	3	1	**	**	**	**	6	4	6	4	6
	3%	5%	5%	4%	**	3%	1%	**	**	**	**	3%	2%	3%	2%	3%
				ace												
Whistl (Previously known as TNT Post)	2	2	-	-	**	2	-	**	**	**	**	2	2	2	2	2
	1%	2%	-%	-%	**	2%	-%	**	**	**	**	1%	2%	1%	1%	1%
Citipost	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Someone else	22	4	1	9	**	6	8	**	**	**	**	18	15	20	22	20
	13%	3%	1%	11%	**	5%	10%	**	**	**	**	11%	11%	12%	14%	12%
				ab												
Have not sent a letter /parcel in the last month	3	1	3	3	**	3	3	**	**	**	**	3	1	3	3	3
	2%	1%	4%	4%	**	3%	3%	**	**	**	**	2%	1%	2%	2%	2%
				a	a											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	138	105	6	5	5	3	188	174	191	185	196
Weighted total	107	60	82	15	13	111	78	5	2	10	4	164	146	166	160	172
NET: Royal Mail	151	99	55	75	**	98	66	**	**	**	**	142	129	142	140	148
	86%	93%	92%	92%	**	88%	85%	**	**	**	**	87%	88%	86%	88%	86%
NET: Provider other than RM	91	48	30	43	**	53	38	**	**	**	**	86	76	88	84	89
	52%	44%	50%	53%	**	47%	49%	**	**	**	**	52%	52%	53%	52%	51%
NET: RM ONLY	81	59	27	35	**	55	37	**	**	**	**	75	69	75	73	80
	46%	55%	46%	43%	**	50%	47%	**	**	**	**	46%	47%	45%	46%	47%
NET: Provider other than RM ONLY	21	7	2	3	**	10	9	**	**	**	**	18	16	20	16	21
	12%	6%	3%	4%	**	9%	12%	**	**	**	**	11%	11%	12%	10%	12%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1868

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	199	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
Weighted total	175	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
Royal Mail	151	92	146	39	**	122	**	**	105	46	**	**	36	**	104	**
	86%	82%	86%	76%	**	90%	**	**	90%	73%	**	**	72%	**	86%	**
DHL	17	9	17	7	**	10	**	**	13	4	**	**	2	**	14	**
	10%	8%	10%	13%	**	7%	**	**	11%	7%	**	**	5%	**	11%	**
UK Mail	6	3	6	*	**	3	**	**	1	6	**	**	3	**	1	**
	3%	2%	4%	4%	**	3%	**	**	1%	9%	**	**	7%	**	1%	**
								b						b		b
UPS	18	11	17	1	**	11	**	**	13	7	**	**	7	**	10	**
	10%	10%	10% c	2%	**	8%	**	**	11%	11%	**	**	14%	**	8%	**
Yodel	5	3	5	3	**	5	**	**	-	*	**	**	*	**	*	**
	3%	2%	3%	5%	**	4%	**	**	-%	-%	**	**	-%	**	-%	**
								b						b		b
Parcelforce	43	20	40	9	**	31	**	**	20	16	**	**	11	**	21	**
	24%	18%	24%	18%	**	23%	**	**	17%	25%	**	**	22%	**	18%	**
								b						b		b
Hermes	22	15	22	8	**	10	**	**	7	9	**	**	9	**	8	**
	12%	13%	13%	15%	**	7%	**	**	6%	14%	**	**	18%	**	6%	**
								b						b		b
FedEx	4	*	4	*	**	2	**	**	2	2	**	**	2	**	*	**
	2%	-%	2%	-%	**	1%	**	**	1%	4%	**	**	5%	**	-%	**
														b		
Secured Mail	*	*	*	*	**	*	**	**	*	-	**	**	-	**	*	**
	-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
DX	1	*	1	-	**	1	**	**	1	*	**	**	*	**	1	**
	1%	-%	1%	-%	**	1%	**	**	1%	-%	**	**	-%	**	1%	**
MHI (Mail Handling International)	-	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
Pitney Bowes	*	*	*	*	**	*	**	**	*	*	**	**	*	**	*	**
	-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
TNT Express	6	6	6	5	**	3	**	**	3	2	**	**	*	**	3	**
	3%	5%	3%	10% b	**	3%	**	**	3%	4%	**	**	-%	**	2%	**
														b		
Whistl (Previously known as TNT Post)	2	2	2	-	**	-	**	**	-	-	**	**	-	**	-	**
	1%	2%	1%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
								b						b		
Citipost	-	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	-%	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
Someone else	22	20	22	10	**	15	**	**	12	14	**	**	12	**	16	**
	13%	18%	13%	19%	**	11%	**	**	11%	22%	**	**	23%	**	13%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1869

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

Have not sent a letter
/parcel in the last
month

NET: Royal Mail

NET: Provider other than
RM

NET: RM ONLY

NET: Provider other than
RM ONLY

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
199	129	191	71	-	160	6	33	147	62	2	17	53	35	131	33
175	111	169	51	-	135	8	41	116	63	*	19	50	31	120	24
3	3	3	1	**	3	**	**	3	3	**	**	3	**	3	**
2%	3%	2%	2%	**	3%	**	**	2%	5%	**	**	7%	**	3%	**
151	92	146	39	**	122	**	**	105	46	**	**	36	**	104	**
86%	82%	86%	76%	**	90%	**	**	90%	73%	**	**	72%	**	86%	**
91	56	88	28	**	59	**	**	47	44	**	**	35	**	52	**
52%	50%	52%	54%	**	43%	**	**	40%	70%	**	**	71%	**	43%	**
							b						b		b
81	52	78	23	**	73	**	**	67	16	**	**	11	**	65	**
46%	46%	46%	44%	**	54%	**	**	58% a	24%	**	**	23%	**	54% a	**
21	16	20	11	**	9	**	**	9	14	**	**	11	**	13	**
12%	14%	12%	22% b	**	7%	**	**	8%	22%	**	**	21%	**	11%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1870

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	39	16	143	105	94	164	22	177	91	126	57	111	66
Weighted total	48	17	110	97	78	129	6	151	74	108	46	97	53
Royal Mail	151	**	**	99	84	112	**	151	63	108	46	88	49
	86%	**	90%	86%	85%	87%	**	100%	86%	100%	100%	91%	92%
			a					ad		cd	cd		
DHL	17	**	**	12	5	13	**	13	17	7	4	9	6
	10%	**	10%	13%	6%	10%	**	9%	24%	7%	8%	10%	11%
									ac				
UK Mail	6	**	**	1	4	6	**	6	6	3	6	3	6
	3%	**	1%	4%	3%	5%	**	4%	8%	3%	12%	3%	11%
											ac		ac
UPS	18	**	**	16	10	11	**	13	18	8	8	10	8
	10%	**	15%	10%	8	9%	**	9%	24%	7%	17%	10%	15%
			a						ac		a		
Yodel	5	**	**	*	5	*	**	3	5	*	*	*	*
	3%	**	*%	5%	*%	*%	**	2%	7%	*%	*%	*%	*%
				b					ac				
Parcelforce	43	**	**	17	26	31	**	39	43	24	16	24	13
	24%	**	16%	27%	22%	24%	**	26%	58%	22%	34%	25%	24%
									ac				
Hermes	22	**	**	12	19	12	**	17	22	8	6	10	9
	12%	**	11%	20%	3%	10%	**	11%	30%	7%	12%	10%	17%
				b					ac				a
FedEx	4	**	**	1	3	4	**	4	4	4	*	3	3
	2%	**	1%	3%	1%	3%	**	3%	5%	3%	1%	3%	7%
Secured Mail	*	**	**	*	-	*	**	*	*	*	*	*	*
	*%	**	*%	*%	*%	*%	**	*%	*%	*%	*%	*%	*%
DX	1	**	**	1	*	1	**	1	1	1	*	*	1
	1%	**	1%	*%	1%	1%	**	1%	1%	1%	*%	*%	2%
MHI (Mail Handling International)	-	**	**	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	**	**	*	*	*	**	*	*	*	*	*	*
	*%	**	*%	*%	*%	*%	**	*%	1%	*%	*%	*%	1%
TNT Express	6	**	**	5	6	6	**	4	6	2	1	3	1
	3%	**	4%	6%	*%	4%	**	2%	8%	2%	2%	3%	2%
				b					c				
Whistl (Previously known as TNT Post)	2	**	**	2	2	-	**	2	2	-	-	-	-
	1%	**	2%	2%	-%	-%	**	1%	3%	-%	-%	-%	-%
									a				
Citipost	-	**	**	-	-	-	**	-	-	-	-	-	-
	-%	**	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Someone else	22	**	**	11	10	18	**	11	5	8	3	15	5
	13%	**	10%	10%	16%	14%	**	8%	7%	8%	6%	15%	10%
		c											

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1871

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	39	16	143	105	94	164	22	177	91	126	57	111	66
Weighted total	175	48	17	97	78	129	6	151	74	108	46	97	53
Have not sent a letter /parcel in the last month	3	**	**	1	3	3	**	-	-	-	-	-	-
	2%	**	**	1%	3%	2%	**	-%	-%	-%	-%	-%	-%
	c												
NET: Royal Mail	151	**	**	84	67	112	**	151	63	108	46	88	49
	86%	**	**	86%	85%	87%	**	100%	86%	100%	100%	91%	92%
			a					ad		cd	cd		
NET: Provider other than RM	91	**	**	55	36	70	**	70	74	46	25	54	31
	52%	**	**	57%	46%	55%	**	46%	100%	42%	54%	55%	58%
		c							ac			a	a
NET: RM ONLY	81	**	**	41	40	56	**	81	-	62	21	43	23
	46%	**	**	43%	51%	43%	**	54%	-%	58%	46%	45%	42%
			a			d		d		cd			
NET: Provider other than RM ONLY	21	**	**	12	9	14	**	-	10	-	-	9	4
	12%	**	**	13%	11%	11%	**	-%	14%	-%	-%	9%	8%
			10%			c			c			ab	ab

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 123 (continuation)

Page 1872

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Effect of postage prices				Month
		Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	*c	d	
Unweighted total	199	49	86	16	38	199
Weighted total	175	36	76	10	42	175
Royal Mail	151	**	62	**	**	151
	86%	**	81%	**	**	86%
DHL	17	**	4	**	**	17
	10%	**	5%	**	**	10%
UK Mail	6	**	3	**	**	6
	3%	**	4%	**	**	3%
UPS	18	**	7	**	**	18
	10%	**	9%	**	**	10%
		d				
Yodel	5	**	5	**	**	5
	3%	**	7%	**	**	3%
Parcelforce	43	**	21	**	**	43
	24%	**	27%	**	**	24%
Hermes	22	**	17	**	**	22
	12%	**	22%	**	**	12%
		ad				
FedEx	4	**	3	**	**	4
	2%	**	4%	**	**	2%
Secured Mail	*	**	-	**	**	*
	*%	**	-%	**	**	*%
DX	1	**	*	**	**	1
	1%	**	*%	**	**	1%
MHI (Mail Handling International)	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Pitney Bowes	*	**	*	**	**	*
	*%	**	*%	**	**	*%
TNT Express	6	**	2	**	**	6
	3%	**	3%	**	**	3%
Whistl (Previously known as TNT Post)	2	**	2	**	**	2
	1%	**	3%	**	**	1%
Citipost	-	**	-	**	**	-
	-%	**	-%	**	**	-%
Someone else	22	**	12	**	**	22
	13%	**	16%	**	**	13%
Have not sent a letter /parcel in the last month	3	**	1	**	**	3
	2%	**	1%	**	**	2%
NET: Royal Mail	151	**	62	**	**	151
	86%	**	81%	**	**	86%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 11/05/18

QN3 In the last month which of the following companies have you used to send ...?

b) A small parcel (By small parcel we mean one that is less than 2 kilograms.)

Base: All sending parcels and packets (QV6a=3)

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM

NET: RM ONLY

NET: Provider other than

RM ONLY

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
199	49	86	16	38	199
175	36	76	10	42	175
91	**	48	**	**	91
52%	**	64%	**	**	52%
		ad			
81	**	27	**	**	81
46%	**	35%	**	**	46%
	b			b	
21	**	13	**	**	21
12%	**	17%	**	**	12%

Columns Tested: a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	c	*d	e	a	*b	*c	*d	*e
163	70	45	32	16	93	32	22	10	5	18
133	126	4	2	1	8	50	31	7	2	2
53	51	**	**	**	2	**	**	**	**	**
40%	41%	**	**	**	26%	**	**	**	**	**
	e									
33	30	**	**	**	3	**	**	**	**	**
25%	24%	**	**	**	39%	**	**	**	**	**
	a				a					
22	21	**	**	**	1	**	**	**	**	**
16%	17%	**	**	**	12%	**	**	**	**	**
17	16	**	**	**	1	**	**	**	**	**
13%	12%	**	**	**	17%	**	**	**	**	**
8	7	**	**	**	*	**	**	**	**	**
6%	6%	**	**	**	4%	**	**	**	**	**
1	1	**	**	**	-	**	**	**	**	**
1%	1%	**	**	**	-%	**	**	**	**	**
*	-	**	**	**	*	**	**	**	**	**
*%	-%	**	**	**	3%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
163	2	10	21	6	13	22	14	12	7	107	26	17	13
133	3	19	9	7	21	17	11	17	7	111	11	7	4
53	**	**	**	**	**	**	**	**	**	46	**	**	**
40%	**	**	**	**	**	**	**	**	**	41%	**	**	**
33	**	**	**	**	**	**	**	**	**	26	**	**	**
25%	**	**	**	**	**	**	**	**	**	24%	**	**	**
22	**	**	**	**	**	**	**	**	**	19	**	**	**
16%	**	**	**	**	**	**	**	**	**	17%	**	**	**
17	**	**	**	**	**	**	**	**	**	13	**	**	**
13%	**	**	**	**	**	**	**	**	**	12%	**	**	**
8	**	**	**	**	**	**	**	**	**	7	**	**	**
6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
1	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%
Unweighted total
Weighted total
1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
163	9	7	20	5	7	19	15	12	13	107	26	17	13
133	12	13	9	7	14	15	12	15	15	111	11	7	4
53	**	**	**	**	**	**	**	**	**	47	**	**	**
40%	**	**	**	**	**	**	**	**	**	42%	**	**	**
33	**	**	**	**	**	**	**	**	**	26	**	**	**
25%	**	**	**	**	**	**	**	**	**	23%	**	**	**
22	**	**	**	**	**	**	**	**	**	19	**	**	**
16%	**	**	**	**	**	**	**	**	**	17%	**	**	**
17	**	**	**	**	**	**	**	**	**	13	**	**	**
13%	**	**	**	**	**	**	**	**	**	12%	**	**	**
8	**	**	**	**	**	**	**	**	**	7	**	**	**
6%	**	**	**	**	**	**	**	**	**	6%	**	**	**
1	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
*	**	**	**	**	**	**	**	**	**	*	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
163	*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	2	23	3	18	48	9	7	53	110	53	135	28	157	6
Weighted total	*	19	1	21	45	1	5	41	96	37	115	19	122	11
53	**	**	**	**	**	**	**	20	38	16	46	**	50	**
40%	**	**	**	**	**	**	**	48%	39%	42%	40%	**	41%	**
33	**	**	**	**	**	**	**	4	28	5	25	**	30	**
25%	**	**	**	**	**	**	**	9%	29%	12%	22%	**	25%	**
					h				b					
22	**	**	**	**	**	**	**	7	13	9	19	**	19	**
16%	**	**	**	**	**	**	**	17%	13%	24%	17%	**	15%	**
17	**	**	**	**	**	**	**	7	9	8	17	**	17	**
13%	**	**	**	**	**	**	**	17%	9%	21%	14%	**	14%	**
									a					
8	**	**	**	**	**	**	**	3	8	*	8	**	6	**
6%	**	**	**	**	**	**	**	8%	8%	*%	7%	**	5%	**
1	**	**	**	**	**	**	**	1	1	-	-	**	1	**
1%	**	**	**	**	**	**	**	2%	1%	-%	-%	**	1%	**
*	**	**	**	**	**	**	**	*	*	-	*	**	*	**
*%	**	**	**	**	**	**	**	*%	*%	-%	*%	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	163	64	33	66	83	67	11	2	-	-	-	-	150	13	17	66	80
Weighted total	133	54	19	60	90	35	8	*	-	-	-	-	124	9	23	67	43
1st class - all the time	53	20	**	21	38	14	**	**	**	**	**	**	52	**	**	30	15
	40%	38%	**	35%	42%	41%	**	**	**	**	**	**	42%	**	**	45%	35%
			ac														
1st class - most of the time	33	11	**	19	21	12	**	**	**	**	**	**	32	**	**	15	12
	25%	20%	**	32% b	23%	33%	**	**	**	**	**	**	26%	**	**	22%	28%
1st and 2nd class in equal amounts	22	13	**	6	19	1	**	**	**	**	**	**	19	**	**	16	3
	16%	24% c	**	10%	21% b	2%	**	**	**	**	**	**	15% b	**	**	24% c	7%
2nd class - most of the time	17	3	**	11	9	6	**	**	**	**	**	**	14	**	**	6	8
	13%	6%	**	19% a	10%	17%	**	**	**	**	**	**	12%	**	**	8%	19%
2nd class - all the time	8	5	**	2	3	2	**	**	**	**	**	**	5	**	**	*	5
	6%	10%	**	4%	3%	7%	**	**	**	**	**	**	4%	**	**	*%	11% b
Never send parcels	1	1	**	-	1	-	**	**	**	**	**	**	1	**	**	-	-
	1%	2%	**	-%	1%	-%	**	**	**	**	**	**	1%	**	**	-%	-%
Don't know (DO NOT READ OUT)	*	*	**	*	*	*	**	**	**	**	**	**	*	**	**	*	*
	*%	*%	**	*%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 124 (continuation)

Page 1879

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
163	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
133	136	124	148	163	65	132	116	19	7	3	3	-	-	156	4	1	1	-	1	-	1
	97	80	112	133	31	104	100	7	2	*	3	-	-	128	2	2	*	-	*	-	*
53	36	41	41	53	13	40	37	**	**	**	**	**	**	53	**	**	**	**	**	**	**
40%	37%	51%	37%	40%	41%	39%	37%	**	**	**	**	**	**	41%	**	**	**	**	**	**	**
		ac																			
33	22	20	28	33	8	29	24	**	**	**	**	**	**	33	**	**	**	**	**	**	**
25%	23%	25%	25%	25%	25%	28%	24%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**
22	20	4	22	22	3	13	19	**	**	**	**	**	**	22	**	**	**	**	**	**	**
16%	20%	5%	19%	16%	10%	13%	19%	**	**	**	**	**	**	17%	**	**	**	**	**	**	**
	b		b	b		b															
17	14	13	16	17	4	14	15	**	**	**	**	**	**	14	**	**	**	**	**	**	**
13%	14%	16%	14%	13%	14%	13%	15%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**
8	5	2	5	8	3	8	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
6%	5%	3%	4%	6%	10%	7%	5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
				b																	
1	1	-	1	1	-	-	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
1%	1%	-%	1%	1%	-%	-%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*/%	*/%	*/%	*/%	*/%	-%	*/%	*/%	**	**	**	**	**	**	*/%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 124 (continuation)

Page 1880

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	163	25	35	39	46	3	51	35	42	32	3	88	8	66	143	20
Weighted total	133	36	29	23	21	3	48	25	37	21	2	95	4	34	122	11
1st class - all the time	53	**	**	**	**	**	20	**	**	**	**	38	**	12	53	**
	40%	**	**	**	**	**	41%	**	**	**	**	40%	**	36%	43%	**
1st class - most of the time	33	**	**	**	**	**	15	**	**	**	**	21	**	12	26	**
	25%	**	**	**	**	**	31%	**	**	**	**	22%	**	34%	21%	**
							b									
1st and 2nd class in equal amounts	22	**	**	**	**	**	6	**	**	**	**	17	**	4	20	**
	16%	**	**	**	**	**	11%	**	**	**	**	18%	**	10%	16%	**
			d	d				acd								
2nd class - most of the time	17	**	**	**	**	**	4	**	**	**	**	14	**	3	17	**
	13%	**	**	**	**	**	8%	**	**	**	**	15%	**	8%	14%	**
				b					ab							
2nd class - all the time	8	**	**	**	**	**	3	**	**	**	**	5	**	3	5	**
	6%	**	**	**	**	**	7%	**	**	**	**	5%	**	9%	4%	**
Never send parcels	1	**	**	**	**	**	1	**	**	**	**	-	**	1	1	**
	1%	**	**	**	**	**	2%	**	**	**	**	-%	**	3%	1%	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	*	**	**	**	**	*	**	*	*	**
	*%	**	**	**	**	**	*%	**	**	**	**	*%	**	*%	*%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b		a	*b		a	b	c		*d
Unweighted total	163	139	9	133	136	12	129	34	65	120	41	-
Weighted total	133	108	4	118	105	7	105	28	44	80	22	-
1st class - all the time	53	41	**	50	41	**	45	**	22	24	**	**
	40%	38%	**	42% b	39%	**	43%	**	50% b	30%	**	**
1st class - most of the time	33	27	**	26	27	**	23	**	9	20	**	**
	25%	26%	**	22% a	26%	**	22%	**	19%	25%	**	**
1st and 2nd class in equal amounts	22	20	**	20	17	**	15	**	8	20	**	**
	16%	19%	**	17%	17%	**	14%	**	18%	24%	**	**
2nd class - most of the time	17	16	**	16	16	**	16	**	6	11	**	**
	13%	15%	**	13%	15%	**	15%	**	13% c	14%	**	**
2nd class - all the time	8	3	**	5	3	**	5	**	-	5	**	**
	6%	2%	**	4% a	2%	**	5%	**	-%	6% a	**	**
Never send parcels	1	1	**	1	1	**	1	**	-	1	**	**
	1%	1%	**	1%	1%	**	1%	**	-%	1%	**	**
Don't know (DO NOT READ OUT)	*	*	**	*	*	**	*	**	-	*	**	**
	*%	*%	**	*%	*%	**	*%	**	-%	*%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
Significance Level: 95%	a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c	
Unweighted total	163	57	107	27	-	106	120	38	-	126	115	142	124	94	5
Weighted total	133	39	62	11	-	88	101	25	-	91	76	122	91	67	3
1st class - all the time	53	22	28	**	**	39	34	**	**	36	38	49	37	18	**
	40%	56%	45%	**	**	45%	34%	**	**	40%	50%	40%	41% b	26%	**
1st class - most of the time	33	9	17	**	**	23	26	**	**	20	20	32	25	15	**
	25%	24%	28%	**	**	26%	26%	**	**	22%	26%	26%	28%	23%	**
1st and 2nd class in equal amounts	22	1	4	**	**	15	22	**	**	18	3	20	20	17	**
	16%	3%	6%	**	**	17%	21%	**	**	20% b	4%	16% b	22%	25%	**
2nd class - most of the time	17	7	10	**	**	7	11	**	**	14	12	14	7	13	**
	13%	17%	17%	**	**	8%	11%	**	**	15%	16%	11%	8%	20% a	**
2nd class - all the time	8	-	2	**	**	3	7	**	**	3	2	5	*	3	**
	6%	-%	4%	**	**	4%	7%	**	**	3%	3%	4%	*% a	4%	**
Never send parcels	1	-	-	**	**	1	1	**	**	1	-	1	1	1	**
	1%	-%	-%	**	**	1%	1%	**	**	1%	-%	1%	1%	1%	**
Don't know (DO NOT READ OUT)	*	-	*	**	**	*	-	**	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	-%	**	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	163	121	74	81	29	118	91	5	4	3	3	156	146	158	153	160
Weighted total	133	95	55	68	12	92	64	2	2	7	4	126	113	127	125	130
1st class - all the time	53	37	5	31	**	38	13	**	**	**	**	51	46	51	52	52
	40%	39%	10%	45%	**	42%	21%	**	**	**	**	40%	41%	40%	42%	40%
		b	b	b		b										
1st class - most of the time	33	25	11	18	**	25	16	**	**	**	**	31	29	31	28	31
	25%	26%	20%	26%	**	28%	26%	**	**	**	**	24%	25%	24%	23%	24%
1st and 2nd class in equal amounts	22	22	19	9	**	20	17	**	**	**	**	22	22	22	22	22
	16%	23%	34%	13%	**	22%	27%	**	**	**	**	17%	19%	17%	17%	17%
		c	c													
2nd class - most of the time	17	10	13	9	**	7	12	**	**	**	**	17	12	17	15	17
	13%	10%	23%	13%	**	8%	18%	**	**	**	**	13%	11%	13%	12%	13%
		a	a			a										
2nd class - all the time	8	*	7	1	**	*	5	**	**	**	**	7	5	7	8	8
	6%	1%	12%	1%	**	1%	7%	**	**	**	**	5%	4%	5%	6%	6%
		ac				a										
Never send parcels	1	1	-	1	**	1	1	**	**	**	**	-	-	-	-	1
	1%	1%	-%	1%	**	1%	1%	**	**	**	**	-%	-%	-%	-%	1%
Don't know (DO NOT READ OUT)	*	*	-	*	**	*	*	**	**	**	**	*	*	*	*	*
	1%	1%	-%	1%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
	*	*	-	*	**	*	*	**	**	**	**	*	*	*	*	*
	1%	1%	-%	1%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 124 (continuation)

Page 1884

QN4a. When sending parcels using Royal Mail, which service do you tend to use?
Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	103	157	54	-	137	5	26	128	42	2	10	37	24	111	28
Weighted total	133	77	130	-	111	6	33	96	40	*	12	31	20	91	21
1st class - all the time	53	37	53	10	51	**	**	39	**	**	**	**	**	32	**
	40%	49%	41%	32%	46%	**	**	40%	**	**	**	**	**	34%	**
	c														
1st class - most of the time	33	15	33	7	26	**	**	27	**	**	**	**	**	27	**
	25%	20%	25%	24%	23%	**	**	28%	**	**	**	**	**	30%	**
1st and 2nd class in equal amounts	22	11	20	8	16	**	**	14	**	**	**	**	**	13	**
	16%	15%	15%	25%	15%	**	**	15%	**	**	**	**	**	14%	**
2nd class - most of the time	17	11	17	4	14	**	**	12	**	**	**	**	**	13	**
	13%	14%	13%	12%	13%	**	**	12%	**	**	**	**	**	15%	**
2nd class - all the time	8	2	8	2	3	**	**	3	**	**	**	**	**	5	**
	6%	3%	6%	8%	3%	**	**	3%	**	**	**	**	**	6%	**
Never send parcels	1	-	-	-	1	**	**	1	**	**	**	**	**	1	**
	1%	-%	-%	-%	1%	**	**	1%	**	**	**	**	**	1%	**
Don't know (DO NOT READ OUT)	*	*	*	*	*	**	**	*	**	**	**	**	**	*	**
	*%	*%	*%	*%	*%	**	**	*%	**	**	**	**	**	*%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 124 (continuation)

Page 1885

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	d	a	b	c	d
Unweighted total	163	25	11	126	87	148	19	163	72	126	57	106	64
Weighted total	133	26	17	90	73	112	4	133	54	108	46	88	49
1st class - all the time	53	**	**	42	26	41	**	53	15	53	-	41	8
	40%	**	**	46%	36%	37%	**	40%	27%	49%	-%	46%	16%
										bd		bd	b
1st class - most of the time	33	**	**	22	20	28	**	33	15	33	-	25	2
	25%	**	**	24%	28%	25%	**	25%	27%	30%	-%	29%	5%
										bd		bd	
1st and 2nd class in equal amounts	22	**	**	13	14	22	**	22	10	22	22	18	21
	16%	**	**	14%	19%	19%	**	16%	19%	20%	47%	21%	42%
											ac		ac
2nd class - most of the time	17	**	**	8	9	16	**	17	10	-	17	3	13
	13%	**	**	9%	12%	14%	**	13%	18%	-%	36%	3%	27%
											ac	a	ac
2nd class - all the time	8	**	**	5	3	5	**	8	5	-	8	-	5
	6%	**	**	5%	4%	4%	**	6%	8%	-%	17%	-%	10%
											ac		ac
Never send parcels	1	**	**	1	1	1	**	1	-	-	-	1	-
	1%	**	**	1%	1%	1%	**	1%	-%	-%	-%	1%	-%
Don't know (DO NOT READ OUT)	*	**	**	*	*	*	**	*	-	-	-	*	-
	***	**	**	***	***	***	**	***	-%	-%	-%	***	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN4a. When sending parcels using Royal Mail, which service do you tend to use?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send parcels

Don't know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
163	43	69	13	32	163
133	31	51	7	37	133
53	**	16	**	**	53
40%	**	31%	**	**	40%
			b		
33	**	14	**	**	33
25%	**	27%	**	**	25%
22	**	11	**	**	22
16%	**	22%	**	**	16%
17	**	7	**	**	17
13%	**	13%	**	**	13%
8	**	2	**	**	8
6%	**	5%	**	**	6%
1	**	1	**	**	1
1%	**	2%	**	**	1%
*	**	*	**	**	*
***	**	***	**	**	***

Columns Tested: a,b,c,d

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted total	297	126	94	51	26	171	52	44	21	8	38
Weighted total	234	220	8	4	2	14	78	58	18	2	11
1st class - all the time	58	54	3	1	**	4	33	**	**	**	**
	25%	24%	34%	29%	**	31%	43% b	**	**	**	** b
1st class - most of the time	68	65	2	1	**	3	17	**	**	**	**
	29%	29%	27%	22%	**	24%	21% e	** e	**	**	**
1st and 2nd class in equal amounts	49	47	1	1	**	2	16	**	**	**	**
	21%	21% b	10%	15%	**	13%	20% e	** e	**	**	**
2nd class - most of the time	44	40	2	1	**	4	8	**	**	**	**
	19%	18%	24%	34% a	**	27%	10%	**	**	**	** ab
2nd class - all the time	15	15	*	-	**	*	4	**	**	**	**
	7%	7%	4%	-%	**	3%	6%	**	**	**	**
Never send letters	-	-	-	-	**	-	-	**	**	**	**
	-%	-%	-%	-%	**	-%	-%	**	**	**	**
Don't know (DO NOT READ OUT)	*	-	*	-	**	*	-	**	**	**	**
	*%	-%	1%	-%	**	*%	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	GOR (QC3)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland	
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	297	4	16	28	15	25	43	29	16	9	185	48	33	31
Weighted total	234	6	22	12	19	24	47	34	20	10	192	20	13	9
1st class - all the time	58	**	**	**	**	**	**	**	**	**	45	**	**	**
	25%	**	**	**	**	**	**	**	**	**	23%	**	**	**
1st class - most of the time	68	**	**	**	**	**	**	**	**	**	59	**	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**	**
1st and 2nd class in equal amounts	49	**	**	**	**	**	**	**	**	**	44	**	**	**
	21%	**	**	**	**	**	**	**	**	**	23%	**	**	**
						m					m		m	
2nd class - most of the time	44	**	**	**	**	**	**	**	**	**	34	**	**	**
	19%	**	**	**	**	**	**	**	**	**	18%	**	**	**
2nd class - all the time	15	**	**	**	**	**	**	**	**	**	11	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
Never send letters	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	297	15	10	29	9	17	28	17	20	182	49	34	32
Weighted total	234	23	14	14	12	13	38	31	18	26	189	22	13
1st class - all the time	58	**	**	**	**	**	**	**	**	46	**	**	**
	25%	**	**	**	**	**	**	**	**	24%	**	**	**
1st class - most of the time	68	**	**	**	**	**	**	**	**	54	**	**	**
	29%	**	**	**	**	**	**	**	**	29%	**	**	**
													fl
1st and 2nd class in equal amounts	49	**	**	**	**	**	**	**	**	44	**	**	**
	21%	**	**	**	**	**	**	**	**	23%	**	**	**
						m				km		m	
2nd class - most of the time	44	**	**	**	**	**	**	**	**	34	**	**	**
	19%	**	**	**	**	**	**	**	**	18%	**	**	**
2nd class - all the time	15	**	**	**	**	**	**	**	**	11	**	**	**
	7%	**	**	**	**	**	**	**	**	6%	**	**	**
Never send letters	-	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 125 (continuation)

Page 1890

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send letters

Don't know (DO NOT READ OUT)

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
297	*a 4	b 34	*c 4	d 45	e 61	*f 18	*g 19	h 112	a 187	b 110	a 245	b 52	a 286	*b 11
234	1	25	3	41	48	12	14	90	152	82	208	26	218	16
58	**	**	**	**	8	**	**	29	30	28	48	11	54	**
25%	**	**	**	**	17%	**	**	32% e	20%	34% a	23%	40% a	25%	**
68	**	**	**	**	13	**	**	19	58	10	58	10	61	**
29%	**	deh	**	**	27%	**	**	21%	38% b	13%	28%	38%	28%	**
49	**	**	**	**	8	**	**	18	28	20	45	3	44	**
21%	**	**	**	**	17%	**	**	20%	19%	25%	22%	12%	20%	**
44	**	**	**	**	16	**	**	19	24	20	41	3	43	**
19%	**	**	**	**	32% bd	**	**	21% b	16%	24%	20%	10%	20%	**
15	**	**	**	**	3	**	**	4	11	4	15	-	15	**
7%	**	**	**	**	6%	**	**	5%	7%	5%	7% b	-	7%	**
-	**	**	**	**	-	**	**	-	-	-	-	-	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	-%	-%	**
*	**	**	**	**	-	**	**	*	*	-	*	-	*	**
*%	**	**	**	**	-%	**	**	*%	*%	-%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
297	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
151		59	86	195	88	12	2	-	-	-	-	283	14	58	137	102
234	135	38	59	194	32	9	*	-	-	-	-	226	9	75	119	40
58	28	10	18	48	10	**	**	**	**	**	**	57	**	19	28	11
25%	21%	27%	30%	25%	30%	**	**	**	**	**	**	25%	**	26%	24%	26%
68	48	7	13	60	7	**	**	**	**	**	**	68	**	27	33	8
29%	35%	19%	22%	31%	23%	**	**	**	**	**	**	30%	**	36%	28%	19%
	bc													c		
49	28	10	11	45	1	**	**	**	**	**	**	46	**	14	31	4
21%	21%	26%	18%	23% b	3%	**	**	**	**	**	**	20% b	**	19%	26% c	9%
44	19	10	15	33	8	**	**	**	**	**	**	41	**	11	22	11
19%	14%	26% a	25% a	17%	27%	**	**	**	**	**	**	18%	**	14%	19%	27%
15	11	1	3	8	5	**	**	**	**	**	**	13	**	4	4	8
7%	8%	2%	6%	4%	17% ai	**	**	**	**	**	**	6%	**	5%	3%	19% ab
-	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
*	*	-	-	*	-	**	**	**	**	**	**	*	**	-	*	-
*%	*%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 125 (continuation)

Page 1892

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send letters

Don't know (DO NOT READ OUT)

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
297	274	203	297	153	106	219	246	29	10	7	5	-	-	147	3	1	1	-	1	-	1
234	207	131	234	121	60	158	215	11	3	3	3	-	-	116	2	2	*	-	*	-	*
58	53	43	58	37	16	34	51	**	**	**	**	**	**	37	**	**	**	**	**	**	**
25%	26%	33%	25%	31%	27%	22%	24%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**
		f																			
68	60	37	68	30	12	41	66	**	**	**	**	**	**	30	**	**	**	**	**	**	**
29%	29%	28%	29%	25%	20%	26%	31%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
49	40	24	49	30	11	36	45	**	**	**	**	**	**	30	**	**	**	**	**	**	**
21%	19%	18%	21%	25%	18%	23%	21%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
44	39	20	44	18	13	32	38	**	**	**	**	**	**	16	**	**	**	**	**	**	**
19%	19%	16%	19%	15%	22%	21%	18%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
15	15	6	15	6	7	13	14	**	**	**	**	**	**	3	**	**	**	**	**	**	**
7%	7%	5%	7%	5%	12%	8%	7%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
				bd																	
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
*	*	*	*	*	-	-	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	-%	-%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 125 (continuation)

Page 1893

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
297	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
234	73	77	76	68	3	49	35	36	30	3	79	9	65	271	26
58	89	65	50	26	3	48	25	28	17	2	80	6	35	217	18
25%	22	14	12	10	**	**	**	**	**	**	19	**	15	56	**
	25%	21%	23%	38%	**	**	**	**	**	**	24%	**	43% a	26%	**
				bc											
68	27	19	17	4	**	**	**	**	**	**	17	**	10	62	**
29%	30% d	30% d	35% d	16%	**	**	**	**	**	**	22%	**	30%	28%	**
						b									
49	20	17	8	4	**	**	**	**	**	**	24	**	6	46	**
21%	23%	26%	15%	13%	**	**	**	**	**	**	30%	**	16%	21%	**
						ad									
44	14	8	11	8	**	**	**	**	**	**	14	**	3	41	**
19%	15%	13%	23%	32%	**	**	**	**	**	**	18%	**	8%	19%	**
				ab					ac						
15	6	7	2	*	**	**	**	**	**	**	4	**	1	13	**
7%	7%	11% d	4%	1%	**	**	**	**	b	**	6%	**	3%	6%	**
-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	**
-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**
*	-	-	*	-	**	**	**	**	**	**	-	**	*	*	**
-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b		a	*b		a	b	c	*d	
Unweighted total	297	284	13	123	280	17	120	33	98	253	49	-
Weighted total	234	226	9	103	221	14	93	27	72	185	28	-
1st class - all the time	58	58	**	32	56	**	29	**	21	40	**	**
	25%	26%	**	31%	25%	**	31%	**	29%	21%	b	**
1st class - most of the time	68	68	**	26	68	**	23	**	24	51	**	**
	29%	30%	**	25%	31%	**	25%	**	34%	28%	**	**
1st and 2nd class in equal amounts	49	46	**	27	43	**	22	**	16	40	**	**
	21%	20%	**	26%	19%	**	24%	**	22%	22%	**	**
2nd class - most of the time	44	41	**	16	41	**	16	**	11	39	**	**
	19%	18%	**	15%	18%	**	17%	**	15%	21%	**	**
2nd class - all the time	15	13	**	3	13	**	3	**	-	15	**	**
	7%	6%	**	3%	6%	**	3%	**	-%	8%	**	**
				a						a	a	
Never send letters	-	-	**	-	-	**	-	**	-	-	**	**
	-%	-%	**	-%	-%	**	-%	**	-%	-%	**	**
Don't know (DO NOT READ OUT)	*	*	**	*	*	**	*	**	-	*	**	**
	*%	*%	**	*%	*%	**	*%	**	-%	*%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	297	81	181	35	-	100	113	35	-	261	192	130	244	190	5
Weighted total	234	53	111	16	-	83	90	20	-	198	124	105	188	147	3
1st class - all the time	58	23	29	**	**	32	19	**	**	53	40	37	52	9	**
	25%	43%	26%	**	**	38%	21%	**	**	26%	32%	35%	28%	6%	**
		b				b							b		
1st class - most of the time	68	14	34	**	**	21	24	**	**	58	37	27	66	44	**
	29%	26%	30%	**	**	26%	27%	**	**	29%	30%	25%	35%	30%	**
		c	c												
1st and 2nd class in equal amounts	49	9	21	**	**	19	27	**	**	39	22	24	44	41	**
	21%	17%	19%	**	**	23%	30%	**	**	20%	18%	23%	23%	28%	**
2nd class - most of the time	44	7	20	**	**	8	15	**	**	36	19	14	25	40	**
	19%	13%	18%	**	**	9%	16%	**	**	18%	15%	13%	13%	27%	**
													a	a	
2nd class - all the time	15	-	6	**	**	3	6	**	**	12	6	3	1	13	**
	7%	-%	6%	**	**	4%	6%	**	**	6%	5%	3%	1%	9%	**
		a	a										a	a	
Never send letters	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Don't know (DO NOT READ OUT)	*	-	-	**	**	-	-	**	**	*	*	*	*	*	**
	*%	-%	-%	**	**	-%	-%	**	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	116	69	77	28	23	223	183	8	5	3	1	286	249	291	253	291
Weighted total	234	87	49	62	9	173	138	7	3	7	*	220	189	225	191	228
1st class - all the time	58	24	*	22	**	46	3	**	**	**	**	53	47	55	51	57
	25%	27% b	%	35% b	**	26% b	2%	**	**	**	**	24%	25%	25%	27%	25%
1st class - most of the time	68	23	9	17	**	61	42	**	**	**	**	68	59	68	54	68
	29%	26%	19%	26%	**	35%	31%	**	**	**	**	31%	31%	30%	28%	30%
1st and 2nd class in equal amounts	49	25	18	15	**	41	43	**	**	**	**	44	43	46	43	46
	21%	28%	38%	25%	**	23%	31%	**	**	**	**	20%	23%	20%	22%	20%
2nd class - most of the time	44	14	16	7	**	25	36	**	**	**	**	40	27	40	30	42
	19%	16%	32% ac	11%	**	14%	26% a	**	**	**	**	18%	14%	18%	16%	18%
2nd class - all the time	15	1	6	1	**	1	13	**	**	**	**	15	13	15	13	15
	7%	1%	11% ac	2%	**	1%	10% a	**	**	**	**	7%	7%	7%	7%	7%
Never send letters	-	-	-	-	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	-	-	*	**	*	*	**	**	**	**	*	*	*	*	*
	***	-%	-%	***	**	***	***	**	**	**	**	***	***	***	***	***

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?**Base: All using RM to send letters/large letters in the last month (QN3a=1)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	164	285	81	-	244	10	42	242	47	3	9	46	38	203	55
Weighted total	234	111	221	47	188	9	44	182	41	*	7	41	29	168	38
1st class - all the time	58	38	55	16	50	**	**	40	**	**	**	**	**	38	8
	25%	35%	25%	34%	26%	**	**	22%	**	**	**	**	**	22%	22%
	b						b						bc		
1st class - most of the time	68	32	68	14	56	**	**	59	**	**	**	**	**	55	13
	29%	29%	31%	30%	29%	**	**	33%	**	**	**	**	**	33%	34%
													a	a	a
1st and 2nd class in equal amounts	49	21	44	7	38	**	**	39	**	**	**	**	**	29	9
	21%	19%	20%	14%	20%	**	**	21%	**	**	**	**	**	17%	23%
													b		
2nd class - most of the time	44	15	39	8	36	**	**	35	**	**	**	**	**	34	7
	19%	14%	17%	16%	19%	**	**	19%	**	**	**	**	**	21%	18%
2nd class - all the time	15	4	15	2	9	**	**	9	**	**	**	**	**	11	1
	7%	4%	7%	5%	5%	**	**	5%	**	**	**	**	**	7%	3%
Never send letters	-	-	-	-	-	**	**	-	**	**	**	**	**	-	-
	-%	-%	-%	-%	-%	**	**	-%	**	**	**	**	**	-%	-%
Don't know (DO NOT READ OUT)	*	-	*	-	*	**	**	*	**	**	**	**	**	*	-
	*%	-%	*%	-%	*%	**	**	*%	**	**	**	**	**	*%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 125 (continuation)

Page 1898

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	297	31	11	166	131	297	37	148	72	115	53	208	134
Weighted total	234	33	15	138	96	234	17	112	52	90	42	175	108
1st class - all the time	58	**	**	48	31	58	**	35	13	31	4	58	-
	25%	**	**	20%	32% a	25%	**	31%	25%	35%	8%	33%	-%
										bd	d	bd	
1st class - most of the time	68	**	**	54	22	68	**	28	14	28	*	68	-
	29%	**	**	29%	23%	29%	**	25%	26%	31%	*%	39%	-%
										bd		bd	
1st and 2nd class in equal amounts	49	**	**	38	20	49	**	25	15	25	17	49	49
	21%	**	**	20%	21%	21%	**	23%	28%	28%	41%	28%	45%
								b	b				ac
2nd class - most of the time	44	**	**	33	15	44	**	18	7	5	16	-	44
	19%	**	**	18%	16%	19%	**	16%	14%	5%	39%	-%	41%
										c	ac		ac
2nd class - all the time	15	**	**	13	8	15	**	6	3	1	5	-	15
	7%	**	**	7%	9%	7%	**	5%	6%	1%	11%	-%	14%
											ac		ac
Never send letters	-	**	**	-	-	-	**	-	-	-	-	-	-
	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know (DO NOT READ OUT)	*	**	**	*	*	*	**	*	-	-	-	-	-
	*%	**	**	*%	*%	*%	**	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN4b. And when sending letters and large letters using Royal Mail, which service do you tend to use?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

1st class - all the time

1st class - most of the time

1st and 2nd class in equal amounts

2nd class - most of the time

2nd class - all the time

Never send letters

Don't know (DO NOT READ OUT)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
297	67	131	23	66	297
234	48	97	16	66	234
58	10	21	**	20	58
25%	20%	22%	**	31%	25%
68	15	25	**	23	68
29%	32%	26%	**	35%	29%
49	6	26	**	12	49
21%	12%	26% a	**	18%	21%
44	12	21	**	7	44
19%	25% d	22% d	**	10%	19%
15	5	4	**	4	15
7%	11%	4%	**	6%	7%
-	-	-	**	-	-
-%	-%	-%	**	-%	-%
*	-	-	**	-	*
***	-%	-%	**	-%	***

Columns Tested: a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	116	50	33	20	13	66	19	17	6	4	18
Weighted total	91	86	3	2	1	5	26	21	6	5	7
They are the stamps I have to hand	8	**	**	**	**	1	**	**	**	**	**
	9%	**	**	**	**	10%	**	**	**	**	**
Value for money	33	**	**	**	**	2	**	**	**	**	**
	36%	**	**	**	**	35%	**	**	**	**	**
Speed of delivery	18	**	**	**	**	1	**	**	**	**	**
	20%	**	**	**	**	17%	**	**	**	**	**
It's cheaper	60	**	**	**	**	3	**	**	**	**	**
	66%	**	**	**	**	62%	**	**	**	**	**
Value of the item to be sent	12	**	**	**	**	1	**	**	**	**	**
	14%	**	**	**	**	20%	**	**	**	**	**
It's what I can afford	17	**	**	**	**	1	**	**	**	**	**
	19%	**	**	**	**	15%	**	**	**	**	**
Other (please specify)	10	**	**	**	**	*	**	**	**	**	**
	11%	b	**	**	**	5%	**	**	**	**	**
No particular reason (DO NOT READ OUT)	3	**	**	**	**	-	**	**	**	**	**
	3%	**	**	**	**	-%	**	**	**	**	**
I don't know (DO NOT READ OUT)	1	**	**	**	**	-	**	**	**	**	**
	1%	**	**	**	**	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	116	2	7	9	4	14	11	4	1	68	20	17	11
Weighted total	91	3	13	3	3	17	11	3	2	73	8	7	3
They are the stamps I have to hand	8	**	**	**	**	**	**	**	**	5	**	**	**
	9%	**	**	**	**	**	**	**	**	6%	**	**	**
Value for money	33	**	**	**	**	**	**	**	**	28	**	**	**
	36%	**	**	**	**	**	**	**	**	39%	**	**	**
Speed of delivery	18	**	**	**	**	**	**	**	**	16	**	**	**
	20%	**	**	**	**	**	**	**	**	22%	**	**	**
It's cheaper	60	**	**	**	**	**	**	**	**	50	**	**	**
	66%	**	**	**	**	**	**	**	**	69%	**	**	**
Value of the item to be sent	12	**	**	**	**	**	**	**	**	12	**	**	**
	14%	**	**	**	**	**	**	**	**	17%	**	**	**
It's what I can afford	17	**	**	**	**	**	**	**	**	16	**	**	**
	19%	**	**	**	**	**	**	**	**	22%	**	**	**
Other (please specify)	10	**	**	**	**	**	**	**	**	10	**	**	**
	11%	**	**	**	**	**	**	**	**	14%	**	**	**
No particular reason (DO NOT READ OUT)	3	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	4%	**	**	**
I don't know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%													
Unweighted total	116												
Weighted total	91												
They are the stamps I have to hand	8									5			
	9%									6%			
Value for money	33									28			
	36%									39%			
Speed of delivery	18									16			
	20%									22%			
It's cheaper	60									50			
	66%									69%			
Value of the item to be sent	12									12			
	14%									17%			
It's what I can afford	17									16			
	19%									22%			
Other (please specify)	10									10			
	11%									14%			
No particular reason (DO NOT READ OUT)	3									3			
	3%									4%			
I don't know (DO NOT READ OUT)	1									-			
	1%									-%			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	116	2	10	2	15	25	3	5	54	66	50	106	10	112	4
Weighted total	91	2	1	3	12	26	*	5	41	54	37	88	3	87	4
They are the stamps I have to hand	8 9%	**	**	**	**	**	**	**	2	6	**	8	**	6	**
		**	**	**	**	**	**	**	5%	12%	**	9%	**	7%	**
Value for money	33 36%	**	**	**	**	**	**	**	9	22	**	31	**	31	**
		**	**	**	**	**	**	**	23%	41%	**	35%	**	36%	**
Speed of delivery	18 20%	**	**	**	**	**	**	**	4	13	**	15	**	16	**
		**	**	**	**	**	**	**	9%	25%	**	18%	**	18%	**
It's cheaper	60 66%	**	**	**	**	**	**	**	24	32	**	57	**	56	**
		**	**	**	**	**	**	**	59%	60%	**	65%	**	65%	**
Value of the item to be sent	12 14%	**	**	**	**	**	**	**	1	10	**	10	**	10	**
		**	**	**	**	**	**	**	1%	19%	**	11%	**	12%	**
It's what I can afford	17 19%	**	**	**	**	**	**	**	4	12	**	15	**	15	**
		**	**	**	**	**	**	**	9%	22%	**	17%	**	17%	**
Other (please specify)	10 11%	**	**	**	**	**	**	**	*	5	**	10	**	10	**
		**	**	**	**	**	**	**	1%	9%	**	11%	**	11%	**
No particular reason (DO NOT READ OUT)	3 3%	**	**	**	**	**	**	**	3	-	**	3	**	3	**
		**	**	**	**	**	**	**	6%	-%	**	3%	**	3%	**
											a				
I don't know (DO NOT READ OUT)	1 1%	**	**	**	**	**	**	**	1	-	**	1	**	1	**
		**	**	**	**	**	**	**	2%	-%	**	1%	**	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	116	58	20	38	72	38	5	1	-	-	-	-	110	6	24	48	44
Weighted total	91	56	14	21	67	19	5	*	-	-	-	-	86	5	32	35	24
They are the stamps I have to hand	8	7	**	**	8	**	**	**	**	**	**	**	8	**	**	**	**
	9%	13%	**	**	12%	**	**	**	**	**	**	**	10%	**	**	**	**
		c			b											c	
Value for money	33	20	**	**	22	**	**	**	**	**	**	**	31	**	**	**	**
	36%	37%	**	**	33%	**	**	**	**	**	**	**	36%	**	**	**	**
Speed of delivery	18	12	**	**	10	**	**	**	**	**	**	**	15	**	**	**	**
	20%	22%	**	**	15%	**	**	**	**	**	**	**	18%	**	**	**	**
It's cheaper	60	41	**	**	45	**	**	**	**	**	**	**	55	**	**	**	**
	66%	74%	**	**	68%	**	**	**	**	**	**	**	64%	**	**	**	**
		c															
Value of the item to be sent	12	7	**	**	7	**	**	**	**	**	**	**	10	**	**	**	**
	14%	13%	**	**	11%	**	**	**	**	**	**	**	12%	**	**	**	**
It's what I can afford	17	9	**	**	10	**	**	**	**	**	**	**	15	**	**	**	**
	19%	16%	**	**	15%	**	**	**	**	**	**	**	17%	**	**	**	**
Other (please specify)	10	*	**	**	5	**	**	**	**	**	**	**	8	**	**	**	**
	11%	*%	**	**	8%	**	**	**	**	**	**	**	9%	**	**	**	**
				a													
No particular reason (DO NOT READ OUT)	3	3	**	**	3	**	**	**	**	**	**	**	3	**	**	**	**
	3%	5%	**	**	4%	**	**	**	**	**	**	**	3%	**	**	**	**
I don't know (DO NOT READ OUT)	1	1	**	**	1	**	**	**	**	**	**	**	1	**	**	**	**
	1%	2%	**	**	1%	**	**	**	**	**	**	**	1%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	116	107	69	112	53	43	96	87	10	8	4	3	-	-	48	2	1	1	-	1	-	1
Weighted total	91	82	41	87	35	28	70	77	3	3	3	*	-	-	30	2	2	*	-	*	-	*
They are the stamps I have to hand	8	8	3	8	1	**	7	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	10%	7%	10%	3%	**	10%	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Value for money	33	31	6	32	8	**	28	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	38%	16%	37%	22%	**	40%	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		bd		bd		bd	bd															
Speed of delivery	18	17	6	18	3	**	15	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	21%	14%	20%	7%	**	22%	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		d		d		bd	d															
It's cheaper	60	52	29	57	23	**	49	50	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	66%	64%	71%	66%	66%	**	69%	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Value of the item to be sent	12	12	8	12	5	**	12	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	15%	19%	14%	15%	**	17%	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
It's what I can afford	17	17	6	17	8	**	14	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	21%	14%	20%	24%	**	21%	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other (please specify)	10	10	5	10	7	**	10	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	12%	12%	11%	20%	**	14%	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No particular reason (DO NOT READ OUT)	3	3	3	3	-	**	3	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	3%	6%	3%	-%	**	4%	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I don't know (DO NOT READ OUT)	1	1	-	1	-	**	-	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	1%	-%	1%	-%	**	-%	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 126 (continuation)

Page 1906

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
116	*a	*b	c	d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
91	24	25	32	30	1	15	13	12	12	1	29	4	20	107	9
	32	21	21	11	2	12	7	9	8	*	25	4	7	85	6
8	**	**	**	**	**	**	**	**	**	**	**	**	**	7	**
9%	**	**	**	**	**	**	**	**	**	**	**	**	**	9%	**
33	**	**	**	**	**	**	**	**	**	**	**	**	**	31	**
36%	**	**	**	**	**	**	**	**	**	**	**	**	**	36%	**
18	**	**	**	**	**	**	**	**	**	**	**	**	**	16	**
20%	**	**	**	**	**	**	**	**	**	**	**	**	**	18%	**
60	**	**	**	**	**	**	**	**	**	**	**	**	**	58	**
66%	**	**	**	**	**	**	**	**	**	**	**	**	**	68%	**
12	**	**	**	**	**	**	**	**	**	**	**	**	**	12	**
14%	**	**	**	**	**	**	**	**	**	**	**	**	**	14%	**
17	**	**	**	**	**	**	**	**	**	**	**	**	**	17	**
19%	**	**	**	**	**	**	**	**	**	**	**	**	**	20%	**
10	**	**	**	**	**	**	**	**	**	**	**	**	**	10	**
11%	**	**	**	**	**	**	**	**	**	**	**	**	**	12%	**
3	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
3%	**	**	**	**	**	**	**	**	**	**	**	**	**	3%	**
1	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
1%	**	**	**	**	**	**	**	**	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	^a b	a	^a b	a	^a b	a	^a b	^a a	b	^a c	^a d
Unweighted total	116	105	7	39	14	106	6	40	13	28	104	12	-
Weighted total	91	82	5	26	9	82	5	28	7	26	76	8	-
They are the stamps I have to hand	8	7	**	**	**	7	**	**	**	**	8	**	**
	9%	9%	**	**	**	9%	**	**	**	**	11%	**	**
Value for money	33	30	**	**	**	30	**	**	**	**	31	**	**
	36%	37%	**	**	**	37%	**	**	**	**	41%	**	**
Speed of delivery	18	16	**	**	**	16	**	**	**	**	17	**	**
	20%	19%	**	**	**	19%	**	**	**	**	22%	**	**
It's cheaper	60	55	**	**	**	55	**	**	**	**	52	**	**
	66%	67%	**	**	**	67%	**	**	**	**	68%	**	**
Value of the item to be sent	12	12	**	**	**	12	**	**	**	**	10	**	**
	14%	15%	**	**	**	15%	**	**	**	**	13%	**	**
It's what I can afford	17	17	**	**	**	17	**	**	**	**	17	**	**
	19%	21%	**	**	**	21%	**	**	**	**	23%	**	**
Other (please specify)	10	10	**	**	**	10	**	**	**	**	10	**	**
	11%	12%	**	**	**	12%	**	**	**	**	13%	**	**
No particular reason (DO NOT READ OUT)	3	3	**	**	**	3	**	**	**	**	-	**	**
	3%	3%	**	**	**	3%	**	**	**	**	-%	**	**
I don't know (DO NOT READ OUT)	1	1	**	**	**	1	**	**	**	**	1	**	**
	1%	1%	**	**	**	1%	**	**	**	**	1%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	116	19	64	9	-	33	40	8	-	102	64	45	66	104	1
Weighted total	91	17	33	6	-	17	28	5	-	76	39	27	45	78	*
They are the stamps I have to hand	8	**	3	**	**	**	**	**	**	7	2	**	6	7	**
	9%	**	9%	**	**	**	**	**	**	10%	5%	**	14%	10%	**
Value for money	33	**	6	**	**	**	**	**	**	29	6	**	19	30	**
	36%	**	18%	**	**	**	**	**	**	38%	16%	**	41%	38%	**
Speed of delivery	18	**	6	**	**	**	**	**	**	15	6	**	7	16	**
	20%	**	17%	**	**	**	**	**	**	19%	15%	**	16%	20%	**
It's cheaper	60	**	27	**	**	**	**	**	**	50	28	**	34	55	**
	66%	**	81%	**	**	**	**	**	**	65%	72%	**	74%	70%	**
Value of the item to be sent	12	**	5	**	**	**	**	**	**	12	8	**	7	10	**
	14%	**	15%	**	**	**	**	**	**	16%	20%	**	16%	13%	**
It's what I can afford	17	**	6	**	**	**	**	**	**	17	6	**	13	17	**
	19%	**	18%	**	**	**	**	**	**	23%	15%	**	28%	22%	**
Other (please specify)	10	**	5	**	**	**	**	**	**	10	5	**	5	10	**
	11%	**	15%	**	**	**	**	**	**	13%	13%	**	11%	13%	**
No particular reason (DO NOT READ OUT)	3	**	-	**	**	**	**	**	**	3	3	**	3	3	**
	3%	**	-%	**	**	**	**	**	**	3%	7%	**	6%	3%	**
I don't know (DO NOT READ OUT)	1	**	-	**	**	**	**	**	**	1	-	**	-	-	**
	1%	**	-%	**	**	**	**	**	**	1%	-%	**	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
116 91	a 35 16	b 37 27	*c 28 14	*d 6 1	*e 7 3	a 59 39	b 102 75	*a 2 *	*b - -	*c 1 2	*d 2 1	a 112 86	b 92 61	c 113 86	d 99 72	e 113 89
8 9%	**	**	**	**	**	3 9%	7 10%	**	**	**	**	8 10%	4 7%	8 10%	4 5%	8 9%
33 36%	**	**	**	**	**	16 41%	30 40%	**	**	**	**	30 35%	18 29%	30 35%	24 34%	33 37%
18 20%	**	**	**	**	**	5 12%	16 21%	**	**	**	**	18 21%	10 17%	18 21%	11 16%	18 20%
60 66%	**	**	**	**	**	30 78%	53 71%	**	**	**	**	58 67%	38 62%	58 68%	44 62%	58 65%
		a														
12 14%	**	**	**	**	**	5 13%	10 13%	**	**	**	**	12 14%	5 9%	12 14%	6 8%	12 14%
17 19%	**	**	**	**	**	11 27%	17 23%	**	**	**	**	17 20%	11 18%	17 20%	11 15%	17 19%
10 11%	**	**	**	**	**	5 13%	10 13%	**	**	**	**	10 12%	10 16%	10 11%	10 14%	10 11%
3 3%	**	**	**	**	**	- -%	- -%	**	**	**	**	3 3%	3 4%	3 3%	3 4%	3 3%
1 1%	**	**	**	**	**	- -%	1 1%	**	**	**	**	1 1%	- -%	1 1%	- -%	1 1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	116	60	110	23	90	4	19	91	18	1	4	19	14	82	19
Weighted total	91	44	84	18	67	3	16	69	16	*	5	16	8	71	12
They are the stamps I have to hand	8	3	8	**	3	**	**	7	**	**	**	**	**	7	**
	9%	8%	10%	**	5%	**	**	10%	**	**	**	**	**	10%	**
Value for money	33	15	31	**	21	**	**	25	**	**	**	**	**	25	**
	36%	33%	37%	**	32%	**	**	36%	**	**	**	**	**	35%	**
Speed of delivery	18	8	18	**	8	**	**	13	**	**	**	**	**	12	**
	20%	18%	21%	**	12%	**	**	18%	**	**	**	**	**	16%	**
It's cheaper	60	29	55	**	48	**	**	45	**	**	**	**	**	44	**
	66%	66%	66%	**	71%	**	**	65%	**	**	**	**	**	62%	**
Value of the item to be sent	12	8	12	**	5	**	**	7	**	**	**	**	**	8	**
	14%	17%	15%	**	8%	**	**	11%	**	**	**	**	**	11%	**
It's what I can afford	17	8	17	**	13	**	**	15	**	**	**	**	**	13	**
	19%	18%	21%	**	19%	**	**	22%	**	**	**	**	**	18%	**
Other (please specify)	10	8	10	**	8	**	**	5	**	**	**	**	**	8	**
	11%	17%	12%	**	11%	**	**	7%	**	**	**	**	**	11%	**
No particular reason (DO NOT READ OUT)	3	3	3	**	3	**	**	3	**	**	**	**	**	3	**
	3%	6%	3%	**	4%	**	**	4%	**	**	**	**	**	4%	**
I don't know (DO NOT READ OUT)	1	-	1	**	1	**	**	1	**	**	**	**	**	1	**
	1%	-%	1%	**	1%	**	**	1%	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?**Base: All using second class postage all or most of the time (QN4a/b=4-5)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	*b	c	*d	*a	b	*c	d
Unweighted total	116	13	95	65	51	112	16	50	26	16	40	5	90
Weighted total	91	18	67	51	40	87	6	30	16	6	28	3	59
They are the stamps I have to hand	8	**	5	5	3	8	**	**	**	**	**	**	4
	9%	**	8%	9%	9%	10%	**	**	**	**	**	**	8%
Value for money	33	**	22	17	16	32	**	**	**	**	**	**	22
	36%	**	33%	34%	40%	37%	**	**	**	**	**	**	38%
Speed of delivery	18	**	10	8	10	18	**	**	**	**	**	**	13
	20%	**	15%	15%	25%	20%	**	**	**	**	**	**	23%
It's cheaper	60	**	47	32	28	57	**	**	**	**	**	**	40
	66%	**	70%	62%	71%	66%	**	**	**	**	**	**	68%
Value of the item to be sent	12	**	5	5	8	12	**	**	**	**	**	**	8
	14%	**	8%	9%	20%	14%	**	**	**	**	**	**	13%
It's what I can afford	17	**	10	10	7	17	**	**	**	**	**	**	15
	19%	**	15%	20%	17%	20%	**	**	**	**	**	**	26%
Other (please specify)	10	**	8	5	5	10	**	**	**	**	**	**	7
	11%	**	11%	10%	12%	11%	**	**	**	**	**	**	12%
No particular reason (DO NOT READ OUT)	3	**	3	3	-	3	**	**	**	**	**	**	-
	3%	**	4%	5%	-%	3%	**	**	**	**	**	**	-%
I don't know (DO NOT READ OUT)	1	**	-	1	-	1	**	**	**	**	**	**	1
	1%	**	-%	2%	-%	1%	**	**	**	**	**	**	1%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN5. And which if any of these describe your reasons for using second class postage all or most of the time?

Base: All using second class postage all or most of the time (QN4a/b=4-5)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%		a	b	*c	*d
Unweighted total	116	31	52	7	19
Weighted total	91	22	39	5	17
They are the stamps I have to hand	8	**	6	**	**
	9%	**	15%	**	**
		a			
Value for money	33	**	12	**	**
	36%	**	30%	**	**
Speed of delivery	18	**	10	**	**
	20%	**	25%	**	**
It's cheaper	60	**	22	**	**
	66%	**	56%	**	**
		b			
Value of the item to be sent	12	**	5	**	**
	14%	**	12%	**	**
It's what I can afford	17	**	8	**	**
	19%	**	20%	**	**
Other (please specify)	10	**	5	**	**
	11%	**	13%	**	**
No particular reason (DO NOT READ OUT)	3	**	-	**	**
	3%	**	-%	**	**
I don't know (DO NOT READ OUT)	1	**	1	**	**
	1%	**	2%	**	**

Columns Tested: a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	*c	*d	e	*a	*b	*c	*d	*e
Unweighted total	130	49	33	29	19	81	22	18	6	7	13
Weighted total	102	96	2	2	2	6	36	23	2	2	3
Lower cost of postage	30	**	**	**	**	1	**	**	**	**	**
	29%	**	**	**	**	21%	**	**	**	**	**
Lower cost of insurance	-	**	**	**	**	-	**	**	**	**	**
	-%	**	**	**	**	-%	**	**	**	**	**
Guarantee that the parcel would arrive on time	*	**	**	**	**	*	**	**	**	**	**
	*%	**	**	**	**	4%	**	**	**	**	**
Better ability to track the delivery	2	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	7%	**	**	**	**	**
Parcel less likely to get lost	4	**	**	**	**	-	**	**	**	**	**
	4%	**	**	**	**	-%	**	**	**	**	**
Ability to select an express service	2	**	**	**	**	-	**	**	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**
Quicker delivery	13	**	**	**	**	1	**	**	**	**	**
	13%	**	**	**	**	11%	**	**	**	**	**
More convenient for me to drop the parcel off	2	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	6%	**	**	**	**	**
More convenient for me to have the parcel collected	10	**	**	**	**	1	**	**	**	**	**
	10%	**	**	**	**	13%	**	**	**	**	**
More convenient for the recipient to take the delivery	2	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	3%	**	**	**	**	**
Ability to set a specific date/time for delivery	2	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**
Guarantee that the parcel would arrive intact	2	**	**	**	**	*	**	**	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**
The business has a contract with the provider	5	**	**	**	**	*	**	**	**	**	**
	4%	**	**	**	**	2%	**	**	**	**	**
Recommended by other	3	**	**	**	**	*	**	**	**	**	**
	3%	**	**	**	**	1%	**	**	**	**	**
It's a decision taken by the business	7	**	**	**	**	*	**	**	**	**	**
	7%	**	**	**	**	8%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

Other

NET: Convenience

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
	a	b	*c	*d	e	*a	*b	*c	*d	*e
130	49	33	29	19	81	22	18	6	7	13
102	96	2	2	2	6	36	23	2	2	3
45	**	**	**	**	2	**	**	**	**	**
45%	**	**	**	**	37%	**	**	**	**	**
10	**	**	**	**	1	**	**	**	**	**
10%	**	**	**	**	19%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	130	1	10	25	4	12	13	9	8	3	85	21	14	10
Weighted total	102	3	19	14	7	14	13	7	9	7	91	7	3	1
Lower cost of postage	30	**	**	**	**	**	**	**	**	**	27	**	**	**
	29%	**	**	**	**	**	**	**	**	**	30%	**	**	**
Lower cost of insurance	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Guarantee that the parcel would arrive on time	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Better ability to track the delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Parcel less likely to get lost	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Ability to select an express service	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Quicker delivery	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	13%	**	**	**	**	**	**	**	**	**	13%	**	**	**
More convenient for me to drop the parcel off	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
More convenient for me to have the parcel collected	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**	**
More convenient for the recipient to take the delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Ability to set a specific date/time for delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Guarantee that the parcel would arrive intact	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
The business has a contract with the provider	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Recommended by other	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
It's a decision taken by the business	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

Other

NET: Convenience

TOTAL	GOR (QC3)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
130	1	10	25	4	12	13	9	8	3	85	21	14	10
102	3	19	14	7	14	13	7	9	7	91	7	3	1
45	**	**	**	**	**	**	**	**	**	40	**	**	**
45%	**	**	**	**	**	**	**	**	**	44%	**	**	**
10	**	**	**	**	**	**	**	**	**	9	**	**	**
10%	**	**	**	**	**	**	**	**	**	10%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	130	5	7	22	3	6	13	10	11	8	85	21	14	10
Weighted total	102	12	8	11	4	7	14	7	12	16	91	7	2	1
Lower cost of postage	30	**	**	**	**	**	**	**	**	**	27	**	**	**
	29%	**	**	**	**	**	**	**	**	**	29%	**	**	**
Lower cost of insurance	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Guarantee that the parcel would arrive on time	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Better ability to track the delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Parcel less likely to get lost	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Ability to select an express service	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Quicker delivery	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	13%	**	**	**	**	**	**	**	**	**	13%	**	**	**
More convenient for me to drop the parcel off	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
More convenient for me to have the parcel collected	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**	**
More convenient for the recipient to take the delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Ability to set a specific date/time for delivery	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Guarantee that the parcel would arrive intact	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
The business has a contract with the provider	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	5%	**	**	**
Recommended by other	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
It's a decision taken by the business	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

Other

NET: Convenience

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
130	5	7	22	3	6	13	10	11	8	85	21	14	10
102	12	8	11	4	7	14	7	12	16	91	7	2	1
45	**	**	**	**	**	**	**	**	**	41	**	**	**
45%	**	**	**	**	**	**	**	**	**	44%	**	**	**
10	**	**	**	**	**	**	**	**	**	9	**	**	**
10%	**	**	**	**	**	**	**	**	**	10%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	130	^a 2	^b 23	^c 5	^d 11	^e 31	^f 4	^g 9	^h 45	a	b	a	^b 125	^b 5
Weighted total	102	*	17	3	14	28	2	9	30	89	41	106	24	7
										77	25	87	15	95
Lower cost of postage	30	**	**	**	**	**	**	**	**	23	**	27	**	30
	29%	**	**	**	**	**	**	**	**	30%	**	32%	**	31%
					h									**
Lower cost of insurance	-	**	**	**	**	**	**	**	**	-	**	-	**	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	**
Guarantee that the parcel would arrive on time	*	**	**	**	**	**	**	**	**	*	**	*	**	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	**
Better ability to track the delivery	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	**
Parcel less likely to get lost	4	**	**	**	**	**	**	**	**	4	**	2	**	**
	4%	**	**	**	**	**	**	**	**	5%	**	2%	**	**
Ability to select an express service	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	2%	**	**
Quicker delivery	13	**	**	**	**	**	**	**	**	12	**	8	**	**
	13%	**	**	**	**	**	**	**	**	16%	**	10%	**	**
								e						
More convenient for me to drop the parcel off	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	**
More convenient for me to have the parcel collected	10	**	**	**	**	**	**	**	**	10	**	10	**	**
	10%	**	**	**	**	**	**	**	**	13%	**	12%	**	**
More convenient for the recipient to take the delivery	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	**
Ability to set a specific date/time for delivery	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	2%	**	**
Guarantee that the parcel would arrive intact	2	**	**	**	**	**	**	**	**	2	**	2	**	**
	2%	**	**	**	**	**	**	**	**	3%	**	2%	**	**
The business has a contract with the provider	5	**	**	**	**	**	**	**	**	*	**	2	**	**
	4%	**	**	**	**	**	**	**	**	*%	**	3%	**	**
										a				
Recommended by other	3	**	**	**	**	**	**	**	**	3	**	3	**	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

It's a decision taken by
the business

Other

NET: Convenience

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
130	*a 2	*b 23	*c 5	*d 11	e 31	*f 4	*g 9	h 45	a 89	b 41	a 106	*b 24	a 125	*b 5
102	*	17	3	14	28	2	9	30	77	25	87	15	95	7
7	**	**	**	**	**	**	**	**	7	**	7	**	7	**
7%	**	**	**	**	**	**	**	**	9%	**	8%	**	7%	**
45	**	**	**	**	**	**	**	**	34	**	40	**	43	**
45%	**	**	**	**	**	**	**	**	44%	**	46%	**	46%	**
10	**	**	**	**	**	**	**	**	10	**	10	**	10	**
10%	**	**	**	**	**	**	**	**	13%	**	12%	**	11%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	130	62	21	47	67	45	15	2	1	-	-	-	112	18	8	59	63
Weighted total	102	52	10	40	68	23	11	*	*	-	-	-	90	12	12	56	34
Lower cost of postage	30	14	**	**	21	**	**	**	**	**	**	**	27	**	**	16	9
	29%	27%	**	**	31%	**	**	**	**	**	**	**	30%	**	**	29%	26%
Lower cost of insurance	-	-	**	**	-	**	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	**	-%	**	**	**	**	**	**	**	-%	**	**	-%	-%
Guarantee that the parcel would arrive on time	*	*	**	**	*	**	**	**	**	**	**	**	*	**	**	*	*
	*%	*%	**	**	*%	**	**	**	**	**	**	**	*%	**	**	*%	*%
Better ability to track the delivery	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	*
	2%	4%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	4%	1%
Parcel less likely to get lost	4	4	**	**	4	**	**	**	**	**	**	**	4	**	**	4	-
	4%	8%	**	**	6%	**	**	**	**	**	**	**	5%	**	**	7% c	-%
Ability to select an express service	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	-
	2%	4%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	4%	-%
Quicker delivery	13	9	**	**	10	**	**	**	**	**	**	**	10	**	**	8	3
	13%	18%	**	**	15% b	**	**	**	**	**	**	**	11% b	**	**	14%	9%
More convenient for me to drop the parcel off	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	*
	2%	4%	**	**	4%	**	**	**	**	**	**	**	3%	**	**	4%	*%
More convenient for me to have the parcel collected	10	3	**	**	7	**	**	**	**	**	**	**	10	**	**	7	3
	10%	6%	**	**	11%	**	**	**	**	**	**	**	11%	**	**	13%	8%
More convenient for the recipient to take the delivery	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	*
	2%	4%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	4%	*%
Ability to set a specific date/time for delivery	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	*
	2%	4%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	4%	*%
Guarantee that the parcel would arrive intact	2	2	**	**	2	**	**	**	**	**	**	**	2	**	**	2	-
	2%	4%	**	**	3%	**	**	**	**	**	**	**	2%	**	**	4%	-%
The business has a contract with the provider	5	2	**	**	5	**	**	**	**	**	**	**	5	**	**	5	-
	4%	4%	**	**	7%	**	**	**	**	**	**	**	5%	**	**	8% c	-%
Recommended by other	3	-	**	**	-	**	**	**	**	**	**	**	3	**	**	-	3
	3%	-%	**	**	-%	**	**	**	**	**	**	**	3%	**	**	-%	8% b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	h	i	j	a	b	c
Unweighted total	130	62	21	47	67	45	15	2	1	-	-	-	112	18	8	59	63
Weighted total	102	52	10	40	68	23	11	*	*	-	-	-	90	12	12	56	34
It's a decision taken by the business	7	7	**	**	7	**	**	**	**	**	**	**	7	**	**	7	*
	7%	13% c	**	**	10%	**	**	**	**	**	**	**	7%	**	**	12% c	1%
Other	45	26	**	**	29	**	**	**	**	**	**	**	40	**	**	24	16
	45%	49%	**	**	43%	**	**	**	**	**	**	**	44%	**	**	43%	48%
NET: Convenience	10	3	**	**	8	**	**	**	**	**	**	**	10	**	**	8	3
	10%	7%	**	**	11%	**	**	**	**	**	**	**	12%	**	**	14%	8%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	130	108	91	118	93	56	104	94	18	2	1	3	-	-	86	6	-	-	1	-	-	1
Weighted total	102	71	56	84	74	33	73	72	7	2	*	3	-	-	69	5	-	-	*	-	-	*
Lower cost of postage	30	22	15	22	22	11	25	20	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	29%	31%	27%	27%	30%	33%	35%	28%	**	**	**	**	**	**	29%	**	**	**	**	**	**	**
Lower cost of insurance	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Guarantee that the parcel would arrive on time	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Better ability to track the delivery	2	*	2	2	2	*	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*%	4%	3%	3%	*%	1%	3%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
Parcel less likely to get lost	4	-	4	4	2	2	-	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	-%	7%	5%	3%	6%	-%	6%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Ability to select an express service	2	-	2	2	2	-	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	-%	4%	2%	3%	-%	-%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Quicker delivery	13	9	5	11	8	8	8	5	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	13%	13%	9%	13%	11%	23%	10%	8%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**
More convenient for me to drop the parcel off	2	*	2	2	2	*	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	1%	4%	3%	3%	1%	1%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
More convenient for me to have the parcel collected	10	4	6	6	10	1	4	6	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	10%	6%	10%	7%	13%	2%	5%	8%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**
More convenient for the recipient to take the delivery	2	*	2	2	2	*	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*%	4%	3%	3%	*%	*%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Ability to set a specific date/time for delivery	2	*	2	2	2	*	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*%	4%	3%	3%	*%	*%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Guarantee that the parcel would arrive intact	2	-	2	2	2	-	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	-%	4%	2%	3%	-%	*%	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
The business has a contract with the provider	5	5	2	5	2	2	5	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	6%	4%	5%	3%	7%	6%	6%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
Recommended by other	3	3	3	3	3	3	3	*	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	4%	5%	3%	4%	8%	4%	*%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

It's a decision taken by
the business

Other

NET: Convenience

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
130	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
102	108	91	118	93	56	104	94	18	2	1	3	-	-	86	6	-	-	1	-	-	1
	71	56	84	74	33	73	72	7	2	*	3	-	-	69	5	-	-	*	-	-	*
7	5	5	7	5	*	5	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
7%	7%	8%	8%	6%	1%	6%	9%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**
45	31	27	39	30	11	29	38	**	**	**	**	**	**	27	**	**	**	**	**	**	**
45%	43%	48%	47%	40%	34%	39%	53%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**
10	4	6	6	10	1	4	6	**	**	**	**	**	**	10	**	**	**	**	**	**	**
10%	6%	11%	8%	13% e	2%	6%	8%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
130	*a	b	*c	d	*e	*a	*b	*c	*d	*e	a	*b	c	a	*b
102	23	30	26	38	1	25	20	20	25	3	56	4	33	102	28
30	29	24	17	13	1	21	13	16	20	4	54	*	20	78	24
29%	**	**	**	**	**	**	**	**	**	**	20	**	**	24	**
	**	**	**	**	**	**	**	**	**	**	37%	**	**	31%	**
											c				
-	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
*	**	**	**	**	**	**	**	**	**	**	-	**	**	*	**
*%	**	**	**	**	**	**	**	**	**	**	-%	**	**	*%	**
2	**	**	**	**	**	**	**	**	**	**	*	**	**	*	**
2%	**	**	**	**	**	**	**	**	**	**	*%	**	**	*%	**
													a		
4	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
4%	**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
													a		
2	**	**	**	**	**	**	**	**	**	**	-	**	**	-	**
2%	**	**	**	**	**	**	**	**	**	**	-%	**	**	-%	**
													a		
13	**	**	**	**	**	**	**	**	**	**	3	**	**	11	**
13%	**	**	**	**	**	**	**	**	**	**	5%	**	**	14%	**
				b									a		
2	**	**	**	**	**	**	**	**	**	**	*	**	**	*	**
2%	**	**	**	**	**	**	**	**	**	**	*%	**	**	*%	**
													a		
10	**	**	**	**	**	**	**	**	**	**	7	**	**	4	**
10%	**	**	**	**	**	**	**	**	**	**	12%	**	**	5%	**
2	**	**	**	**	**	**	**	**	**	**	*	**	**	*	**
2%	**	**	**	**	**	**	**	**	**	**	*%	**	**	*%	**
													a		
2	**	**	**	**	**	**	**	**	**	**	*	**	**	-	**
2%	**	**	**	**	**	**	**	**	**	**	*%	**	**	-%	**
													a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	130	^a 23	^b 30	^c 26	^d 38	^a 25	^b 20	^c 20	^d 25	^e 3	^a 56	^b 4	^c 33	^a 102	^b 28
Weighted total	102	29	24	17	13	21	13	16	20	4	54	*	20	78	24
Guarantee that the parcel would arrive intact	2	**	**	**	**	**	**	**	**	**	-	**	**	*	**
	2%	**	**	**	**	**	**	**	**	**	-%	**	a	%	**
The business has a contract with the provider	5	**	**	**	**	**	**	**	**	**	2	**	**	5	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	6%	**
Recommended by other	3	**	**	**	**	**	**	**	**	**	3	**	**	3	**
	3%	**	**	**	**	**	**	**	**	**	5%	**	**	3%	**
It's a decision taken by the business	7	**	**	**	b	**	**	**	**	**	*	**	**	5	**
	7%	**	**	**	**	**	**	**	**	**	%	**	a	6%	**
Other	45	**	**	**	**	**	**	**	**	**	21	**	**	31	**
	45%	**	**	**	**	**	**	**	**	**	40%	**	**	40%	**
NET: Convenience	10	**	d	**	**	**	**	**	**	**	7	**	**	4	**
	10%	**	**	**	**	**	**	**	**	**	12%	**	**	5%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%	a	*b	a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	130	101	62	31	99	19	60	33	46	97	27	-
Weighted total	102	69	55	18	64	20	48	26	28	62	12	-
Lower cost of postage	30	19	18	**	19	**	14	**	**	16	**	**
	29%	27%	33%	**	29%	**	28%	**	**	26%	**	**
Lower cost of insurance	-	-	-	**	-	**	-	**	**	-	**	**
	-%	-%	-%	**	-%	**	-%	**	**	-%	**	**
Guarantee that the parcel would arrive on time	*	*	*	**	*	**	*	**	**	*	**	**
	*%	*%	*%	**	*%	**	*%	**	**	*%	**	**
Better ability to track the delivery	2	*	*	**	*	**	*	**	**	*	**	**
	2%	*%	*%	**	*%	**	*%	**	**	*%	**	**
Parcel less likely to get lost	4	-	-	**	-	**	-	**	**	-	**	**
	4%	-%	-%	**	-%	**	-%	**	**	-%	**	**
Ability to select an express service	2	-	-	**	-	**	-	**	**	-	**	**
	2%	-%	-%	**	-%	**	-%	**	**	-%	**	**
Quicker delivery	13	9	8	**	6	**	5	**	**	9	**	**
	13%	13%	15%	**	10%	**	11%	**	**	14%	**	**
More convenient for me to drop the parcel off	2	*	-	**	*	**	-	**	**	*	**	**
	2%	*%	-%	**	*%	**	-%	**	**	1%	**	**
More convenient for me to have the parcel collected	10	4	3	**	4	**	3	**	**	4	**	**
	10%	5%	6%	**	6%	**	7%	**	**	6%	**	**
More convenient for the recipient to take the delivery	2	*	*	**	*	**	*	**	**	*	**	**
	2%	*%	*%	**	*%	**	*%	**	**	*%	**	**
Ability to set a specific date/time for delivery	2	*	-	**	*	**	-	**	**	*	**	**
	2%	*%	-%	**	*%	**	-%	**	**	*%	**	**
Guarantee that the parcel would arrive intact	2	-	*	**	-	**	*	**	**	-	**	**
	2%	-%	*%	**	-%	**	*%	**	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	130	101	17	62	31	99	19	60	33	46	97	27	-
Weighted total	102	69	15	55	18	64	20	48	26	28	62	12	-
The business has a contract with the provider	5	5	**	2	**	5	**	2	**	**	5	**	**
	4%	7%	**	4%	**	7%	**	5%	**	**	7%	**	**
Recommended by other	3	3	**	3	**	3	**	3	**	**	3	**	**
	3%	4%	**	5%	**	4%	**	5%	**	**	4%	**	**
It's a decision taken by the business	7	5	**	3	**	5	**	3	**	**	5	**	**
	7%	7%	**	5%	**	7%	**	5%	**	**	8%	**	**
Other	45	29	**	20	**	27	**	18	**	**	27	**	**
	45%	43%	**	36%	**	43%	**	37%	**	**	44%	**	**
NET: Convenience	10	4	**	3	**	4	**	3	**	**	4	**	**
	10%	6%	**	6%	**	6%	**	7%	**	**	7%	**	**
					a				a				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	130	43	80	24	-	67	63	27	-	96	76	72	88	71	3
Weighted total	102	26	48	13	-	47	52	15	-	62	42	58	59	40	1
Lower cost of postage	30 29%	** **	9 19%	** **	** **	17 36% b	11 20%	** **	** **	19 30%	8 20%	16 27%	11 18%	9 23%	** **
Lower cost of insurance	- -%	** **	- -%	** **	** **	- -%	- -%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
Guarantee that the parcel would arrive on time	* *%	** **	* *%	** **	** **	* *%	* *%	** **	** **	* *%	* *%	* *%	* *%	* *%	** **
Better ability to track the delivery	2 2%	** **	2 5%	** **	** **	* 1%	2 4%	** **	** **	* *%	* 1%	* 1%	* *%	* 1%	** **
Parcel less likely to get lost	4 4%	** **	4 9%	** **	** **	- -%	2 4%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
Ability to select an express service	2 2%	** **	2 4%	** **	** **	- -%	2 4%	** **	** **	- -%	- -%	- -%	- -%	- -%	** **
Quicker delivery	13 13%	** **	5 10%	** **	** **	4 8%	8 15%	** **	** **	9 14%	3 6%	8 14%	9 15%	5 13%	** **
More convenient for me to drop the parcel off	2 2%	** **	2 5%	** **	** **	- -%	2 4%	** **	** **	* *%	* 1%	* *%	* 1%	* 1%	** **
More convenient for me to have the parcel collected	10 10%	** **	6 12%	** **	** **	7 16%	6 11%	** **	** **	4 6%	4 8%	6 10%	4 6%	4 9%	** **
More convenient for the recipient to take the delivery	2 2%	** **	2 4%	** **	** **	* *%	2 4%	** **	** **	* *%	* *%	* *%	* *%	* *%	** **
Ability to set a specific date/time for delivery	2 2%	** **	2 4%	** **	** **	* *%	2 4%	** **	** **	* *%	- -%	* *%	- -%	* *%	** **
Guarantee that the parcel would arrive intact	2 2%	** **	2 4%	** **	** **	* *%	2 4%	** **	** **	- -%	- -%	* *%	- -%	- -%	** **
The business has a contract with the provider	5 4%	** **	2 5%	** **	** **	- -%	2 4%	** **	** **	5 7%	2 5%	2 4%	5 8%	5 11%	** **
Recommended by other	3 3%	** **	3 5%	** **	** **	3 5%	3 5%	** **	** **	3 4%	3 6%	3 5%	3 4%	* *%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

It's a decision taken by
the business

Other

NET: Convenience

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
130	a 43	b 80	*c 24	*d -	a 67	b 63	*c 27	*d -	a 96	b 76	c 72	a 88	b 71	*c 3
102	26	48	13	-	47	52	15	-	62	42	58	59	40	1
7	**	5	**	**	2	5	**	**	5	2	3	5	2	**
7%	**	9%	**	**	5%	9%	**	**	8%	6%	4%	8%	6%	**
45	**	26	**	**	16	22	**	**	23	22	23	28	19	**
45%	**	53%	**	**	33%	43%	**	**	37%	52%	40%	48%	48%	**
10	**	6	**	**	7	6	**	**	4	4	6	4	4	**
10%	**	12%	**	**	16%	11%	**	**	7%	9%	10%	7%	9%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
130	a	b	c	d	e	a	b	a	b	c	d	a	b	c	d	e
102	58	40	51	20	16	87	72	7	2	5	-	125	116	126	115	129
	45	29	37	7	3	64	40	5	1	10	-	99	88	99	85	100
30	6	**	14	**	**	13	14	**	**	**	**	29	26	29	27	30
29%	13%	**	37% a	**	**	21%	34%	**	**	**	**	29%	30%	29%	32%	30%
-	-	**	-	**	**	-	-	**	**	**	**	-	-	-	-	-
-%	-%	**	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
*	*	**	*	**	**	*	*	**	**	**	**	*	*	*	*	*
*%	*%	**	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
2	2	**	*	**	**	*	*	**	**	**	**	2	*	2	*	2
2%	5%	**	1%	**	**	*%	1%	**	**	**	**	3%	*%	3%	*%	2%
4	2	**	-	**	**	-	-	**	**	**	**	4	2	4	2	4
4%	5%	**	-%	**	**	-%	-%	**	**	**	**	4%	2%	4%	2%	4%
2	2	**	-	**	**	-	-	**	**	**	**	2	-	2	-	2
2%	5%	**	-%	**	**	-%	-%	**	**	**	**	2%	-%	2%	-%	2%
13	6	**	1	**	**	9	5	**	**	**	**	13	11	13	10	13
13%	14%	**	3%	**	**	14%	13%	**	**	**	**	13%	12%	13%	12%	13%
		c														
2	2	**	-	**	**	*	*	**	**	**	**	2	*	2	*	2
2%	5%	**	-%	**	**	*%	1%	**	**	**	**	2%	*%	2%	*%	2%
10	6	**	5	**	**	4	4	**	**	**	**	8	6	8	8	8
10%	13%	**	12%	**	**	6%	9%	**	**	**	**	8%	7%	8%	9%	8%
2	2	**	-	**	**	*	*	**	**	**	**	2	*	2	*	2
2%	5%	**	-%	**	**	*%	*%	**	**	**	**	2%	*%	2%	*%	2%
2	2	**	*	**	**	-	*	**	**	**	**	2	*	2	*	2
2%	5%	**	*%	**	**	-%	*%	**	**	**	**	2%	*%	2%	*%	2%
2	2	**	*	**	**	*	*	**	**	**	**	2	*	2	*	2
2%	5%	**	*%	**	**	*%	*%	**	**	**	**	2%	*%	2%	*%	2%
5	2	**	-	**	**	5	5	**	**	**	**	5	5	5	2	5
4%	5%	**	-%	**	**	7%	11%	**	**	**	**	5%	5%	5%	3%	5%
		c														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	130	58	40	51	20	16	87	7	2	5	-	125	116	126	115	129
Weighted total	102	45	29	37	7	3	64	5	1	10	-	99	88	99	85	100
Recommended by other	3	3	**	-	**	**	3	**	**	**	**	3	3	3	3	3
	3%	6%	**	-%	**	**	4%	**	**	**	**	3%	3%	3%	3%	3%
It's a decision taken by the business	7	5	**	2	**	**	5	**	**	**	**	7	5	7	5	7
	7%	10%	**	6%	**	**	7%	**	**	**	**	7%	5%	7%	6%	7%
Other	45	22	**	17	**	**	30	**	**	**	**	45	41	45	39	45
	45%	49%	**	46%	**	**	47%	**	**	**	**	46%	47%	46%	45%	46%
NET: Convenience	10	6	**	5	**	**	4	**	**	**	**	8	6	8	8	8
	10%	13%	**	12%	**	**	6%	**	**	**	**	8%	7%	9%	10%	8%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	83	126	46	-	93	4	21	91	47	1	11	42	20	83	27
Weighted total	102	55	99	-	58	5	25	56	47	*	15	38	22	57	22
Lower cost of postage	30	19	29	**	15	**	**	12	**	**	**	**	**	16	**
	29%	35%	29%	**	26%	**	**	22%	**	**	**	**	**	27%	**
Lower cost of insurance	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
Guarantee that the parcel would arrive on time	*	*	*	**	*	**	**	*	**	**	**	**	**	*	**
	*%	*%	*%	**	*%	**	**	*%	**	**	**	**	**	*%	**
Better ability to track the delivery	2	2	2	**	*	**	**	*	**	**	**	**	**	*	**
	2%	4%	3%	**	1%	**	**	1%	**	**	**	**	**	1%	**
Parcel less likely to get lost	4	4	4	**	-	**	**	-	**	**	**	**	**	2	**
	4%	7%	4%	**	-%	**	**	-%	**	**	**	**	**	4%	**
			b												
Ability to select an express service	2	2	2	**	-	**	**	-	**	**	**	**	**	-	**
	2%	4%	2%	**	-%	**	**	-%	**	**	**	**	**	-%	**
Quicker delivery	13	4	13	**	5	**	**	7	**	**	**	**	**	8	**
	13%	6%	13%	**	8%	**	**	13%	**	**	**	**	**	14%	**
More convenient for me to drop the parcel off	2	2	2	**	*	**	**	*	**	**	**	**	**	*	**
	2%	4%	2%	**	1%	**	**	1%	**	**	**	**	**	1%	**
More convenient for me to have the parcel collected	10	7	10	**	4	**	**	6	**	**	**	**	**	5	**
	10%	12%	10%	**	6%	**	**	11%	**	**	**	**	**	8%	**
More convenient for the recipient to take the delivery	2	2	2	**	*	**	**	*	**	**	**	**	**	*	**
	2%	4%	2%	**	*%	**	**	*%	**	**	**	**	**	*%	**
Ability to set a specific date/time for delivery	2	2	2	**	*	**	**	*	**	**	**	**	**	*	**
	2%	4%	2%	**	*%	**	**	*%	**	**	**	**	**	*%	**
Guarantee that the parcel would arrive intact	2	2	2	**	*	**	**	*	**	**	**	**	**	-	**
	2%	4%	2%	**	*%	**	**	*%	**	**	**	**	**	-%	**
The business has a contract with the provider	5	2	5	**	5	**	**	5	**	**	**	**	**	2	**
	4%	4%	5%	**	8%	**	**	8%	**	**	**	**	**	4%	**
Recommended by other	3	3	3	**	3	**	**	*	**	**	**	**	**	*	**
	3%	5%	3%	**	5%	**	**	*%	**	**	**	**	**	*%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

It's a decision taken by the business

Other

NET: Convenience

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
130	a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	83	126	46	-	93	4	21	91	47	1	11	42	20	83	27
Weighted total	102	55	99	28	58	5	25	56	47	*	15	38	22	57	22
It's a decision taken by the business	7	7	7	**	5	**	**	5	**	**	**	**	**	3	**
7%	12%	7%	**	**	8%	**	**	8%	**	**	**	**	**	4%	**
Other	45	25	43	**	26	**	**	25	**	**	**	**	**	29	**
45%	45%	44%	**	**	46%	**	**	45%	**	**	**	**	**	50%	**
NET: Convenience	10	7	10	**	4	**	**	6	**	**	**	**	**	5	**
10%	12%	11%	**	**	7%	**	**	11%	**	**	**	**	**	9%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%	*a	*b	c	a	b	a	b	c	d	a	*b	c	d
Unweighted total	130	29	6	74	56	113	59	82	91	55	27	66	41
Weighted total	102	34	10	69	33	79	35	64	74	40	24	50	31
Lower cost of postage	30	**	**	11	8	20	8	19	22	10	**	12	**
	29%	**	**	19%	24%	25%	22%	30%	30%	24%	**	25%	**
Lower cost of insurance	-	**	**	-	-	-	-	-	-	-	**	-	**
	-%	**	**	-%	-%	-%	-%	-%	-%	-%	**	-%	**
Guarantee that the parcel would arrive on time	*	**	**	*	*	*	*	*	*	*	**	*	**
	*%	**	**	*%	*%	*%	*%	*%	*%	*%	**	*%	**
Better ability to track the delivery	2	**	**	2	*	2	2	*	2	*	**	*	**
	2%	**	**	4%	1%	3%	6%	1%	3%	*%	**	*%	**
Parcel less likely to get lost	4	**	**	4	-	4	4	-	2	-	**	-	**
	4%	**	**	4%	-%	5%	12%	-%	3%	-%	**	-%	**
						c	cd						
Ability to select an express service	2	**	**	2	-	2	2	-	2	-	**	-	**
	2%	**	**	4%	-%	3%	6%	-%	3%	-%	**	-%	**
							c						
Quicker delivery	13	**	**	8	3	11	6	8	8	6	**	9	**
	13%	**	**	14%	8%	14%	17%	13%	11%	15%	**	17%	**
More convenient for me to drop the parcel off	2	**	**	2	*	2	2	*	2	*	**	*	**
	2%	**	**	4%	*%	3%	7%	*%	3%	*%	**	*%	**
							c						
More convenient for me to have the parcel collected	10	**	**	6	4	6	2	6	10	3	**	4	**
	10%	**	**	10%	13%	7%	7%	9%	13%	8%	**	7%	**
More convenient for the recipient to take the delivery	2	**	**	2	-	2	2	*	2	*	**	*	**
	2%	**	**	4%	-%	3%	6%	*%	3%	*%	**	*%	**
							c						
Ability to set a specific date/time for delivery	2	**	**	2	-	2	2	*	2	-	**	-	**
	2%	**	**	4%	-%	3%	6%	*%	3%	-%	**	-%	**
							c						
Guarantee that the parcel would arrive intact	2	**	**	2	*	2	2	*	2	-	**	-	**
	2%	**	**	4%	*%	3%	6%	*%	3%	-%	**	-%	**
							c						

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%														
Unweighted total	130	*a 29	*b 6	c 92	a 74	b 56	a 113	b 59	c 82	d 91	a 55	*b 27	c 66	d 41
Weighted total	102	34	10	57	69	33	79	35	64	74	40	24	50	31
The business has a contract with the provider	5	**	**	5	5	-	5	2	2	2	2	**	2	**
	4%	**	**	8%	7%	-%	6%	7%	4%	3%	6%	**	4%	**
Recommended by other	3	**	**	*	*	3	3	-	3	3	3	**	3	**
	3%	**	**	*%	*%	8%	3%	-%	4%	4%	6%	**	5%	**
						a								
It's a decision taken by the business	7	**	**	5	5	2	7	4	3	5	3	**	5	**
	7%	**	**	8%	7%	7%	9%	13%	4%	6%	6%	**	9%	**
Other	45	**	**	27	28	17	37	19	27	30	16	**	20	**
	45%	**	**	47%	41%	52%	47%	54%	43%	40%	39%	**	40%	**
NET: Convenience	10	**	**	6	6	5	6	3	6	10	3	**	4	**
	10%	**	**	11%	9%	14%	8%	8%	9%	13%	8%	**	7%	**

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?**Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)**

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
Significance Level: 95%	a	b	*c	*d	
Unweighted total	130	34	61	12	18
Weighted total	102	18	50	9	17
Lower cost of postage	30	**	12	**	30
	29%	**	25%	**	29%
Lower cost of insurance	-	**	-	**	-
	-%	**	-%	**	-%
Guarantee that the parcel would arrive on time	*	**	*	**	*
	*%	**	*%	**	*%
Better ability to track the delivery	2	**	2	**	2
	2%	**	4%	**	2%
Parcel less likely to get lost	4	**	2	**	4
	4%	**	4%	**	4%
Ability to select an express service	2	**	2	**	2
	2%	**	4%	**	2%
Quicker delivery	13	**	4	**	13
	13%	**	7%	**	13%
	b				
More convenient for me to drop the parcel off	2	**	2	**	2
	2%	**	5%	**	2%
More convenient for me to have the parcel collected	10	**	5	**	10
	10%	**	11%	**	10%
More convenient for the recipient to take the delivery	2	**	2	**	2
	2%	**	4%	**	2%
Ability to set a specific date/time for delivery	2	**	2	**	2
	2%	**	4%	**	2%
Guarantee that the parcel would arrive intact	2	**	2	**	2
	2%	**	4%	**	2%
The business has a contract with the provider	5	**	2	**	5
	4%	**	5%	**	4%
Recommended by other	3	**	3	**	3
	3%	**	5%	**	3%

Columns Tested: a,b,c,d

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who sometimes use someone other than RM to send parcels/letters (QN3a=2-15 OR QN3b=2-15)

Significance Level: 95%

Unweighted total

Weighted total

It's a decision taken by
the business

Other

NET: Convenience

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	*d	
130	34	61	12	18	130
102	18	50	9	17	102
7	**	4	**	**	7
7%	**	9%	**	**	7%
45	**	28	**	**	45
45%	**	55%	**	**	45%
10	**	6	**	**	10
10%	**	11%	**	**	10%

Columns Tested: a,b,c,d

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	387	171	119	65	32	216	70	66	24	12	46
Weighted total	325	308	10	5	3	18	106	88	19	8	11
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	117 38% c	3 35% c	1 21%	**	5 29%	35 33%	26 29%	**	**	** ab
We would send a similar number of letters but use 2nd class postage more	74 23%	70 23%	2 19%	2 29%	**	4 24%	31 29% e	14 16%	**	**	**
We would send fewer letters to save money	17 5%	17 5%	* 4%	* 2%	**	1 3%	3 3%	7 8%	**	**	**
We would send fewer letters and switch to electronic alternatives where we can	94 29%	87 28%	4 38%	2 43% a	**	7 40% a	31 29%	33 37%	**	**	**
Some other impact of postage price increase	8 2%	8 2% e	- -%	- -%	**	- -%	3 2%	4 5%	**	**	**
We would not send any mail because the price would be unaffordable	5 1%	5 2%	* 1%	- -%	**	* %	- -%	5 5% a	**	**	**
Other (write in)	4 1%	3 1%	* 1%	* 3%	**	* 2%	4 3%	- -%	**	**	**
Don't know (DO NOT READ OUT)	3 1%	3 1%	* 2%	* 2%	**	* 2%	- -%	- -%	**	**	**
NET: Would send fewer letters	111 34%	103 33%	4 42%	2 44%	**	8 44% a	35 33%	40 45%	**	**	**
NET: Would send a similar number of letters	195 60%	186 61%	5 55%	3 50%	**	9 53%	65 62%	40 45%	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	387	8	21	39	18	31	53	39	21	12	242	57	47	41
Weighted total	325	13	33	22	23	31	57	50	30	12	274	22	16	14
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	**	**	**	**	**	17 30%	**	**	**	100 37%	8 35%	**	**
								efjk					ef	
We would send a similar number of letters but use 2nd class postage more	74 23%	**	**	**	**	**	17 29%	**	**	**	64 23%	3 14%	**	**
				g		gk	gk				9		g	g
We would send fewer letters to save money	17 5%	**	**	**	**	**	2 4%	**	**	**	16 6%	*	**	**
		**	**	**	**	**		k		**		*%	**	**
				kl										
We would send fewer letters and switch to electronic alternatives where we can	94 29%	**	**	**	**	**	21 37%	**	**	**	76 28%	9 43%	**	**
		**	**	**	**	**		**	**	**		gj		**
Some other impact of postage price increase	8 2%	**	**	**	**	**	- -%	**	**	**	7 2%	1 4%	**	**
		**	**	**	**	**		fl		**			**	**
We would not send any mail because the price would be unaffordable	5 1%	**	**	**	**	**	- -%	**	**	**	5 2%	- -%	**	**
		**	**	**	**	**		**	**	**			**	**
Other (write in)	4 1%	**	**	**	**	**	- -%	**	**	**	3 1%	1 4%	**	**
		**	**	**	**	**		**	**	**			**	**
Don't know (DO NOT READ OUT)	3 1%	**	**	**	**	**	* %	**	**	**	3 1%	* %	**	**
		**	**	**	**	**		**	**	**			**	**
NET: Would send fewer letters	111 34%	**	**	**	**	**	23 41%	**	**	**	92 34%	9 43%	**	**
		**	**	**	**	**		**	**	**			**	**
NET: Would send a similar number of letters	195 60%	**	**	**	**	**	34 59%	**	**	**	164 60%	11 48%	**	**
		**	**	**	**	**		**	**	**			k	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	387	21	12	38	13	21	51	35	22	24	237	58	50	42
Weighted total	325	36	17	22	14	20	56	45	29	31	270	24	16	16
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	**	**	**	**	**	15 27%	** fj	**	**	99 37%	10 40%	** f	**
We would send a similar number of letters but use 2nd class postage more	74 23%	**	**	**	**	**	13 23%	**	**	**	62 23%	3 12%	**	** gk
We would send fewer letters to save money	17 5%	**	**	** kl	**	**	2 4%	** kl	**	**	16 6%	* %	**	**
We would send fewer letters and switch to electronic alternatives where we can	94 29%	**	**	**	**	**	24 42% gl	**	**	**	76 28%	9 39%	**	**
Some other impact of postage price increase	8 2%	**	**	**	**	**	2 4%	**	**	**	7 2%	1 4%	**	**
We would not send any mail because the price would be unaffordable	5 1%	**	**	**	**	**	- -%	**	**	**	5 2%	- -%	**	**
Other (write in)	4 1%	**	**	**	**	**	- -%	**	**	**	3 1%	1 4%	**	**
Don't know (DO NOT READ OUT)	3 1%	**	**	**	**	**	* %	**	**	**	3 1%	* %	**	**
NET: Would send fewer letters	111 34%	**	**	**	**	**	26 46%	**	**	**	92 34%	9 40%	**	**
NET: Would send a similar number of letters	195 60%	**	**	**	**	**	28 50%	**	**	**	161 60%	13 53%	** fk	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1942

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of letters services, including use of 1st and 2nd class, would not change

We would send a similar number of letters but use 2nd class postage more

We would send fewer letters to save money

We would send fewer letters and switch to electronic alternatives where we can

Some other impact of postage price increase

We would not send any mail because the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer letters

NET: Would send a similar number of letters

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
387	*a 6	b 47	*c 8	d 53	e 79	*f 19	g 31	h 144	a 240	b 147	a 324	b 63	a 372	*b 15
325	3	32	3	45	71	12	31	127	202	124	294	32	304	22
122	**	**	**	18	23	**	**	47	68	54	117	5	120	**
37%	**	**	**	40%	32%	**	bdeh	37%	34%	44% a	40% b	15%	39%	**
74	**	**	**	7	20	**	**	30	55	19	65	9	62	**
23%	**	**	**	15%	28%	**	**	23%	27% b	16%	22%	27%	20%	**
17	**	**	**	2	4	**	**	9	9	8	14	4	17	**
5%	**	**	**	5%	5%	**	**	7%	4%	7%	5%	11% a	6%	**
94	**	**	**	18	19	**	**	33	56	37	83	11	86	**
29%	**	**	**	40% g	27% g	**	**	26% g	28%	30%	28%	35%	28%	**
8	**	**	**	-	1	**	**	3	3	5	8	-	8	**
2%	**	**	**	-%	1%	**	**	2%	1%	4%	3%	-%	2%	**
5	**	**	**	-	5	**	**	-	5	*	2	3	5	**
1%	**	**	**	-%	7% h	**	**	-%	2%	-%	1%	8% a	2%	**
4	**	**	**	-	-	**	**	4	4	*	3	1	4	**
1%	**	**	**	-%	-%	**	**	3%	2%	-%	1%	3%	1%	**
3	**	**	**	-	*	**	**	3	3	*	3	*	3	**
1%	**	**	**	-%	-%	**	**	2%	1%	-%	1%	-%	1%	**
111	**	**	**	20	23	**	**	42	65	45	96	15	103	**
34%	**	**	**	45% g	32%	**	**	33% g	32%	37%	33%	46% a	34%	**
195	**	**	**	25	43	**	**	76	122	73	182	13	182	**
60%	**	**	**	55%	60%	**	d	60%	61%	59%	62% b	43%	60%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%
Unweighted total
Weighted total

Our use of letters
services, including use
of 1st and 2nd class,
would not change

We would send a similar
number of letters but
use 2nd class postage
more

We would send fewer
letters to save money

We would send fewer
letters and switch to
electronic alternatives
where we can

Some other impact of
postage price increase

We would not send any
mail because the price
would be unaffordable

Other (write in)

Don't know (DO NOT READ
OUT)

NET: Would send fewer
letters

NET: Would send a
similar number of
letters

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

TOTAL	Role of mail services			Monthly postal spend											Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large	
387	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c	
325	203	83	100	267	102	15	3	-	-	-	-	369	18	83	184	120	
	192	61	71	276	41	9	*	-	-	-	-	316	9	114	162	50	
122	79	17	24	112	7	**	**	**	**	**	**	119	**	53	58	10	
37%	41% b	28%	34%	40% b	17%	**	**	**	**	**	**	37% b	**	47% c	36% c	20%	
74	45	16	13	62	11	**	**	**	**	**	**	74	**	21	41	11	
23%	23%	26%	19%	23%	28%	**	**	**	**	**	**	23%	**	19%	25%	23%	
17	12	5	1	16	1	**	**	**	**	**	**	17	**	10	6	1	
5%	6%	7% c	1%	6%	3%	**	**	**	**	**	**	5%	**	8% c	4%	2%	
94	52	19	23	76	12	**	**	**	**	**	**	88	**	26	50	17	
29%	27%	32%	32%	28%	29%	**	**	**	**	**	**	28%	**	23%	31%	35%	
8	1	2	5	3	4	**	**	**	**	**	**	8	**	1	3	4	
2%	*%	3% a	7% a	1%	10% ai	**	**	**	**	**	**	2%	**	1%	2%	8% ab	
5	3	2	*	5	-	**	**	**	**	**	**	5	**	3	2	-	
1%	1%	4% *	*%	2%	-%	**	**	**	**	**	**	2%	**	2%	1%	-%	
4	1	*	3	1	3	**	**	**	**	**	**	4	**	-	1	3	
1%	1%	*% a	4% a	*% ai	7%	**	**	**	**	**	**	1%	**	-%	1%	6% ab	
3	*	*	3	*	3	**	**	**	**	**	**	3	**	*	*	3	
1%	*%	*% a	4% a	*% ai	7%	**	**	**	**	**	**	1%	**	*% a	*% a	5% ab	
111	63	24	24	92	13	**	**	**	**	**	**	105	**	36	57	19	
34%	33%	39%	33%	33%	32%	**	**	**	**	**	**	33%	**	31%	35%	37%	
195	124	33	37	174	18	**	**	**	**	**	**	192	**	75	99	21	
60%	64% c	54%	52%	63% b	45%	**	**	**	**	**	**	61% b	**	66% c	61% c	43%	

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1944

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?**Base: All using RM to send letters/large letters in the last month (QN3a=1)**

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	387	355	259	387	164	141	287	324	38	11	8	6	-	-	156	4	2	1	-	1	-	1
Weighted total	325	283	180	325	129	83	220	298	14	5	4	5	-	-	124	2	2	*	-	*	-	*
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	102 36% de	72 40% de	122 37% de	34 26%	22 26%	77 35%	120 40% b	**	**	**	**	**	**	32 25%	**	**	**	**	**	**	**
We would send a similar number of letters but use 2nd class postage more	74 23%	65 23%	32 18%	74 23%	26 20%	18 21%	44 20%	68 23%	**	**	**	**	**	**	25 21%	**	**	**	**	**	**	**
We would send fewer letters to save money	17 5%	13 5%	12 7%	17 5%	8 6%	4 5%	10 5%	17 6%	**	**	**	**	**	**	8 6%	**	**	**	**	**	**	**
We would send fewer letters and switch to electronic alternatives where we can	94 29%	86 31%	52 29%	94 29%	49 38% bc	30 36%	75 34%	81 27%	**	**	**	**	**	**	47 38%	**	**	**	**	**	**	**
Some other impact of postage price increase	8 2%	6 2%	6 3%	8 2%	3 3% abcdf	7 8%	6 3%	6 2%	**	**	**	**	**	**	3 3%	**	**	**	**	**	**	**
We would not send any mail because the price would be unaffordable	5 1%	5 2%	2 1%	5 1%	2 2%	* *%	5 2%	2 1%	**	**	**	**	**	**	2 2%	**	**	**	**	**	**	**
Other (write in)	4 1%	4 1%	1 1%	4 1%	4 3% f	* *%	* *%	4 1%	**	**	**	**	**	**	4 3%	**	**	**	**	**	**	**
Don't know (DO NOT READ OUT)	3 1%	3 1%	3 2%	3 1%	3 2% c	3 3%	3 1%	* *% a	**	**	**	**	**	**	3 2%	**	**	**	**	**	**	**
NET: Would send fewer letters	111 34%	99 35%	64 36%	111 34%	57 44% ac	34 41%	85 39%	98 33%	**	**	**	**	**	**	54 44%	**	**	**	**	**	**	**
NET: Would send a similar number of letters	195 60%	166 59% de	104 58% de	195 60% de	59 46%	40 47%	122 55%	188 63% b	**	**	**	**	**	**	57 46%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
387	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
325	105	98	95	86	3	53	38	38	32	3	86	11	67	353	34
	130	85	66	40	3	53	28	28	17	2	83	9	37	297	28
122	55	29	27	10	**	19	**	**	**	**	20	**	11	111	**
37%	42%	34%	40%	24%	**	35%	**	**	**	**	25%	**	29%	37%	**
	d		d			b									
74	31	21	12	10	**	11	**	**	**	**	15	**	6	65	**
23%	23%	25%	18%	25%	**	20%	d	d	**	**	18%	**	16%	22%	**
17	5	9	2	1	**	2	**	**	**	**	6	**	2	15	**
5%	4%	11%	3%	3%	**	4%	**	**	**	**	7%	**	6%	5%	**
		cd					ac								
94	34	23	19	15	**	20	**	**	**	**	31	**	17	89	**
29%	26%	27%	29%	37%	**	38%	**	**	**	**	37%	**	46%	30%	**
8	3	-	3	2	**	1	**	**	**	**	3	**	1	6	**
2%	2%	-%	4%	5%	**	2%	**	**	**	**	3%	**	2%	2%	**
			b	b											a
5	-	2	3	-	**	*	**	**	**	**	2	**	-	5	**
1%	-%	3%	4%	-%	**	1%	**	**	**	**	3%	**	-%	2%	**
			a				a								
4	3	-	1	-	**	-	**	**	**	**	4	**	*	4	**
1%	2%	-%	2%	-%	**	-%	**	**	**	**	4%	**	1%	1%	**
									ab						
3	*	*	*	3	**	*	**	**	**	**	3	**	*	3	**
1%	1%	1%	1%	7%	**	1%	**	**	**	**	3%	**	1%	1%	**
				abc					abc						
111	39	32	21	16	**	23	**	**	**	**	37	**	19	104	**
34%	30%	38%	32%	39%	**	42%	**	**	**	**	44%	**	52%	35%	**
195	86	50	39	20	**	30	**	**	**	**	35	**	17	176	**
60%	66%	59%	58%	49%	**	56%	**	**	**	**	42%	**	45%	59%	**
	d					d	d	d							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	387	366	21	125	39	361	26	123	41	116	331	57	-
Weighted total	325	306	19	104	25	299	26	96	32	96	258	36	-
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	116 38%	** **	27 26%	** **	112 37%	** **	27 28%	** **	37 39%	86 33%	10 26%	** **
We would send a similar number of letters but use 2nd class postage more	74 23%	69 23%	** **	17 16%	** a	69 23%	** **	19 20%	** **	23 25%	60 23%	6 17%	** **
We would send fewer letters to save money	17 5%	15 5%	** **	6 6%	** **	15 5%	** **	6 6%	** **	5 5%	13 5%	4 10%	** **
We would send fewer letters and switch to electronic alternatives where we can	94 29%	89 29%	** **	42 41%	** **	87 29%	** **	35 36%	** **	21 22%	86 33% a	16 44% a	** **
Some other impact of postage price increase	8 2%	6 2%	** **	3 3%	** **	6 2%	** **	1 1%	** a	3 4% b	2 1%	- -%	** **
We would not send any mail because the price would be unaffordable	5 1%	5 2%	** **	2 2%	** **	5 2%	** **	2 2%	** **	2 2%	5 2%	- -%	** **
Other (write in)	4 1%	4 1%	** **	4 4%	** **	4 1%	** **	4 4%	** **	4 4%	3 1%	1 3%	** **
Don't know (DO NOT READ OUT)	3 1%	3 1%	** **	3 3%	** **	3 1%	** **	3 3%	** **	* *%	3 1%	* *%	** **
NET: Would send fewer letters	111 34%	104 34%	** **	48 46%	** **	102 34%	** **	40 42%	** **	26 27%	99 39% a	19 54% ab	** **
NET: Would send a similar number of letters	195 60%	185 60%	** **	43 42%	** a	181 60%	** **	46 48%	** **	61 63% c	146 57%	16 44%	** **

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1947

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	387	104	229	43	-	107	120	37	-	337	242	135	313	250	6
Weighted total	325	81	151	25	-	87	97	20	-	268	165	108	248	206	3
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	31 38%	53 35%	** **	** **	23 27%	21 22%	** **	** **	98 37% c	68 41% c	29 26%	100 40%	73 35%	** **
We would send a similar number of letters but use 2nd class postage more	74 23%	18 22%	29 19%	** **	** **	23 27%	19 20%	** **	** **	60 22%	28 17%	21 20%	60 24%	47 23%	** **
We would send fewer letters to save money	17 5%	4 5%	12 8%	** **	** **	3 3%	8 8%	** **	** **	13 5%	10 6%	6 5%	13 5%	8 4%	** **
We would send fewer letters and switch to electronic alternatives where we can	94 29%	22 27%	49 32%	** **	** **	27 31%	40 41%	** **	** **	82 31%	50 30%	40 37%	65 26%	67 32%	** **
Some other impact of postage price increase	8 2%	3 4%	2 1%	** b	** **	3 3%	1 1%	** **	** **	3 1%	3 2%	3 3%	1 *	3 1%	** **
We would not send any mail because the price would be unaffordable	5 1%	2 3%	2 2%	** **	** **	2 3%	2 2%	** **	** **	5 2%	2 1%	2 2%	2 1%	5 2%	** **
Other (write in)	4 1%	1 1%	* **	** b	** **	3 4%	3 3%	** ab	** **	4 1%	1 1%	4 3% b	4 1%	4 2%	** **
Don't know (DO NOT READ OUT)	3 1%	* **	3 2%	** **	** **	3 3%	3 3%	** **	** **	3 1%	3 2%	3 3%	3 1%	* **	** **
NET: Would send fewer letters	111 34%	26 32%	61 40%	** **	** **	30 34%	48 49% a	** **	** **	95 35%	60 36%	46 42%	78 31%	75 36%	** **
NET: Would send a similar number of letters	195 60%	48 60%	83 55%	** **	** **	46 53%	41 42%	** **	** **	158 59% c	96 58% c	50 46%	161 65%	120 58%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1948

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	387	121	71	82	30	24	280	240	9	6	3	1	374	325	379	323	380
Weighted total	325	89	54	65	9	7	222	194	9	3	7	*	308	260	313	256	317
Our use of letters services, including use of 1st and 2nd class, would not change	122 37%	21 23%	12 23%	18 28%	**	**	83 37%	59 30%	**	**	**	**	108 35%	91 35%	110 35%	92 36%	114 36%
We would send a similar number of letters but use 2nd class postage more	74 23%	16 18%	9 16%	13 20%	**	**	60 27%	48 25%	**	**	**	**	72 23%	61 23%	74 24%	60 23%	74 23%
We would send fewer letters to save money	17 5%	8 9%	7 13%	3 4%	**	**	10 5%	8 4%	**	**	**	**	17 6%	12 5%	17 5%	14 5%	16 5%
We would send fewer letters and switch to electronic alternatives where we can	94 29%	37 42%	23 43%	22 34%	**	**	60 27%	70 36% a	**	**	**	**	92 30%	80 31%	93 30%	76 30%	94 30%
Some other impact of postage price increase	8 2%	- -%	- -%	3 5% a	**	**	1 %	2 1%	**	**	**	**	8 2%	5 2%	8 2%	6 2%	8 2%
We would not send any mail because the price would be unaffordable	5 1%	2 3%	* %	2 3%	**	**	2 1%	5 3%	**	**	**	**	5 2%	5 2%	5 2%	2 1%	5 2%
Other (write in)	4 1%	3 3%	3 5%	4 5%	**	**	3 1%	3 1%	**	**	**	**	4 1%	4 1%	4 1%	4 1%	4 1%
Don't know (DO NOT READ OUT)	3 1%	3 3%	* %	* %	**	**	3 1%	* %	**	**	**	**	3 1%	3 1%	3 1%	3 1%	3 1%
NET: Would send fewer letters	111 34%	45 51%	30 56% c	25 38%	**	**	71 32%	77 40%	**	**	**	**	110 36%	92 35%	110 35%	90 35%	110 35%
NET: Would send a similar number of letters	195 60%	37 41%	21 39%	31 48%	**	**	143 64% b	107 55%	**	**	**	**	180 58%	151 58%	184 59%	152 59%	188 59%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1949

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Weighted total	387	217	371	102	315	12	50	318	60	3	14	56	47	269	70
	325	170	307	67	251	9	54	253	55	*	13	52	38	233	55
Our use of letters services, including use of 1st and 2nd class, would not change	122	64	108	29	100	**	**	98	17	**	**	16	**	91	24
	37%	37%	35%	44%	40%	**	**	39%	31%	**	**	31%	**	39% a	43% a
We would send a similar number of letters but use 2nd class postage more	74	43	74	18	59	**	**	59	12	**	**	10	**	66	4
	23%	25%	24%	26%	23%	**	**	23%	21%	**	**	19%	**	29% ac	8%
We would send fewer letters to save money	17	9	15	5	8	**	**	11	2	**	**	*	**	8	2
	5%	5%	5%	7%	3%	**	**	4%	4%	**	**	%	**	3%	4%
We would send fewer letters and switch to electronic alternatives where we can	94	45	92	13	69	**	**	72	21	**	**	21	**	56	22
	29%	26%	30% c	19%	28%	**	**	29%	39%	**	**	41%	**	24% b	40% b
Some other impact of postage price increase	8	3	8	2	6	**	**	3	3	**	**	5	**	8	-
	2%	2%	2%	3%	2%	**	**	1%	5%	**	**	9%	**	3%	-%
We would not send any mail because the price would be unaffordable	5	2	5	-	3	**	**	5	-	**	**	-	**	*	3
	1%	1%	2%	-%	1%	**	**	2%	-%	**	**	-%	**	% b	5% b
Other (write in)	4	1	4	*	4	**	**	4	-	**	**	-	**	3	-
	1%	1%	1%	%	1%	**	**	1%	-%	**	**	-%	**	1%	-%
Don't know (DO NOT READ OUT)	3	3	3	*	3	**	**	*	*	**	**	*	**	*	-
	1%	2%	1%	%	1%	**	b	%	%	**	**	%	b	%	-%
NET: Would send fewer letters	111	54	107	18	77	**	**	83	24	**	**	21	**	64	24
	34%	32%	35%	27%	31%	**	**	33%	43%	**	**	41%	b	28%	44% b
NET: Would send a similar number of letters	195	107	181	47	159	**	**	158	29	**	**	26	**	158	28
	60%	63%	59%	70% b	63%	**	**	62%	53%	**	**	50%	**	68% ac	51% a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1950

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	387	a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	325	41	13	330	224	163	387	56	148	77	115	53	208
		47	18	260	194	132	325	30	112	55	90	42	175
Our use of letters services, including use of 1st and 2nd class, would not change	122	**	**	103	71	51	122	7	31	13	22	11	63
	37%	**	**	40%	36%	39%	37%	24%	27%	23%	24%	26%	36%
							bcd						a
We would send a similar number of letters but use 2nd class postage more	74	**	**	65	42	31	74	9	19	10	16	9	47
	23%	**	**	25%	22%	24%	23%	31%	17%	17%	18%	22%	27%
								c					
We would send fewer letters to save money	17	**	**	11	11	6	17	2	6	4	6	5	6
	5%	**	**	4%	6%	5%	5%	7%	5%	8%	6%	11%	3%
												c	5%
We would send fewer letters and switch to electronic alternatives where we can	94	**	**	69	59	34	94	12	47	19	39	14	50
	29%	**	**	26%	31%	26%	29%	39%	42%	33%	44%	34%	29%
		c							a		c		
Some other impact of postage price increase	8	**	**	6	2	6	8	-	3	3	3	-	3
	2%	**	**	2%	1%	4%	2%	-%	3%	5%	4%	-%	2%
						a							2%
We would not send any mail because the price would be unaffordable	5	**	**	5	5	*	5	-	*	2	*	*	2
	1%	**	**	2%	2%	*%	1%	-%	*%	4%	*%	*%	1%
					b					c			2%
Other (write in)	4	**	**	1	4	*	4	*	4	3	1	3	1
	1%	**	**	*%	2%	*%	1%	*%	3%	5%	1%	7%	1%
									a		ac		3%
Don't know (DO NOT READ OUT)	3	**	**	*	*	3	3	-	3	3	3	*	3
	1%	**	**	*%	*%	2%	1%	-%	2%	5%	3%	*%	2%
					a				a				*%
NET: Would send fewer letters	111	**	**	80	70	41	111	14	53	23	45	19	56
	34%	**	**	31%	36%	31%	34%	46%	47%	41%	50%	45%	32%
		c							a		c		
NET: Would send a similar number of letters	195	**	**	168	113	83	195	16	49	22	38	20	110
	60%	**	**	65%	58%	63%	60%	54%	44%	40%	42%	48%	63%
							cd						a

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 128 (continuation)

Page 1951

QN7a. If your business' total cost of sending letters went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of letters services, including use of 1st and 2nd class, would not change

We would send a similar number of letters but use 2nd class postage more

We would send fewer letters to save money

We would send fewer letters and switch to electronic alternatives where we can

Some other impact of postage price increase

We would not send any mail because the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer letters

NET: Would send a similar number of letters

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
387	86	176	30	82	387
325	68	134	24	86	325
122	27	34	**	53	122
37%	40% b	25%	**	62% abc	37%
74	23	21	**	15	74
23%	34% bd	16%	** b	18%	23%
17	*	11	**	3	17
5%	*%	9% a	** a	4%	5%
94	14	60	**	13	94
29%	20%	45% acd	**	15%	29%
8	2	2	**	1	8
2%	3%	2%	** bd	1%	2%
5	-	3	**	-	5
1%	-%	2%	** abd	-%	1%
4	1	*	**	-	4
1%	2%	*%	**	-%	1%
3	*	3	**	*	3
1%	*%	2%	**	*%	1%
111	14	72	**	17	111
34%	20%	53% acd	**	19%	34%
195	51	55	**	68	195
60%	75% bc	41%	**	80% bc	60%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 11/05/18

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted total	387	171	119	65	32	216	70	66	24	12	46
Weighted total	325	308	10	5	3	18	106	88	19	8	11
Our use of letters services, including use of 1st and 2nd class, would not change	82 25%	80 26% bcde	1 12%	1 10%	** **	2 11%	27 25% e	19 22%	** **	** **	** **
We would send a similar number of letters but use 2nd class postage more	56 17%	54 17%	1 14%	1 19%	** **	3 17%	22 21%	10 11%	** **	** **	** ab
We would send fewer letters to save money	12 4%	11 4%	* 4%	* 4%	** **	1 4%	3 2%	4 5%	** **	** **	** **
We would send fewer letters and switch to electronic alternatives where we can	155 48%	145 47%	6 62% a	3 58%	** **	11 60% a	46 43%	48 54%	** **	** **	** **
Some other impact of postage price increase	3 1%	2 1%	- -%	* 6% ab	** **	* 2%	2 2%	- -%	** **	** **	** **
We would not send any mail because the price would be unaffordable	9 3%	9 3%	* 4%	- -%	** **	* 2%	4 4%	5 6%	** **	** **	** **
Other (write in)	7 2%	7 2%	* 1%	- -%	** **	* 1%	3 2%	2 2%	** **	** **	** **
Don't know (DO NOT READ OUT)	1 *%	- -%	* 4% a	* 3% a	** ** a	1 4% a	- -%	- -%	** **	** **	** **
NET: Would send fewer letters	167 51%	156 51%	6 66% a	3 62%	** **	11 64% a	49 46%	52 59%	** **	** **	** **
NET: Would send a similar number of letters	139 43%	134 43% bce	2 26%	2 29%	** **	5 28%	49 46%	29 33%	** **	** **	** b

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	e	f	g	*h	*i	j	k	l	m
Unweighted total	387	8	21	39	18	31	53	39	21	12	242	57	47	41
Weighted total	325	13	33	22	23	31	57	50	30	12	274	22	16	14
Our use of letters services, including use of 1st and 2nd class, would not change	82 25%	**	**	**	**	**	15 25%	**	**	**	66 24%	5 22%	**	**
													cefgjkm	
We would send a similar number of letters but use 2nd class postage more	56 17%	**	**	**	**	**	11 19%	**	**	**	51 19%	2 8%	**	**
						c	c	c			c		c	
We would send fewer letters to save money	12 4%	**	**	**	**	**	- -%	**	**	**	10 4%	1 5%	**	**
							f							
We would send fewer letters and switch to electronic alternatives where we can	155 48%	**	**	**	**	**	26 45%	**	**	**	128 47%	14 64%	**	**
				fgjl		l						fgjl		jl
Some other impact of postage price increase	3 1%	**	**	**	**	**	- -%	**	**	**	3 1%	- -%	**	**
We would not send any mail because the price would be unaffordable	9 3%	**	**	**	**	**	4 7%	**	**	**	9 3%	* *%	**	**
Other (write in)	7 2%	**	**	**	**	**	2 4%	**	**	**	7 3%	* *%	**	**
Don't know (DO NOT READ OUT)	1 *%	**	**	**	**	**	* *%	**	**	**	* *%	* 1%	**	**
NET: Would send fewer letters	167 51%	**	**	**	**	**	26 45%	**	**	**	137 50%	15 69%	**	**
				efgjl								fjl		l
NET: Would send a similar number of letters	139 43%	**	**	**	**	**	25 44%	**	**	**	117 43%	7 30%	**	**
							c	c			c		cejkm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1954

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	387	21	12	38	13	21	51	35	22	24	237	58	50	42
Weighted total	325	36	17	22	14	20	56	45	29	31	270	24	16	16
Our use of letters services, including use of 1st and 2nd class, would not change	82 25%	**	**	**	**	**	13 23%	**	**	**	63 23%	7 28%	**	**
													cfgj	
We would send a similar number of letters but use 2nd class postage more	56 17%	**	**	**	**	**	9 15% c	**	**	**	51 19% ck	2 8%	**	**
							ckm				ck		c	
We would send fewer letters to save money	12 4%	**	**	**	**	**	- -%	**	**	**	10 4%	1 4%	**	**
							f							
We would send fewer letters and switch to electronic alternatives where we can	155 48%	**	**	**	**	**	28 50%	**	**	**	127 47%	14 58% l	**	**
				fgilm										
Some other impact of postage price increase	3 1%	**	**	**	**	**	- -%	**	**	**	3 1%	- -%	**	**
We would not send any mail because the price would be unaffordable	9 3%	**	**	**	**	**	4 7% k	**	**	**	9 3%	* *%	**	**
							2 4%	**	**	**	7 3%	* *%	**	**
Other (write in)	7 2%	**	**	**	**	**	2 4%	**	**	**	7 3%	* *%	**	**
Don't know (DO NOT READ OUT)	1 *%	**	**	**	**	**	* *%	**	**	**	* *%	* 1%	**	**
NET: Would send fewer letters	167 51%	**	**	**	**	**	28 50%	**	**	**	137 51%	15 63% l	**	**
				fgilm										
NET: Would send a similar number of letters	139 43%	**	**	**	**	**	22 39%	**	**	**	114 42% c	9 36%	**	**
							c				c		cfjk	c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1955

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of letters services, including use of 1st and 2nd class, would not change

We would send a similar number of letters but use 2nd class postage more

We would send fewer letters to save money

We would send fewer letters and switch to electronic alternatives where we can

Some other impact of postage price increase

We would not send any mail because the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer letters

NET: Would send a similar number of letters

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
387	*a 6	b 47	*c 8	d 53	e 79	*f 19	g 31	h 144	a 240	b 147	a 324	b 63	a 372	*b 15
325	3	32	3	45	71	12	31	127	202	124	294	32	304	22
82	**	**	**	10	18	**	**	26	39	43	79	3	81	**
25%	**	**	**	22%	25%	**	deh	21%	19%	35% a	27% b	11%	27%	**
56	**	**	**	6	11	**	**	27	40	16	52	4	48	**
17%	**	**	**	14%	15%	**	**	21%	20%	13%	18%	13%	16%	**
12	**	**	**	1	3	**	**	6	3	8	9	3	12	**
4%	**	**	**	2%	4%	**	**	4%	2%	7% a	3%	8%	4%	**
155	**	**	**	25	34	**	**	61	108	47	137	19	144	**
48%	**	g	**	57% g	48% g	**	**	48% g	54% b	38%	47%	58%	48%	**
3	**	**	**	*	-	**	**	2	3	-	3	-	2	**
1%	**	**	**	*%	-%	**	**	2%	1%	-%	1%	-%	1%	**
9	**	**	**	2	3	**	**	2	5	4	7	3	9	**
3%	**	**	**	5%	4%	**	**	2%	3%	3%	2%	8% a	3%	**
7	**	**	**	-	3	**	**	2	3	4	7	*	7	**
2%	**	**	**	-%	4%	**	**	2%	1%	3%	2%	*%	2%	**
1	**	**	**	-	*	**	**	*	*	*	1	*	1	**
*%	**	**	**	-%	*%	**	**	*%	*%	*%	*%	1%	*%	**
167	**	**	**	26	37	**	**	67	112	56	146	21	156	**
51%	**	**	**	59% g	52%	**	**	52% g	55% b	45%	50%	67% a	51%	**
139	**	**	**	16	29	**	**	54	79	59	131	8	128	**
43%	**	**	**	36%	41%	**	deh	42%	39%	48%	45% b	24%	42%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QN7b. And if letters prices went up by 20% what would your business do in response?

Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	387	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Weighted total	325	203	83	100	267	102	15	3	-	-	-	-	369	18	83	184	120
		192	61	71	276	41	9	*	-	-	-	-	316	9	114	162	50
Our use of letters services, including use of 1st and 2nd class, would not change	82	52	8	20	77	2	**	**	**	**	**	**	79	**	34	43	6
	25%	27% b	13%	28% b	28% b	6%	**	**	**	**	**	**	25% b	**	30% c	27% c	11%
We would send a similar number of letters but use 2nd class postage more	56	34	12	10	53	4	**	**	**	**	**	**	56	**	21	31	4
	17%	18%	20%	14%	19% b	9%	**	**	**	**	**	**	18% b	**	19% c	19% c	8%
We would send fewer letters to save money	12	8	4	*	12	*	**	**	**	**	**	**	12	**	10	2	*
	4%	4% c	6% c	*% c	4%	*% c	**	**	**	**	**	**	4%	**	8% bc	1% c	*% c
We would send fewer letters and switch to electronic alternatives where we can	155	83	36	36	121	29	**	**	**	**	**	**	150	**	44	77	35
	48%	44%	59% a	51%	44%	72% ai	**	**	**	**	**	**	47%	**	39%	47%	70% ab
Some other impact of postage price increase	3	2	-	*	3	-	**	**	**	**	**	**	3	**	*	2	-
	1%	1%	-%	*% c	1%	-% c	**	**	**	**	**	**	1%	**	*% c	1% c	-% c
We would not send any mail because the price would be unaffordable	9	9	*	*	9	*	**	**	**	**	**	**	9	**	5	5	*
	3%	5% bc	*% c	*% c	3%	*% c	**	**	**	**	**	**	3%	**	4% c	3% c	*% c
Other (write in)	7	2	*	5	2	5	**	**	**	**	**	**	7	**	-	2	5
	2%	1%	*% ab	7% ab	1%	11% ai	**	**	**	**	**	**	2%	**	-% ab	1% ab	9% ab
Don't know (DO NOT READ OUT)	1	*	*	*	*	*	**	**	**	**	**	**	1	**	-	*	*
	*%	*% c	*% c	1% c	*% c	1% c	**	**	**	**	**	**	*% c	**	-% c	*% c	1% c
NET: Would send fewer letters	167	91	40	36	132	29	**	**	**	**	**	**	161	**	54	78	35
	51%	48%	66% ac	51%	48%	72% ai	**	**	**	**	**	**	51%	**	47%	48%	71% ab
NET: Would send a similar number of letters	139	87	21	29	129	6	**	**	**	**	**	**	135	**	55	74	9
	43%	45%	34%	41%	47% b	15% b	**	**	**	**	**	**	43% b	**	49% c	46% c	19% c

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1957

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

 Significance Level: 95%
 Unweighted total
 Weighted total

 Our use of letters
 services, including use
 of 1st and 2nd class,
 would not change

 We would send a similar
 number of letters but
 use 2nd class postage
 more

 We would send fewer
 letters to save money

 We would send fewer
 letters and switch to
 electronic alternatives
 where we can

 Some other impact of
 postage price increase

 We would not send any
 mail because the price
 would be unaffordable

Other (write in)

 Don't know (DO NOT READ
 OUT)

 NET: Would send fewer
 letters

 NET: Would send a
 similar number of
 letters

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
387	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
325	355	259	387	164	141	287	324	38	11	8	6	-	-	156	4	2	1	-	1	-	1
	283	180	325	129	83	220	298	14	5	4	5	-	-	124	2	2	*	-	*	-	*
82	65	55	82	27	12	53	81	**	**	**	**	**	**	25	**	**	**	**	**	**	**
25%	23%	30%	25%	21%	15%	24%	27%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**
	e	ade	e			e	b														
56	49	24	56	17	14	31	53	**	**	**	**	**	**	17	**	**	**	**	**	**	**
17%	17%	14%	17%	13%	16%	14%	18%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**
12	10	9	12	3	3	6	12	**	**	**	**	**	**	3	**	**	**	**	**	**	**
4%	3%	5%	4%	2%	3%	3%	4%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
155	144	80	155	75	50	118	137	**	**	**	**	**	**	72	**	**	**	**	**	**	**
48%	51%	44%	48%	58%	60%	53%	46%	**	**	**	**	**	**	58%	**	**	**	**	**	**	**
			bc	bc	b																
3	3	*	3	-	*	2	3	**	**	**	**	**	**	-	**	**	**	**	**	**	**
1%	1%	*%	1%	-%	*%	1%	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
9	9	4	9	2	2	7	7	**	**	**	**	**	**	2	**	**	**	**	**	**	**
3%	3%	2%	3%	2%	3%	3%	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
			a	a			a														
7	3	7	7	5	2	3	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
2%	1%	4%	2%	4%	3%	1%	2%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**
		a		a																	
1	1	*	1	1	*	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
167	154	89	167	78	53	124	149	**	**	**	**	**	**	75	**	**	**	**	**	**	**
51%	54%	49%	51%	60%	63%	56%	50%	**	**	**	**	**	**	61%	**	**	**	**	**	**	**
			b	b	bc																
139	114	79	139	43	26	84	134	**	**	**	**	**	**	41	**	**	**	**	**	**	**
43%	40%	44%	43%	34%	31%	38%	45%	**	**	**	**	**	**	33%	**	**	**	**	**	**	**
		de	e				b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1958

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total	387	a	b	c	d	e	a	b	c	d	e	a	b	a	b
Weighted total	325	105	98	95	86	3	53	38	38	32	3	86	11	67	34
		130	85	66	40	3	53	28	28	17	2	83	9	37	28
Our use of letters services, including use of 1st and 2nd class, would not change	82	41	16	16	8	**	16	**	**	**	**	17	**	7	79
	25%	31%	19%	24%	20%	**	29%	**	**	**	**	21%	**	19%	27%
							b								**
We would send a similar number of letters but use 2nd class postage more	56	23	15	13	5	**	6	**	**	**	**	6	**	8	52
	17%	18%	18%	19%	13%	**	11%	**	**	**	**	7%	**	22%	18%
							d							a	**
We would send fewer letters to save money	12	5	5	2	*	**	-	**	**	**	**	3	**	*	12
	4%	4%	6%	3%	%	**	-%	**	**	**	**	3%	**	%	4%
			d				a								**
We would send fewer letters and switch to electronic alternatives where we can	155	55	44	28	26	**	31	**	**	**	**	52	**	19	135
	48%	42%	52%	43%	65%	**	59%	**	**	abc	**	63%	**	52%	45%
					ac										a
Some other impact of postage price increase	3	-	2	*	-	**	-	**	**	**	**	-	**	-	3
	1%	-%	3%	%	-%	**	-%	**	**	**	**	-%	**	-%	1%
We would not send any mail because the price would be unaffordable	9	4	*	5	-	**	-	**	**	**	**	*	**	2	9
	3%	3%	%	7%	-%	**	-%	**	**	**	**	%	**	6%	3%
				bd			a							a	**
Other (write in)	7	2	2	3	*	**	-	**	**	**	**	5	**	*	7
	2%	2%	2%	4%	%	**	-%	**	**	**	**	6%	**	%	2%
							a	a							**
Don't know (DO NOT READ OUT)	1	*	*	*	*	**	*	**	**	**	**	*	**	*	1
	%	%	%	%	1%	**	%	**	**	**	**	%	**	1%	%
NET: Would send fewer letters	167	60	49	30	27	**	31	**	**	**	**	55	**	19	147
	51%	46%	57%	45%	66%	**	59%	**	**	abc	**	67%	**	52%	49%
					ac										a
NET: Would send a similar number of letters	139	64	32	29	13	**	22	**	**	**	**	23	**	15	131
	43%	49%	37%	43%	33%	**	41%	**	**	**	**	28%	**	41%	44%
		d					d								**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1959

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%												
Unweighted total	387	a	*b	a	b	a	*b	a	b	a	b	*d
Weighted total	325	366	21	125	39	361	26	123	41	116	331	-
		306	19	104	25	299	26	96	32	96	258	-
Our use of letters services, including use of 1st and 2nd class, would not change												
	82	79	**	25	**	77	**	25	**	29	52	6
	25%	26%	**	24%	**	26%	**	26%	**	31%	20%	17%
				b				b		bc		**
We would send a similar number of letters but use 2nd class postage more												
	56	54	**	10	**	52	**	12	**	12	47	3
	17%	18%	**	9%	**	17%	**	13%	**	13%	18%	9%
				a								**
We would send fewer letters to save money												
	12	12	**	3	**	12	**	3	**	3	10	3
	4%	4%	**	3%	**	4%	**	3%	**	3%	4%	7%
												**
We would send fewer letters and switch to electronic alternatives where we can												
	155	142	**	59	**	139	**	51	**	44	136	24
	48%	46%	**	57%	**	46%	**	53%	**	46%	53%	66%
								a			a	**
Some other impact of postage price increase												
	3	3	**	-	**	3	**	-	**	2	3	-
	1%	1%	**	-%	**	1%	**	-%	**	2%	1%	-%
												**
We would not send any mail because the price would be unaffordable												
	9	9	**	2	**	9	**	-	**	2	9	*
	3%	3%	**	2%	**	3%	**	-%	**	2%	4%	*%
								a				**
Other (write in)												
	7	7	**	5	**	7	**	5	**	3	*	*
	2%	2%	**	5%	**	2%	**	5%	**	3%	*%	*%
										b		**
Don't know (DO NOT READ OUT)												
	1	1	**	1	**	1	**	1	**	*	1	*
	*%	*%	**	*%	**	*%	**	1%	**	*%	*%	*%
NET: Would send fewer letters												
	167	154	**	62	**	151	**	54	**	47	146	26
	51%	50%	**	60%	**	50%	**	56%	**	49%	56%	73%
											ab	**
NET: Would send a similar number of letters												
	139	133	**	34	**	129	**	37	**	42	100	9
	43%	44%	**	33%	**	43%	**	39%	**	43%	39%	26%
								b		c		**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1960

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	387	104	229	43	-	107	120	37	-	337	242	135	313	250	6
Weighted total	325	81	151	25	-	87	97	20	-	268	165	108	248	206	3
Our use of letters services, including use of 1st and 2nd class, would not change	82 25%	27 33%	41 27%	** **	** **	16 19%	18 19%	** **	** **	64 24%	51 31%	24 22%	72 29%	46 22%	** **
We would send a similar number of letters but use 2nd class postage more	56 17%	11 14%	22 15%	** **	** **	14 16%	12 12%	** b	** **	49 18%	22 14%	14 13%	49 20%	39 19%	** **
We would send fewer letters to save money	12 4%	* *%	9 6% a	** **	** **	3 3%	3 3%	** **	** **	10 4%	9 5%	3 3%	10 4%	9 5%	** **
We would send fewer letters and switch to electronic alternatives where we can	155 48%	40 50%	72 47%	** **	** **	51 58%	59 61%	** **	** **	130 49%	71 43%	59 55% b	105 42%	97 47%	** **
Some other impact of postage price increase	3 1%	- -%	* *%	** **	** **	- -%	- -%	** **	** **	3 1%	* *%	- -%	2 1%	2 1%	** **
We would not send any mail because the price would be unaffordable	9 3%	- -%	2 1%	** **	** **	* *%	2 2%	** **	** **	9 3%	4 3%	2 2%	7 3%	9 5%	** **
Other (write in)	7 2%	3 3%	4 3%	** **	** **	3 3%	2 2%	** **	** **	3 1%	7 4% a	5 4% a	2 1%	2 1%	** **
Don't know (DO NOT READ OUT)	1 *%	* *%	* *%	** **	** **	* *%	* *%	** **	** **	1 *%	* *%	1 *%	1 *%	* *%	** **
NET: Would send fewer letters	167 51%	41 50%	81 53%	** **	** **	53 61%	62 64%	** **	** **	140 52%	80 48%	62 57%	115 46%	106 52%	** **
NET: Would send a similar number of letters	139 43%	38 46%	63 42%	** **	** **	30 35%	30 31%	** **	** **	113 42%	74 45%	38 36%	121 49%	86 42%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1961

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location					
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	
Significance Level: 95%																	
Unweighted total	387	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	325	121	71	82	30	24	280	240	9	6	3	1	374	325	379	323	380
		89	54	65	9	7	222	194	9	3	7	*	308	260	313	256	317
Our use of letters services, including use of 1st and 2nd class, would not change	82	17	10	16	**	**	58	37	**	**	**	**	72	61	75	64	75
	25%	19%	18%	25%	**	**	26%	19%	**	**	**	**	24%	23%	24%	25%	24%
We would send a similar number of letters but use 2nd class postage more	56	10	5	9	**	**	47	39	**	**	**	**	52	44	54	40	56
	17%	11%	10%	14%	**	**	21%	20%	**	**	**	**	17%	17%	17%	16%	18%
				abc													
We would send fewer letters to save money	12	3	3	3	**	**	9	7	**	**	**	**	10	10	10	9	12
	4%	3%	5%	4%	**	**	4%	4%	**	**	**	**	3%	4%	3%	3%	4%
We would send fewer letters and switch to electronic alternatives where we can	155	55	31	34	**	**	98	96	**	**	**	**	154	130	155	128	154
	48%	61%	58%	53%	**	**	44%	50%	**	**	**	**	50%	50%	49%	50%	49%
Some other impact of postage price increase	3	-	-	-	**	**	2	2	**	**	**	**	3	3	3	3	3
	1%	-%	-%	-%	**	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
We would not send any mail because the price would be unaffordable	9	2	2	*	**	**	5	9	**	**	**	**	9	9	9	7	9
	3%	3%	4%	*%	**	**	2%	5%	**	**	**	**	3%	4%	3%	3%	3%
Other (write in)	7	2	2	3	**	**	2	2	**	**	**	**	7	2	7	5	7
	2%	2%	4%	4%	**	**	1%	1%	**	**	**	**	2%	1%	2%	2%	2%
Don't know (DO NOT READ OUT)	1	*	-	*	**	**	1	*	**	**	**	**	1	1	1	1	1
	*%	*%	-%	1%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
NET: Would send fewer letters	167	57	34	37	**	**	107	104	**	**	**	**	164	140	164	137	166
	51%	64%	64%	57%	**	**	48%	53%	**	**	**	**	53%	54%	53%	53%	52%
		d															
NET: Would send a similar number of letters	139	27	15	25	**	**	105	76	**	**	**	**	125	105	129	105	131
	43%	30%	28%	39%	**	**	47%	39%	**	**	**	**	40%	41%	41%	41%	41%
				ab													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1962

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	217	371	102	-	315	12	50	318	60	3	14	56	47	269	70
Weighted total	325	170	67	-	251	9	54	253	55	*	13	52	38	233	55
Our use of letters services, including use of 1st and 2nd class, would not change	82	44	75	16	69	**	**	66	12	**	**	9	**	61	17
	25%	26%	24%	24%	27%	**	**	26%	22%	**	**	18%	**	26% a	32% a
We would send a similar number of letters but use 2nd class postage more	56	25	54	12	46	**	**	48	5	**	**	7	**	45	5
	17%	14%	18%	17%	18%	**	**	19%	9%	**	**	13%	**	19%	10%
We would send fewer letters to save money	12	4	10	3	8	**	**	12	*	**	**	*	**	9	*
	4%	2%	3%	4%	3%	**	**	5%	1%	**	**	1%	**	4%	1%
We would send fewer letters and switch to electronic alternatives where we can	155	87	153	32	111	**	**	115	33	**	**	31	**	109	21
	48%	51%	50%	47%	44%	**	**	45%	60%	**	**	59%	bc	47%	38%
Some other impact of postage price increase	3	3	3	-	3	**	**	3	-	**	**	-	**	3	-
	1%	1%	1%	-%	1%	**	**	1%	-%	**	**	-%	**	1%	-%
We would not send any mail because the price would be unaffordable	9	5	7	*	9	**	**	9	2	**	**	2	**	*	9
	3%	3%	2%	1%	4%	**	**	4%	4%	**	**	4%	**	1%	17% ab
Other (write in)	7	3	5	5	4	**	**	*	3	**	**	3	**	5	2
	2%	2%	2%	7% ab	2%	**	**	1%	5%	**	**	5%	**	2%	4%
Don't know (DO NOT READ OUT)	1	*	1	*	1	**	**	1	*	**	**	*	**	*	*
	1%	1%	1%	1%	1%	**	**	1%	1%	**	**	1%	**	1%	1%
NET: Would send fewer letters	167	91	163	34	120	**	**	127	33	**	**	31	**	119	21
	51%	53%	53%	51%	48%	**	**	50%	60%	**	**	60%	bc	51%	38%
NET: Would send a similar number of letters	139	69	129	28	114	**	**	114	17	**	**	16	**	106	22
	43%	41%	42%	41%	46%	**	**	45%	31%	**	**	31%	**	46% a	41%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1963

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	387	a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	325	41	13	330	224	163	387	56	148	77	115	53	208
		47	18	260	194	132	325	30	112	55	90	42	175
Our use of letters services, including use of 1st and 2nd class, would not change	82	**	**	70	50	32	82	7	26	10	20	8	46
	25%	**	**	27%	26%	24%	25%	22%	23%	17%	22%	20%	26%
We would send a similar number of letters but use 2nd class postage more	56	**	**	49	37	20	56	6	7	7	7	3	34
	17%	**	**	19%	19%	15%	17% c	19% c	7% c	13%	8%	6%	20% ab
We would send fewer letters to save money	12	**	**	9	2	9	12	*	3	*	3	3	4
	4%	**	**	4%	1%	7% a	4%	%	3%	%	3%	6%	2%
We would send fewer letters and switch to electronic alternatives where we can	155	**	**	117	95	60	155	18	68	31	56	22	81
	48%	**	**	45%	49%	46%	48%	58%	61% a	56%	62% cd	51%	46%
Some other impact of postage price increase	3	**	**	2	-	3	3	*	-	-	-	-	2
	1%	**	**	1%	-%	2% a	1%	1%	-%	-%	-%	-%	1%
We would not send any mail because the price would be unaffordable	9	**	**	9	7	2	9	-	2	2	2	2	2
	3%	**	**	4%	4%	2%	3%	-%	2%	4%	3%	5%	1%
Other (write in)	7	**	**	2	2	5	7	-	5	5	2	5	5
	2%	**	**	1%	1%	4%	2%	-%	4%	8% ab	2%	11% acd	3%
Don't know (DO NOT READ OUT)	1	**	**	1	*	*	1	-	*	*	*	-	*
	*%	**	**	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%
NET: Would send fewer letters	167	**	**	126	97	70	167	18	71	31	58	24	85
	51%	**	**	49%	50%	53%	51%	59%	63% a	56%	65% c	58%	48%
NET: Would send a similar number of letters	139	**	**	119	87	52	139	12	33	17	27	11	80
	43%	**	**	46%	45%	40%	43% c	41%	30%	31%	30%	26%	46% ab

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 129 (continuation)

Page 1964

QN7b. And if letters prices went up by 20% what would your business do in response?
Base: All using RM to send letters/large letters in the last month (QN3a=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of letters services, including use of 1st and 2nd class, would not change

We would send a similar number of letters but use 2nd class postage more

We would send fewer letters to save money

We would send fewer letters and switch to electronic alternatives where we can

Some other impact of postage price increase

We would not send any mail because the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer letters

NET: Would send a similar number of letters

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
387	86	176	30	82	387
325	68	134	24	86	325
82	20	18	**	40	82
25%	29% b	14%	**	46% abc	25%
56	21	14	**	12	56
17%	31% bd	10%	**	14%	17%
12	1	5	**	6	12
4%	2%	4%	**	7%	4%
155	23	85	**	26	155
48%	34%	64% ad	** ad	30%	48%
3	-	2	**	*	3
1%	-%	2%	**	*%	1%
9	-	7	**	*	9
3%	-% ad	5%	**	*%	3%
7	2	2	**	3	7
2%	3%	2%	**	3%	2%
1	*	*	**	*	1
*%	*%	*%	**	*%	*%
167	24	90	**	32	167
51%	36% ad	67% ad	**	37%	51%
139	41	32	**	51	139
43%	61% b	24%	**	60% b	43%

Columns Tested: a,b,c,d

 Produced by OLR
Issue date: 11/05/18

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	177	78	49	34	16	99	37	23	10	7	18
Weighted total	151	143	4	3	1	8	61	33	7	2	2
Our use of parcels services, including use of 1st and 2nd class, would not change	51 34%	48 34%	** c	**	**	3 33%	**	**	**	**	**
We would send a similar number of parcels but use 2nd class postage more	34 22%	32 22%	**	**	**	2 22%	**	**	**	**	**
We would send fewer parcels to save money	4 3%	4 3%	**	**	**	* 4%	**	**	**	**	**
We would switch to cheaper parcel service providers	47 31%	45 31%	**	**	**	2 28%	**	**	**	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12 8%	11 8%	**	**	**	1 7%	**	**	**	**	**
Some other impact of postage price increase	* *%	- -%	**	**	**	* 1%	**	**	**	**	**
We would not send any parcels as the price would be unaffordable	1 1%	1 1%	**	**	**	- -%	**	**	**	**	**
Other (write in)	2 1%	2 1%	**	**	**	* 1%	**	**	**	**	**
Don't know (DO NOT READ OUT)	* *%	- -%	**	**	**	* 5%	**	**	**	**	**
NET: Would send fewer parcels	51 34%	49 34%	**	**	**	3 32%	**	**	**	**	**
NET: Would send a similar number of parcels	84 56%	80 56%	** c	**	**	4 55%	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	177	3	10	22	6	14	25	17	13	8	118	26	17	16
Weighted total	151	5	19	11	7	21	22	17	17	9	128	11	7	4
Our use of parcels services, including use of 1st and 2nd class, would not change	51	**	**	**	**	**	**	**	**	**	47	**	**	**
	34%	**	**	**	**	**	**	**	**	**	36%	**	**	**
We would send a similar number of parcels but use 2nd class postage more	34	**	**	**	**	**	**	**	**	**	27	**	**	**
	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
We would send fewer parcels to save money	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
We would switch to cheaper parcel service providers	47	**	**	**	**	**	**	**	**	**	38	**	**	**
	31%	**	**	**	**	**	**	**	**	**	30%	**	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Some other impact of postage price increase	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
We would not send any parcels as the price would be unaffordable	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (write in)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Would send fewer parcels	51	**	**	**	**	**	**	**	**	**	42	**	**	**
	34%	**	**	**	**	**	**	**	**	**	33%	**	**	**
NET: Would send a similar number of parcels	84	**	**	**	**	**	**	**	**	**	74	**	**	**
	56%	**	**	**	**	**	**	**	**	**	57%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%														
Unweighted total	177	11	7	21	5	8	21	18	13	14	118	26	17	16
Weighted total	151	17	13	11	7	14	17	18	15	17	129	11	7	4
Our use of parcels services, including use of 1st and 2nd class, would not change	51	**	**	**	**	**	**	**	**	**	47	**	**	**
	34%	**	**	**	**	**	**	**	**	**	37%	**	**	**
We would send a similar number of parcels but use 2nd class postage more	34	**	**	**	**	**	**	**	**	**	27	**	**	**
	22%	**	**	**	**	**	**	**	**	**	21%	**	**	**
We would send fewer parcels to save money	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
We would switch to cheaper parcel service providers	47	**	**	**	**	**	**	**	**	**	38	**	**	**
	31%	**	**	**	**	**	**	**	**	**	29%	**	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Some other impact of postage price increase	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
We would not send any parcels as the price would be unaffordable	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (write in)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Would send fewer parcels	51	**	**	**	**	**	**	**	**	**	42	**	**	**
	34%	**	**	**	**	**	**	**	**	**	33%	**	**	**
NET: Would send a similar number of parcels	84	**	**	**	**	**	**	**	**	**	75	**	**	**
	56%	**	**	**	**	**	**	**	**	**	58%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1968

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of parcels services, including use of 1st and 2nd class, would not change

We would send a similar number of parcels but use 2nd class postage more

We would send fewer parcels to save money

We would switch to cheaper parcel service providers

We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)

Some other impact of postage price increase

We would not send any parcels as the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer parcels

NET: Would send a similar number of parcels

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
177	^a 2	^b 26	^c 4	^d 18	^e 57	^f 9	^g 7	^h 54	^a 121	^b 56	^a 146	^b 31	^a 171	^b 6
151	*	23	1	21	58	1	5	41	113	38	126	25	140	11
51	**	**	**	**	21	**	**	14	36	14	38	**	48	**
34%	**	**	**	**	37%	**	**	35%	32%	38%	30%	a	35%	**
34	**	**	**	**	10	**	**	11	27	6	28	**	31	**
22%	**	**	**	**	18%	**	**	26%	24%	17%	22%	**	22%	**
4	**	**	**	**	2	**	**	*	4	*	4	**	4	**
3%	**	**	**	**	4%	**	**	%	4%	%	3%	**	3%	**
47	**	**	**	**	21	**	**	11	33	14	42	**	47	**
31%	**	**	**	**	36%	**	**	27%	29%	38%	33%	**	34%	**
12	**	**	**	**	4	**	**	3	10	2	11	**	7	**
8%	**	**	**	**	6%	**	**	8%	9%	5%	8%	**	5%	**
*	**	**	**	**	-	**	**	-	-	*	*	**	*	**
%	**	**	**	**	-%	**	**	-%	-%	%	%	**	%	**
1	**	**	**	**	-	**	**	-	-	1	1	**	-	**
1%	**	**	**	**	-%	**	**	-%	-%	2%	1%	**	-%	**
2	**	**	**	**	-	**	**	2	2	-	2	**	2	**
1%	**	**	**	**	-%	**	**	5%	2%	-%	2%	**	2%	**
*	**	**	**	**	*	**	**	*	*	-	*	**	*	**
%	**	**	**	**	%	**	**	%	%	-%	%	**	%	**
51	**	**	**	**	23	**	**	11	37	14	46	**	51	**
34%	**	**	**	**	39%	**	**	27%	33%	38%	37%	**	37%	**
84	**	**	**	**	32	**	**	25	64	21	66	**	79	**
56%	**	**	**	**	54%	**	**	61%	56%	55%	52%	a	56%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 11/05/18

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	177	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Weighted total	151	70	33	74	91	69	14	2	1	-	-	-	160	17	18	73	86
		61	19	71	103	37	11	*	*	-	-	-	140	11	26	77	48
Our use of parcels services, including use of 1st and 2nd class, would not change	51 34%	25 41%	**	21 30%	37 36% b	8 22%	**	**	**	**	**	**	45 32%	**	**	30 38%	13 28%
We would send a similar number of parcels but use 2nd class postage more	34 22%	14 23%	** ac	11 16%	25 25%	5 15%	**	**	**	**	**	**	31 22%	**	**	20 26%	8 17%
We would send fewer parcels to save money	4 3%	* *%	**	4 6%	2 2%	2 6%	**	**	**	**	**	**	4 3%	**	**	2 3%	2 4%
We would switch to cheaper parcel service providers	47 31%	14 23%	**	27 39% a	26 25%	18 49% a	**	**	**	**	**	**	44 32%	**	**	21 27%	21 44% b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12 8%	8 13% b	**	4 5%	10 10%	1 3%	**	**	**	**	**	**	11 8%	**	**	4 5%	1 3%
Some other impact of postage price increase	* *%	- -%	**	* *%	* *%	- -%	**	**	**	**	**	**	* *%	**	**	* *%	- -%
We would not send any parcels as the price would be unaffordable	1 1%	- -%	**	1 1%	1 1%	- -%	**	**	**	**	**	**	1 1%	**	**	1 1%	- -%
Other (write in)	2 1%	- -%	**	2 3%	* *%	2 6% a	**	**	**	**	**	**	2 2%	**	**	* *%	2 4%
Don't know (DO NOT READ OUT)	* *%	* *%	**	* *%	* *%	* 1%	**	**	**	**	**	**	* *%	**	**	* *%	* *%
NET: Would send fewer parcels	51 34%	14 23%	**	32 45% a	28 28%	20 55% a	**	**	**	**	**	**	49 35%	**	**	23 30%	23 48% b
NET: Would send a similar number of parcels	84 56%	39 64% c	**	32 45%	63 61% b	13 36%	**	**	**	**	**	**	76 55% b	**	**	49 64% c	22 45%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1970

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?**Base: All using RM to send a small parcel in the last month (QN3b=1)**

	TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent							
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g		a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	177	138	125	150	177	67	141	118	19	7	3	3	-	-		168	4	2	1	1	1	-	2
Weighted total	151	98	80	112	151	31	111	100	7	2	*	3	-	-		146	2	2	*	*	*	-	*
Our use of parcels services, including use of 1st and 2nd class, would not change	51 34%	33 34%	35 44%	38 34%	51 34%	7 21%	36 32%	37 37%	**	**	**	**	**	**		48 33%	**	**	**	**	**	**	**
We would send a similar number of parcels but use 2nd class postage more	34 22%	28 29%	17 21%	31 28%	34 22%	8 26%	28 26%	28 28%	**	**	**	**	**	**		34 23%	**	**	**	**	**	**	**
We would send fewer parcels to save money	4 3%	2 2%	* *%	2 2%	4 3%	2 7%	2 2%	2 2%	**	**	**	**	**	**		4 3%	**	**	**	**	**	**	**
We would switch to cheaper parcel service providers	47 31%	28 29%	21 26%	33 29%	47 31%	12 39%	30 27%	26 26%	**	**	**	**	**	**		45 31%	**	**	**	**	**	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12 8%	4 4%	7 8%	7 6%	12 8%	2 6%	11 10%	6 6%	**	**	**	**	**	**		12 8%	**	**	**	**	**	**	**
Some other impact of postage price increase	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	**	**	**	**	**	**		* *%	**	**	**	**	**	**	**
We would not send any parcels as the price would be unaffordable	1 1%	1 1%	- -%	1 1%	1 1%	- -%	- -%	1 1%	**	**	**	**	**	**		1 1%	**	**	**	**	**	**	**
Other (write in)	2 1%	* *%	* *%	* *%	2 1%	* *%	2 2%	* *%	**	**	**	**	**	**		2 1%	**	**	**	**	**	**	**
Don't know (DO NOT READ OUT)	* *%	* *%	* *%	* *%	* *%	* 1%	* *%	* *%	**	**	**	**	**	**		* *%	**	**	**	**	**	**	**
NET: Would send fewer parcels	51 34%	31 31%	21 27%	35 31%	51 34%	14 46%	33 30%	28 28%	**	**	**	**	**	**		49 34%	**	**	**	**	**	**	**
NET: Would send a similar number of parcels	84 56%	61 63%	52 65%	69 61%	84 56%	15 48%	64 58%	65 65%	**	**	**	**	**	**		82 56%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1971

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%																
Unweighted total	177	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Weighted total	151	25	36	39	47	3	57	36	44	37	3	97	9	70	152	25
		36	29	23	21	3	55	27	41	26	2	106	6	39	133	18
Our use of parcels services, including use of 1st and 2nd class, would not change	51	**	**	**	**	**	17	**	**	**	**	36	**	12	44	**
	34%	**	**	**	**	**	30%	**	**	**	**	34%	**	32%	33%	**
We would send a similar number of parcels but use 2nd class postage more	34	**	**	**	**	**	14	**	**	**	**	22	**	12	31	**
	22%	**	**	d	**	**	26%	**	**	**	**	21%	**	30%	24%	**
We would send fewer parcels to save money	4	**	**	**	**	**	4	**	**	**	**	2	**	2	4	**
	3%	**	**	**	**	**	8%	**	**	**	**	2%	**	6%	3%	**
We would switch to cheaper parcel service providers	47	**	**	**	**	**	11	**	**	**	**	37	**	7	39	**
	31%	**	**	**	bc	**	20%	**	**	ac	**	35% c	**	18%	29%	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	**	**	**	**	**	8	**	**	**	**	7	**	4	11	**
	8%	**	**	**	**	**	14% b	**	**	**	**	7%	**	11%	9%	**
Some other impact of postage price increase	*	**	**	**	**	**	*	**	**	**	**	*	**	-	*	**
	*%	**	**	**	**	**	*%	**	**	**	**	*%	**	-%	*%	**
We would not send any parcels as the price would be unaffordable	1	**	**	**	**	**	1	**	**	**	**	-	**	1	1	**
	1%	**	**	**	**	**	2%	**	**	**	**	-%	**	2%	1%	**
Other (write in)	2	**	**	**	**	**	-	**	**	**	**	2	**	*	2	**
	1%	**	**	**	**	**	-%	**	**	**	**	2%	**	*%	2%	**
Don't know (DO NOT READ OUT)	*	**	**	**	**	**	*	**	**	**	**	-	**	*	*	**
	*%	**	**	**	**	**	*%	**	**	**	**	-%	**	1%	*%	**
NET: Would send fewer parcels	51	**	**	**	**	**	15	**	**	**	**	39	**	9	43	**
	34%	**	**	**	bc	**	28%	**	**	ac	**	37%	**	24%	32%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 11/05/18

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
177	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
151	25	36	39	47	3	57	36	44	37	3	97	9	70	152	25
	36	29	23	21	3	55	27	41	26	2	106	6	39	133	18
84	**	**	**	**	**	31	**	**	**	**	57	**	24	75	**
56%	**	**	**	**	**	56%	**	**	**	**	54%	**	62%	56%	**
			d												

Significance Level: 95%
Unweighted total
Weighted total
NET: Would send a similar number of parcels

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	177	140	10	141	36	137	13	137	40	65	122	42	-
Weighted total	151	108	4	129	22	105	7	117	34	44	80	22	-
Our use of parcels services, including use of 1st and 2nd class, would not change	51 34%	35 33%	** **	44 34%	** **	35 33%	** **	41 35%	** **	20 46% b	19 23%	** ** b	** **
We would send a similar number of parcels but use 2nd class postage more	34 22%	31 29%	** **	29 22%	** **	28 27%	** **	26 22%	** **	8 18%	25 32% c	** **	** **
We would send fewer parcels to save money	4 3%	2 2%	** **	4 3%	** **	2 2%	** **	4 4%	** **	* *% a	2 3%	** ** a	** **
We would switch to cheaper parcel service providers	47 31%	31 29%	** **	38 29%	** **	31 29%	** **	33 28%	** **	14 33%	28 35%	** **	** **
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12 8%	7 6%	** **	11 9%	** **	7 7%	** **	9 8%	** **	* *% a	4 5%	** **	** **
Some other impact of postage price increase	* *%	* *%	** **	* *%	** **	* *%	** **	* *%	** **	- -% a	* *%	** **	** **
We would not send any parcels as the price would be unaffordable	1 1%	1 1%	** **	1 1%	** **	1 1%	** **	1 1%	** **	1 2%	1 1%	** **	** **
Other (write in)	2 1%	* *%	** **	2 2%	** **	* *%	** **	2 2%	** **	* *%	* *%	** **	** **
Don't know (DO NOT READ OUT)	* *%	* *%	** **	* *%	** **	* *%	** **	* *%	** **	* *%	* *%	** **	** **
NET: Would send fewer parcels	51 34%	33 31%	** **	42 32%	** **	33 32%	** **	37 32%	** **	15 33%	30 38%	** **	** **
NET: Would send a similar number of parcels	84 56%	66 62%	** **	72 56%	** **	63 61%	** **	67 58%	** **	28 64%	44 55%	** **	** **

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1974

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	177	57	108	27	-	119	126	44	-	127	115	151	125	95	5
Weighted total	151	39	62	11	-	104	107	30	-	91	76	135	91	67	3
Our use of parcels services, including use of 1st and 2nd class, would not change	51 34%	23 58% b	23 37%	**	**	38 36%	32 30%	**	**	31 34%	33 43%	45 33%	27 29%	17 26%	**
We would send a similar number of parcels but use 2nd class postage more	34 22%	9 22%	11 17%	**	**	27 26% c	21 20%	**	**	26 28%	16 21%	31 23%	26 29%	18 27%	**
We would send fewer parcels to save money	4 3%	* *%	* *%	**	**	2 2%	2 2%	**	**	2 3%	* *%	4 3%	2 3%	2 4%	**
We would switch to cheaper parcel service providers	47 31%	4 10%	21 34% a	**	**	30 29%	39 37%	**	**	27 29%	20 27%	40 30%	28 30%	23 34%	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12 8%	4 9%	7 11%	**	**	6 6%	9 8%	**	**	4 5%	7 9%	11 8%	7 7%	6 9%	**
Some other impact of postage price increase	* *%	- -%	* *%	**	**	- -%	* *%	**	**	* *%	* *%	* *%	* *%	* *%	**
We would not send any parcels as the price would be unaffordable	1 1%	- -%	- -%	**	**	1 1%	1 1%	**	**	1 1%	- -%	1 1%	1 1%	- -%	**
Other (write in)	2 1%	- -%	* *%	**	**	- -%	2 2%	**	**	* *%	* *%	2 2%	* *%	- -%	**
Don't know (DO NOT READ OUT)	* *%	* *%	* *%	**	**	* *%	* *%	**	**	* *%	* *%	* *%	* *%	* *%	**
NET: Would send fewer parcels	51 34%	4 11%	21 35% a	**	**	32 31%	42 39%	**	**	29 32%	20 27%	44 33%	30 33%	25 38%	**
NET: Would send a similar number of parcels	84 56%	32 80% b	33 54%	**	**	65 63% b	53 50%	**	**	57 62%	48 64%	76 56%	53 58%	35 53%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

 Produced by OLR
 Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1975

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
177 151	a 126 99	b 76 55	c 88 75	d 32 14	*e 27 12	a 124 98	b 96 66	*a 5 2	*b 4 2	*c 4 7	*d 3 4	a 169 142	b 158 129	c 171 142	d 165 140	e 174 148
51 34%	27 28%	10 19%	27 36% b	** b	** **	26 26%	11 17%	** **	** **	** **	** **	49 34%	45 35%	49 34%	48 35%	50 34%
34 22%	24 25%	10 18%	18 24%	** **	** **	25 25%	16 25%	** **	** **	** **	** **	32 22%	29 23%	32 22%	33 23%	34 23%
4 3%	2 2%	* *%	2 3%	** **	** **	2 2%	* *%	** **	** **	** **	** **	4 3%	2 2%	4 3%	2 2%	4 3%
47 31%	35 35%	27 48% c	24 32%	** **	** **	35 36%	28 42%	** **	** **	** **	** **	42 30%	40 31%	42 30%	45 32%	45 30%
12 8%	7 7%	8 14% c	3 4%	** **	** **	7 7%	8 12%	** **	** **	** **	** **	12 8%	9 7%	12 8%	9 6%	11 7%
* *%	* *%	* *%	- -%	** **	** **	* *%	* *%	** **	** **	** **	** **	* *%	* *%	* *%	* *%	* *%
1 1%	1 1%	- -%	1 1%	** b **	** **	1 1%	- -%	** **	** **	** **	** **	1 1%	1 1%	1 1%	1 1%	1 1%
2 1%	2 2%	* *%	* *%	** **	** **	2 2%	2 3%	** **	** **	** **	** **	2 1%	2 2%	2 1%	2 2%	2 1%
* *%	* *%	* *%	* *%	** **	** **	* *%	* *%	** **	** **	** **	** **	* *%	* *%	* *%	* *%	* *%
51 34%	38 38%	27 49%	26 35%	** **	** **	38 38%	28 43%	** **	** **	** **	** **	47 33%	43 33%	47 33%	47 34%	49 33%
84 56%	52 52% b	20 36%	45 60% b	** **	** **	50 51%	28 42%	** **	** **	** **	** **	80 57%	75 58%	81 57%	81 58%	84 57%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
 Issue date: 11/05/18

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%															
Unweighted total	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Weighted total	112	170	61	-	147	6	28	137	47	2	11	42	27	120	30
	92	146	39	-	122	8	38	105	46	*	14	36	25	104	22
Our use of parcels services, including use of 1st and 2nd class, would not change	51	34	48	11	44	**	**	34	**	**	**	**	**	41	**
	34%	37%	33%	28%	36%	**	**	33%	**	**	**	**	**	39%	**
We would send a similar number of parcels but use 2nd class postage more	34	26	33	12	25	**	**	26	**	**	**	**	**	25	**
	22%	28%	23%	31%	21%	**	**	25%	**	**	**	**	**	24% c	**
We would send fewer parcels to save money	4	2	4	*	4	**	**	4	**	**	**	**	**	4	**
	3%	2%	3%	1%	4%	**	**	4%	**	**	**	**	**	4%	**
We would switch to cheaper parcel service providers	47	22	45	12	35	**	**	29	**	**	**	**	**	23	**
	31%	23%	31%	31%	28%	**	**	27%	**	**	**	**	**	22%	b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	7	12	3	11	**	**	9	**	**	**	**	**	8	**
	8%	7%	8%	8%	9%	**	**	8%	**	**	**	**	**	8%	**
Some other impact of postage price increase	*	-	*	-	*	**	**	*	**	**	**	**	**	*	**
	1%	-%	1%	-%	1%	**	**	1%	**	**	**	**	**	1%	**
We would not send any parcels as the price would be unaffordable	1	1	1	1	-	**	**	-	**	**	**	**	**	1	**
	1%	1%	1%	2%	-%	**	**	-%	**	**	**	**	**	1%	**
Other (write in)	2	*	2	*	2	**	**	2	**	**	**	**	**	2	**
	1%	1%	1%	1%	2%	**	**	2%	**	**	**	**	**	2%	**
Don't know (DO NOT READ OUT)	*	*	*	*	*	**	**	*	**	**	**	**	**	*	**
	1%	1%	1%	1%	1%	**	**	1%	**	**	**	**	**	1%	**
NET: Would send fewer parcels	51	24	49	12	39	**	**	33	**	**	**	**	**	27	**
	34%	26%	34%	32%	32%	**	**	32%	**	**	**	**	**	26%	b
NET: Would send a similar number of parcels	84	60	81	23	69	**	**	60	**	**	**	**	**	66	**
	56%	66%	56%	58%	57%	**	**	58%	**	**	**	**	**	63% c	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 130 (continuation)

Page 1977

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%		^a	^b	c	a	b	a	^b	c	d	a	b	c	d
Unweighted total	177	29	14	133	93	84	148	19	177	81	126	57	106	64
Weighted total	151	34	17	99	84	67	112	4	151	63	108	46	88	49
Our use of parcels services, including use of 1st and 2nd class, would not change	51	**	**	40	25	25	38	**	51	13	37	8	30	10
	34%	**	**	40%	30%	38%	34% d	**	34% d	21%	34% b	17%	34% b	20%
We would send a similar number of parcels but use 2nd class postage more	34	**	**	27	23	11	31	**	34	14	27	15	28	13
	22%	**	**	27%	27%	16%	28%	**	22%	23%	25%	32%	31%	27%
We would send fewer parcels to save money	4	**	**	4	2	2	2	**	4	2	2	*	2	*
	3%	**	**	4%	3%	3%	2%	**	3%	3%	2%	%	3%	%
We would switch to cheaper parcel service providers	47	**	**	17	27	20	33	**	47	27	32	19	21	24
	31%	**	**	17%	32%	30%	29%	**	31%	43% a	30%	42% c	24%	50% ac
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	**	**	8	4	8	7	**	12	5	6	3	6	1
	8%	**	**	8%	4%	12%	6%	**	8%	8%	5%	7%	7%	2%
Some other impact of postage price increase	*	**	**	*	-	*	*	**	*	-	*	*	-	*
	%	**	**	%	-%	%	%	**	%	-%	%	%	-%	%
We would not send any parcels as the price would be unaffordable	1	**	**	1	1	-	1	**	1	1	1	1	1	-
	1%	**	**	1%	1%	-%	1%	**	1%	1%	1%	2%	1%	-%
Other (write in)	2	**	**	2	2	*	*	**	2	-	2	-	*	-
	1%	**	**	2%	2%	%	%	**	1%	-%	2%	-%	%	-%
Don't know (DO NOT READ OUT)	*	**	**	*	*	*	*	**	*	-	*	*	*	*
	%	**	**	%	%	%	%	**	%	-%	%	%	%	%
NET: Would send fewer parcels	51	**	**	22	29	23	35	**	51	30	34	19	24	25
	34%	**	**	22%	34%	34%	31%	**	34%	47% a	32%	42%	27%	50% ac
NET: Would send a similar number of parcels	84	**	**	66	48	36	69	**	84	28	64	23	57	23
	56%	**	**	67%	57%	54%	61% d	**	56%	44%	59%	49%	65% d	47%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QN7c. If your business' total cost of sending parcels went up by 10% as a result of price rises, which of the following statements best represent what your business would do in response?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
Unweighted total	177	44	76	13	36
Weighted total	151	31	62	7	40
Our use of parcels services, including use of 1st and 2nd class, would not change	51	**	11	**	**
	34%	**	18%	**	b
We would send a similar number of parcels but use 2nd class postage more	34	**	17	**	**
	22%	**	27%	**	**
We would send fewer parcels to save money	4	**	4	**	**
	3%	**	7%	**	**
We would switch to cheaper parcel service providers	47	**	25	**	**
	31%	**	40%	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	12	**	4	**	**
	8%	**	6%	**	**
Some other impact of postage price increase	*	**	*	**	**
	1%	**	1%	**	**
We would not send any parcels as the price would be unaffordable	1	**	1	**	**
	1%	**	1%	**	**
Other (write in)	2	**	-	**	**
	1%	**	-%	**	**
Don't know (DO NOT READ OUT)	*	**	*	**	**
	1%	**	1%	**	**
NET: Would send fewer parcels	51	**	29	**	**
	34%	**	47%	**	**
NET: Would send a similar number of parcels	84	**	28	**	**
	56%	**	45%	**	**
				ab	

Columns Tested: a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	*e
Unweighted total	177	78	49	34	16	99	37	23	10	7	18
Weighted total	151	143	4	3	1	8	61	33	7	2	2
Our use of parcels services, including use of 1st and 2nd class, would not change	40 26%	39 27% c	** ** c	** **	** **	1 17%	** **	** **	** **	** **	** **
We would send a similar number of parcels but use 2nd class postage more	30 20%	28 20%	** **	** **	** **	2 19%	** **	** **	** **	** **	** **
We would send fewer parcels to save money	5 3%	4 3%	** **	** **	** **	* 6%	** **	** **	** **	** **	** **
We would switch to cheaper parcel service providers	60 40%	57 40%	** **	** **	** **	3 41%	** **	** **	** **	** **	** **
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11 7%	11 7%	** **	** **	** **	1 9%	** **	** **	** **	** **	** **
Some other impact of postage price increase	- -%	- -%	** **	** **	** **	- -%	** **	** **	** **	** **	** **
We would not send any parcels as the price would be unaffordable	2 1%	2 1%	** **	** **	** **	* 1%	** **	** **	** **	** **	** **
Other (write in)	3 2%	3 2%	** **	** **	** **	* 1%	** **	** **	** **	** **	** **
Don't know (DO NOT READ OUT)	1 *%	- -%	** ** a	** ** a	** **	1 7% a	** **	** **	** **	** **	** **
NET: Would send fewer parcels	65 43%	61 43%	** **	** **	** **	4 47%	** **	** **	** **	** **	** **
NET: Would send a similar number of parcels	70 46%	67 47%	** **	** **	** **	3 36%	** **	** **	** **	** **	** **

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	177	3	10	22	6	14	25	17	13	8	118	26	17	16
Weighted total	151	5	19	11	7	21	22	17	17	9	128	11	7	4
Our use of parcels services, including use of 1st and 2nd class, would not change	40	**	**	**	**	**	**	**	**	**	37	**	**	**
	26%	**	**	**	**	**	**	**	**	**	29%	**	**	**
We would send a similar number of parcels but use 2nd class postage more	30	**	**	**	**	**	**	**	**	**	24	**	**	**
	20%	**	**	**	**	**	**	**	**	**	19%	**	**	**
We would send fewer parcels to save money	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
We would switch to cheaper parcel service providers	60	**	**	**	**	**	**	**	**	**	50	**	**	**
	40%	**	**	**	**	**	**	**	**	**	39%	**	**	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11	**	**	**	**	**	**	**	**	**	9	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**
Some other impact of postage price increase	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
We would not send any parcels as the price would be unaffordable	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other (write in)	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Don't know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	1	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Would send fewer parcels	65	**	**	**	**	**	**	**	**	**	54	**	**	**
	43%	**	**	**	**	**	**	**	**	**	42%	**	**	**
NET: Would send a similar number of parcels	70	**	**	**	**	**	**	**	**	**	61	**	**	**
	46%	**	**	**	**	**	**	**	**	**	48%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of parcels services, including use of 1st and 2nd class, would not change

We would send a similar number of parcels but use 2nd class postage more

We would send fewer parcels to save money

We would switch to cheaper parcel service providers

We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)

Some other impact of postage price increase

We would not send any parcels as the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer parcels

NET: Would send a similar number of parcels

TOTAL	GOR (sample)												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
177	11	7	21	5	8	21	18	13	14	118	26	17	16
151	17	13	11	7	14	17	18	15	17	129	11	7	4
40	**	**	**	**	**	**	**	**	**	38	**	**	**
26%	**	**	**	**	**	**	**	**	**	29%	**	**	**
30	**	**	**	**	**	**	**	**	**	24	**	**	**
20%	**	**	**	**	**	**	**	**	**	19%	**	**	**
5	**	**	**	**	**	**	**	**	**	4	**	**	**
3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
60	**	**	**	**	**	**	**	**	**	50	**	**	**
40%	**	**	**	**	**	**	**	**	**	39%	**	**	**
11	**	**	**	**	**	**	**	**	**	9	**	**	**
7%	**	**	**	**	**	**	**	**	**	7%	**	**	**
-	**	**	**	**	**	**	**	**	**	-	**	**	**
-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
2	**	**	**	**	**	**	**	**	**	-	**	**	**
1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
3	**	**	**	**	**	**	**	**	**	3	**	**	**
2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
1	**	**	**	**	**	**	**	**	**	1	**	**	**
*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
65	**	**	**	**	**	**	**	**	**	54	**	**	**
43%	**	**	**	**	**	**	**	**	**	42%	**	**	**
70	**	**	**	**	**	**	**	**	**	62	**	**	**
46%	**	**	**	**	**	**	**	**	**	48%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1982

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%

Unweighted total

Weighted total

Our use of parcels services, including use of 1st and 2nd class, would not change

We would send a similar number of parcels but use 2nd class postage more

We would send fewer parcels to save money

We would switch to cheaper parcel service providers

We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)

Some other impact of postage price increase

We would not send any parcels as the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer parcels

NET: Would send a similar number of parcels

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
177	*a 2	*b 26	*c 4	*d 18	e 57	*f 9	*g 7	h 54	a 121	b 56	a 146	b 31	a 171	*b 6
151	*	23	1	21	58	1	5	41	113	38	126	25	140	11
40	**	**	**	**	17	**	**	13	26	14	33	**	38	**
26%	**	**	**	**	29%	**	**	32%	23%	37% a	26%	**	27%	**
30	**	**	**	**	8	**	**	8	24	6	21	**	28	**
20%	**	**	**	**	13%	**	**	18%	21%	16%	17%	** a	20%	**
5	**	**	**	**	2	**	**	2	5	*	4	**	3	**
3%	**	**	**	**	4%	**	**	6%	4%	*%	4%	**	2%	**
60	**	**	**	**	28	**	**	12	46	14	53	**	59	**
40%	**	**	**	**	48% h	**	**	29%	40%	38%	42%	**	42%	**
11	**	**	**	**	1	**	**	5	9	2	10	**	9	**
7%	**	**	**	**	2%	**	**	12% e	8%	6%	8%	**	6%	**
-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
2	**	**	**	**	-	**	**	1	1	1	2	**	1	**
1%	**	**	**	**	-%	**	**	2%	1%	2%	1%	**	1%	**
3	**	**	**	**	3	**	**	-	3	-	3	**	3	**
2%	**	**	**	**	4%	**	**	-%	2%	-%	2%	**	2%	**
1	**	**	**	**	*	**	**	*	1	*	*	**	1	**
*%	**	**	**	**	*%	**	**	*%	*%	*%	*%	**	*%	**
65	**	**	**	**	30	**	**	14	50	14	57	**	62	**
43%	**	**	**	**	52%	**	**	35%	44%	38%	45%	**	44%	**
70	**	**	**	**	25	**	**	21	50	20	54	**	65	**
46%	**	**	**	**	42%	**	**	50%	44%	54%	43%	** a	47%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1983

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	177	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Weighted total	151	70	33	74	91	69	14	2	1	-	-	-	160	17	18	73	86
		61	19	71	103	37	11	*	*	-	-	-	140	11	26	77	48
Our use of parcels services, including use of 1st and 2nd class, would not change	40	15	**	21	29	5	**	**	**	**	**	**	35	**	**	22	10
	26%	25%	**	29%	29% b	14%	**	**	**	**	**	**	25%	**	**	28%	22%
We would send a similar number of parcels but use 2nd class postage more	30	15	**	8	24	3	**	**	**	**	**	**	27	**	**	20	6
	20%	25% c	c	12%	24% b	8%	**	**	**	**	**	**	19% b	**	**	26% c	12%
We would send fewer parcels to save money	5	2	**	2	4	*	**	**	**	**	**	**	5	**	**	2	*
	3%	4%	**	3%	4%	*%	**	**	**	**	**	**	3%	**	**	3%	*%
We would switch to cheaper parcel service providers	60	22	**	30	34	23	**	**	**	**	**	**	57	**	**	26	26
	40%	37%	**	43%	34%	62% a	**	**	**	**	**	**	41%	**	**	34%	53% b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11	5	**	6	8	3	**	**	**	**	**	**	11	**	**	6	3
	7%	8%	**	9%	8%	9%	**	**	**	**	**	**	8%	**	**	7%	7%
Some other impact of postage price increase	-	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
We would not send any parcels as the price would be unaffordable	2	1	**	1	2	-	**	**	**	**	**	**	2	**	**	1	-
	1%	2%	**	1%	2%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
Other (write in)	3	-	**	3	-	3	**	**	**	**	**	**	3	**	**	-	3
	2%	-%	**	4%	-%	7% a	**	**	**	**	**	**	2%	**	**	-%	6% b
Don't know (DO NOT READ OUT)	1	*	**	*	*	*	**	**	**	**	**	**	1	**	**	*	*
	*%	*%	**	*%	*%	1%	**	**	**	**	**	**	*%	**	**	*%	1%
NET: Would send fewer parcels	65	24	**	32	39	23	**	**	**	**	**	**	62	**	**	29	26
	43%	40%	**	46%	38%	62% a	**	**	**	**	**	**	44%	**	**	37%	54% b
NET: Would send a similar number of parcels	70	30	**	29	54	8	**	**	**	**	**	**	62	**	**	42	16
	46%	50%	**	41%	52% b	22%	**	**	**	**	**	**	44% b	**	**	54% c	33%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

Q7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%
Unweighted total
Weighted total

Our use of parcels
services, including use
of 1st and 2nd class,
would not change

We would send a similar
number of parcels but
use 2nd class postage
more

We would send fewer
parcels to save money

We would switch to
cheaper parcel service
providers

We would find
alternative ways to
deliver parcels (e.g
ask customers to pick
them up from a warehouse
or use a collection
point)

Some other impact of
postage price increase

We would not send any
parcels as the price
would be unaffordable

Other (write in)

Don't know (DO NOT READ
OUT)

NET: Would send fewer
parcels

NET: Would send a
similar number of
parcels

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
177	a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
151	138	125	150	177	67	141	118	19	7	3	3	-	-	168	4	2	1	1	1	-	2
	98	80	112	151	31	111	100	7	2	*	3	-	-	146	2	2	*	*	*	-	*
40	29	31	31	40	6	32	31	**	**	**	**	**	**	38	**	**	**	**	**	**	**
26%	30%	39% de	28%	26%	20%	29%	31%	**	**	**	**	**	**	26%	**	**	**	**	**	**	**
30	22	17	27	30	7	20	24	**	**	**	**	**	**	30	**	**	**	**	**	**	**
20%	22%	21%	24%	20%	22%	18%	24%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**
5	*	*	*	5	*	2	*	**	**	**	**	**	**	5	**	**	**	**	**	**	**
3%	*%	*%	*%	3%	1%	2%	*%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
60	36	22	40	60	15	41	33	**	**	**	**	**	**	58	**	**	**	**	**	**	**
40%	37%	27%	36%	40% b	47% b	37%	33%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**
11	6	7	9	11	2	11	8	**	**	**	**	**	**	11	**	**	**	**	**	**	**
7%	7%	9%	8%	7%	6%	10%	8%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**
-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
2	1	*	1	2	1	1	1	**	**	**	**	**	**	2	**	**	**	**	**	**	**
1%	1%	*%	1%	1%	3%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**
3	3	3	3	3	*	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
2%	3%	3%	2%	2%	*%	2%	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**
1	*	*	*	1	*	*	*	**	**	**	**	**	**	1	**	**	**	**	**	**	**
*%	*%	*%	*%	*%	1%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
65	36	22	41	65	15	44	33	**	**	**	**	**	**	62	**	**	**	**	**	**	**
43%	37%	28%	36%	43% b	48% b	40% b	33%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**
70	51	48	58	70	13	52	55	**	**	**	**	**	**	68	**	**	**	**	**	**	**
46%	52% def	60%	52%	46%	42%	47%	55%	**	**	**	**	**	**	46%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1985

QN7d. And if parcels prices went up by 20% what would your business do?**Base: All using RM to send a small parcel in the last month (QN3b=1)**

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
177	25	36	39	47	3	57	36	44	37	3	97	9	70	152	25
151	36	29	23	21	3	55	27	41	26	2	106	6	39	133	18
40	**	**	**	**	**	16	**	**	**	**	27	**	10	37	**
26%	**	**	**	**	**	30%	**	**	**	**	26%	**	26%	28%	**
30	**	**	**	**	**	11	**	**	**	**	18	**	12	28	**
20%	**	**	d	**	**	19%	**	**	**	**	17%	**	30% a	21%	**
5	**	**	**	**	**	4	**	**	**	**	*	**	4	5	**
3%	**	**	**	**	**	8%	**	**	**	**	-%	**	12% a	3%	**
60	**	**	**	**	**	17	**	**	**	**	49	**	8	47	**
40%	**	**	**	bc	**	30%	**	**	a	**	46% c	**	21%	36%	**
11	**	**	**	**	**	5	**	**	**	**	9	**	2	11	**
7%	**	d	**	**	**	9%	**	**	**	**	8%	**	6%	8%	**
-	**	**	**	**	**	-	**	**	**	**	-	**	-	-	**
-%	**	**	**	**	**	-%	**	**	**	**	-%	**	-%	-%	**
2	**	**	**	**	**	2	**	**	**	**	-	**	2	2	**
1%	**	**	**	**	**	3%	**	**	**	**	-%	**	5% a	1%	**
3	**	**	**	**	**	*	**	**	**	**	3	**	-	3	**
2%	**	**	bd	**	**	-%	**	**	**	**	3%	**	-%	2%	**
1	**	**	**	**	**	*	**	**	**	**	-	**	*	1	**
*%	**	**	**	**	**	-%	**	**	**	**	-%	**	1%	-%	**
65	**	**	**	**	**	21	**	**	**	**	49	**	13	52	**
43%	**	**	**	bc	**	38%	**	**	**	**	46%	**	32%	39%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 11/05/18

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
177	*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
151	25	36	39	47	3	57	36	44	37	3	97	9	70	152	25
	36	29	23	21	3	55	27	41	26	2	106	6	39	133	18
70	**	**	**	**	**	27	**	**	**	**	45	**	22	65	**
46%	**	**	**	**	**	49%	**	**	**	**	43%	**	56%	49%	**
			d												

Significance Level: 95%
Unweighted total
Weighted total
NET: Would send a similar number of parcels

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN7d. And if parcels prices went up by 20% what would your business do?**Base: All using RM to send a small parcel in the last month (QN3b=1)**

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	177	140	10	141	36	137	13	137	40	65	122	42	-
Weighted total	151	108	4	129	22	105	7	117	34	44	80	22	-
Our use of parcels services, including use of 1st and 2nd class, would not change	40 26%	31 29%	** **	37 29% b	** **	31 30%	** **	35 30%	** **	19 42% b	16 20%	** ** b	** **
We would send a similar number of parcels but use 2nd class postage more	30 20%	27 25%	** **	25 19%	** **	24 23%	** **	23 19%	** **	6 14%	21 26%	** **	** **
We would send fewer parcels to save money	5 3%	* *%	** **	4 3%	** **	* *%	** **	4 4%	** **	* *%	* *%	** **	** **
We would switch to cheaper parcel service providers	60 40%	36 34%	** **	46 36% a	** **	36 34%	** **	41 35% a	** **	15 34%	36 44%	** **	** **
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11 7%	9 8%	** **	11 9%	** **	9 9%	** **	8 7%	** **	* 1% a	6 8% a	** **	** **
Some other impact of postage price increase	- -%	- -%	** **	- -%	** **	- -%	** **	- -%	** **	- -%	- -%	** **	** **
We would not send any parcels as the price would be unaffordable	2 1%	1 1%	** **	2 1%	** **	1 1%	** **	2 2%	** **	1 2%	1 1%	** **	** **
Other (write in)	3 2%	3 2%	** **	3 2%	** **	3 2%	** **	3 2%	** **	3 6% b	- -%	** **	** **
Don't know (DO NOT READ OUT)	1 *%	* *%	** **	1 *%	** **	* *%	** **	1 *%	** **	* 1%	* 1%	** **	** **
NET: Would send fewer parcels	65 43%	37 34%	** **	51 39% a	** **	36 35%	** **	46 39%	** **	15 35%	36 45%	** **	** **

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
	a	*b	a	b	a	*b	a	b	a	b	c	*d
177	140	10	141	36	137	13	137	40	65	122	42	-
151	108	4	129	22	105	7	117	34	44	80	22	-
70	58	**	63	**	55	**	57	**	25	37	**	**
46%	54%	**	48%	**	53%	**	49%	**	56%	45%	**	**

Significance Level: 95%

Unweighted total

Weighted total

NET: Would send a similar number of parcels

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?**Base: All using RM to send a small parcel in the last month (QN3b=1)**

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	177	57	108	27	-	119	126	44	-	127	115	151	125	95	5
Weighted total	151	39	62	11	-	104	107	30	-	91	76	135	91	67	3
Our use of parcels services, including use of 1st and 2nd class, would not change	40 26%	19 48%	20 33%	**	**	27 26%	25 23%	**	**	29 32%	29 38%	37 27%	23 25%	16 24%	**
We would send a similar number of parcels but use 2nd class postage more	30 20%	9 23%	13 20%	**	**	24 23%	19 17%	**	**	20 22%	16 21%	27 20%	25 27%	14 21%	**
We would send fewer parcels to save money	5 3%	* *%	* *%	**	**	2 2%	2 2%	**	**	* *%	* *%	4 3%	* *%	* 1%	**
We would switch to cheaper parcel service providers	60 40%	5 12%	22 35% a	**	**	40 39%	49 45%	**	**	32 35%	21 28%	51 38%	33 36%	28 42%	**
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11 7%	4 9%	7 11%	**	**	5 5%	11 10%	**	**	6 7%	7 9%	11 8%	9 10%	8 12%	**
Some other impact of postage price increase	- -%	- -%	- -%	**	**	- -%	- -%	**	**	- -%	- -%	- -%	- -%	- -%	**
We would not send any parcels as the price would be unaffordable	2 1%	* *%	* *%	**	**	2 2%	1 1%	**	**	1 1%	* *%	2 1%	1 1%	* *%	**
Other (write in)	3 2%	3 7% b	- -%	**	**	3 3%	- -%	**	**	3 3%	3 3%	3 2%	- -%	- -%	**
Don't know (DO NOT READ OUT)	1 *%	* *%	* *%	**	**	* *%	1 *%	**	**	* *%	* *%	1 *%	* *%	* *%	**
NET: Would send fewer parcels	65 43%	5 12%	22 36% a	**	**	43 41%	51 48%	**	**	32 35%	21 28%	55 41% b	33 36%	28 42%	**
NET: Would send a similar number of parcels	70 46%	28 71% b	33 53%	**	**	51 49%	44 41%	**	**	49 53%	45 59%	64 47%	48 52%	30 45%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1990

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	177	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	151	126	76	88	32	27	124	96	5	4	4	3	169	158	171	165	174
		99	55	75	14	12	98	66	2	2	7	4	142	129	142	140	148
Our use of parcels services, including use of 1st and 2nd class, would not change	40	22	8	21	**	**	20	11	**	**	**	**	40	37	40	40	40
	26%	22%	14%	28% b	**	**	21%	16%	**	**	**	**	28%	28%	28%	28%	27%
We would send a similar number of parcels but use 2nd class postage more	30	22	7	17	**	**	22	12	**	**	**	**	29	29	29	29	30
	20%	22%	13%	22%	**	**	23%	18%	**	**	**	**	20%	23%	20%	21%	20%
We would send fewer parcels to save money	5	*	2	*	**	**	*	2	**	**	**	**	5	2	5	5	5
	3%	*%	4% a	*%	**	**	*%	4%	**	**	**	**	3%	2%	3%	3%	3%
We would switch to cheaper parcel service providers	60	42	32	27	**	**	42	31	**	**	**	**	53	49	53	54	58
	40%	43%	58% ac	36%	**	**	43%	47%	**	**	**	**	37%	38%	37%	38%	39%
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11	11	6	5	**	**	11	10	**	**	**	**	11	10	11	8	10
	7%	11%	11%	7%	**	**	11%	15%	**	**	**	**	8%	8%	8%	6%	7%
Some other impact of postage price increase	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
We would not send any parcels as the price would be unaffordable	2	1	-	2	**	**	1	*	**	**	**	**	1	1	1	2	2
	1%	1%	-%	2%	**	**	1%	*%	**	**	**	**	1%	1%	1%	1%	1%
					b												
Other (write in)	3	-	-	3	**	**	-	-	**	**	**	**	3	*	3	3	3
	2%	-%	-%	3% a	**	**	-%	-%	**	**	**	**	2%	*%	2%	2%	2%
Don't know (DO NOT READ OUT)	1	1	*	*	**	**	1	*	**	**	**	**	1	*	1	1	1
	*%	1%	*%	*%	**	**	1%	*%	**	**	**	**	*%	*%	*%	*%	*%
NET: Would send fewer parcels	65	43	34	27	**	**	43	33	**	**	**	**	58	52	58	58	63
	43%	43%	62% acd	37%	**	**	44%	50%	**	**	**	**	41%	40%	41%	41%	42%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
Issue date: 11/05/18

QN7d. And if parcels prices went up by 20% what would your business do?

Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%
Unweighted total
Weighted total

NET: Would send a
similar number of
parcels

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
177	a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
151	126	76	88	32	27	124	96	5	4	4	3	169	158	171	165	174
	99	55	75	14	12	98	66	2	2	7	4	142	129	142	140	148
70	44	15	38	**	**	43	22	**	**	**	**	69	66	69	69	70
46%	45% b	27%	50% b	** b	**	44%	34%	**	**	**	**	48%	51%	48%	49%	47%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1992

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

		Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	TOTAL	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	177	112	170	61	-	147	6	28	137	47	2	11	42	27	120	30
Weighted total	151	92	146	39	-	122	8	38	105	46	*	14	36	25	104	22
Our use of parcels services, including use of 1st and 2nd class, would not change	40	26	40	6	**	36	**	**	26	**	**	**	**	**	31	**
	26%	28%	27%	16%	**	29%	**	**	25%	**	**	**	**	**	30%	**
We would send a similar number of parcels but use 2nd class postage more	30	23	29	9	**	24	**	**	25	**	**	**	**	**	20	**
	20%	25%	20%	23%	**	20%	**	**	24%	**	**	**	**	**	19%	**
															c	
We would send fewer parcels to save money	5	2	5	*	**	5	**	**	4	**	**	**	**	**	5	**
	3%	3%	3%	1%	**	4%	**	**	4%	**	**	**	**	**	4%	**
We would switch to cheaper parcel service providers	60	30	56	17	**	45	**	**	37	**	**	**	**	**	33	**
	40%	33%	38%	44%	**	37%	**	**	35%	**	**	**	**	**	32%	**
																b
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11	6	11	3	**	11	**	**	11	**	**	**	**	**	10	**
	7%	7%	8%	8%	**	9%	**	**	11%	**	**	**	**	**	10%	**
Some other impact of postage price increase	-	-	-	-	**	-	**	**	-	**	**	**	**	**	-	**
	-%	-%	-%	-%	**	-%	**	**	-%	**	**	**	**	**	-%	**
We would not send any parcels as the price would be unaffordable	2	1	2	1	**	1	**	**	1	**	**	**	**	**	2	**
	1%	1%	1%	2%	**	1%	**	**	1%	**	**	**	**	**	2%	**
Other (write in)	3	3	3	3	**	-	**	**	-	**	**	**	**	**	3	**
	2%	3%	2%	7%	**	-%	**	**	-%	**	**	**	**	**	3%	**
Don't know (DO NOT READ OUT)	1	*	1	*	**	1	**	**	1	**	**	**	**	**	*	**
	1%	1%	1%	1%	**	1%	**	**	1%	**	**	**	**	**	1%	**
NET: Would send fewer parcels	65	33	60	17	**	50	**	**	41	**	**	**	**	**	37	**
	43%	36%	41%	44%	**	41%	**	**	39%	**	**	**	**	**	36%	**
																b
NET: Would send a similar number of parcels	70	49	69	15	**	60	**	**	51	**	**	**	**	**	52	**
	46%	53%	47%	39%	**	49%	**	**	49%	**	**	**	**	**	50%	**
															c	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR

Issue date: 11/05/18

Ofcom; Business Postal Tracker April 2018

Table 131 (continuation)

Page 1993

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
		Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%														
Unweighted total	177	*a 29	*b 14	c 133	a 93	b 84	a 148	*b 19	c 177	d 81	a 126	b 57	c 106	d 64
Weighted total	151	34	17	99	84	67	112	4	151	63	108	46	88	49
Our use of parcels services, including use of 1st and 2nd class, would not change	40 26%	** **	** **	31 31%	20 23%	20 31%	31 28%	** **	40 26%	10 16%	33 30% bd	5 11%	26 29% bd	7 15%
We would send a similar number of parcels but use 2nd class postage more	30 20%	** **	** **	26 27%	22 26% b	8 13%	27 24%	** **	30 20%	12 18%	25 23%	7 15%	26 29% b	9 18%
We would send fewer parcels to save money	5 3%	** **	** **	4 5%	2 3%	2 3%	* *%	** **	5 3%	2 4%	* *% ac	2 5%	* *%	* *%
We would switch to cheaper parcel service providers	60 40%	** **	** **	26 26%	35 42%	25 37%	40 36%	** **	60 40%	35 55% ac	38 35% ac	24 52% ac	24 27%	29 60% ac
We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)	11 7%	** **	** **	10 10%	3 4%	8 12% a	9 8% d	** **	11 7% d	* 1%	10 9%	3 7%	8 9%	3 6%
Some other impact of postage price increase	- -%	** **	** **	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%
We would not send any parcels as the price would be unaffordable	2 1%	** **	** **	1 1%	2 2%	- -%	1 1%	** **	2 1%	1 1%	1 1%	2 4%	1 1%	* *%
Other (write in)	3 2%	** **	** **	- -%	* *%	3 4%	3 2%	** **	3 2%	3 4%	* *% a	3 6%	3 3%	- -%
Don't know (DO NOT READ OUT)	1 *%	** **	** **	1 1%	* *%	* *%	* *%	** **	1 *%	* *%	1 *%	* *%	* *%	* *%
NET: Would send fewer parcels	65 43%	** **	** **	30 30%	38 45%	27 41%	41 36%	** **	65 43% ac	37 59% ac	38 36% ac	26 57% ac	24 28%	29 60% ac

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

 Produced by OLR
 Issue date: 11/05/18

QN7d. And if parcels prices went up by 20% what would your business do?
Base: All using RM to send a small parcel in the last month (QN3b=1)

Significance Level: 95%
Unweighted total
Weighted total

NET: Would send a
similar number of
parcels

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
177	*a	*b	c	a	b	a	*b	c	d	a	b	c	d
151	29	14	133	93	84	148	19	177	81	126	57	106	64
	34	17	99	84	67	112	4	151	63	108	46	88	49
70	**	**	58	41	29	58	**	70	22	58	12	52	16
46%	**	**	58%	49%	43%	52%	**	46%	35%	53%	26%	59%	33%
						d				bd		bd	

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN7d. And if parcels prices went up by 20% what would your business do?**Base: All using RM to send a small parcel in the last month (QN3b=1)**

Significance Level: 95%

Unweighted total

Weighted total

Our use of parcels services, including use of 1st and 2nd class, would not change

We would send a similar number of parcels but use 2nd class postage more

We would send fewer parcels to save money

We would switch to cheaper parcel service providers

We would find alternative ways to deliver parcels (e.g ask customers to pick them up from a warehouse or use a collection point)

Some other impact of postage price increase

We would not send any parcels as the price would be unaffordable

Other (write in)

Don't know (DO NOT READ OUT)

NET: Would send fewer parcels

NET: Would send a similar number of parcels

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	*c	d	
177	44	76	13	36	177
151	31	62	7	40	151
40	**	7	**	**	40
26%	**	11%	**	**	26%
	b			b	
30	**	16	**	**	30
20%	**	27%	**	**	20%
5	**	2	**	**	5
3%	**	4%	**	**	3%
60	**	34	**	**	60
40%	**	55%	**	**	40%
		ad			
11	**	1	**	**	11
7%	**	2%	**	**	7%
	b				
-	**	-	**	**	-
-%	**	-%	**	**	-%
2	**	1	**	**	2
1%	**	1%	**	**	1%
3	**	*	**	**	3
2%	**	*%	**	**	2%
			b		
1	**	*	**	**	1
*%	**	*%	**	**	*%
65	**	36	**	**	65
43%	**	59%	**	**	43%
	d	d			
70	**	23	**	**	70
46%	**	37%	**	**	46%
			b		

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 11/05/18

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	Business Size					Turnover				
		0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted total	563	294	160	70	39	269	138	95	33	20	57
Weighted total	563	540	13	6	3	23	230	131	28	15	15
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51 9%	48 9%	1 10%	1 9%	** **	2 11%	24 11% b	4 3%	** **	** **	* 3%
We send a similar number of letters nowadays but are using 2nd class postage more	51 9%	49 9%	1 7%	* 8%	** **	2 8%	14 6%	16 12%	** **	** **	6 38% abc
We send fewer letters nowadays to save money	23 4%	22 4%	1 6%	* 2%	** **	1 5%	5 2%	9 7%	** **	** **	2 15% ac
We send fewer letters nowadays but mainly because we have switched to e-mail	217 39%	207 38%	5 39%	3 52% a	** **	10 43%	90 39%	53 41%	** **	** **	5 31%
We send more letters nowadays but using 2nd class postage more	18 3%	18 3%	* 1%	1 10% abde	** **	1 3%	8 3%	8 6%	** **	** **	* 1%
We send more letters nowadays but have not changed our relative level of 1st class usage	14 2%	12 2%	1 8% a	* 3%	** **	1 5% a	8 3%	* %	** **	** **	* %
We have made no changes to the number of letters we send	158 28%	154 28% ce	3 24%	1 14%	** **	4 20%	64 28% e	38 29% e	** ** e	** **	1 9%
Some other impact of postage price increase	5 1%	5 1%	* 1%	* 1%	** **	* 1%	- -%	2 2%	** **	** **	* 1%
We do not send any mail	19 3%	18 3%	* 1%	* 1%	** **	* 2%	12 5% b	- -%	** **	** **	- -%
Don't know (DO NOT READ OUT)	7 1%	7 1%	* 3%	- -%	** **	1 2%	5 2%	- -%	** **	** **	* 2%
NET: Send similar number of letters	102 18%	98 18%	2 17%	1 17%	** **	4 19%	39 17%	20 15%	** **	** **	6 41% abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Send fewer letters

NET: Send more letters

NET: No change

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000+
	a	b	c	d	e	a	b	c	d	e
563	294	160	70	39	269	138	95	33	20	57
563	540	13	6	3	23	230	131	28	15	15
240	229	6	3	**	11	94	62	**	**	7
43%	42%	45%	54%	**	47%	41%	47%	**	**	46%
32	30	1	1	**	2	15	9	**	**	*
6%	6%	9%	13%	**	9%	7%	7%	**	**	1%
			ad							
158	154	3	1	**	4	64	38	**	**	1
28%	28%	24%	14%	**	20%	28%	29%	**	**	9%
	ce					e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	**	**	9	**	**	13	2	**	**	41	2	4	4
	9%	**	**	16% g	**	**	12%	3%	**	**	9%	7%	14% g	18% gl
We send a similar number of letters nowadays but are using 2nd class postage more	51	**	**	4	**	**	10	4	**	**	42	3	4	3
	9%	**	**	8%	**	**	10%	5%	**	**	9%	9%	14%	13%
We send fewer letters nowadays to save money	23	**	**	*	**	**	4	4	**	**	18	1	4	*
	4%	**	**	*%	**	cm	4%	6%	**	**	4%	3%	14% cfthjkm	*%
We send fewer letters nowadays but mainly because we have switched to e-mail	217	**	**	25	**	**	42	29	**	**	186	16	8	6
	39%	**	**	47%	**	**	40%	38%	**	**	38%	52% jim	30%	30%
We send more letters nowadays but using 2nd class postage more	18	**	**	*	**	**	6	4	**	**	16	2	1	-
	3%	**	**	*%	**	**	6%	5%	**	**	3%	6%	4%	-%
We send more letters nowadays but have not changed our relative level of 1st class usage	14	**	**	*	**	**	2	*	**	**	11	1	1	1
	2%	**	**	*%	**	**	2%	*% bcefgjkl	**	**	2%	3%	3%	4%
We have made no changes to the number of letters we send	158	**	**	13	**	**	23	29	**	**	139	6	5	7
	28%	**	**	24%	**	**	22%	38% fkl	**	**	29%	20%	21%	34%
Some other impact of postage price increase	5	**	**	-	**	**	*	2	**	**	5	-	-	*
	1%	**	**	-%	**	**	*%	3%	**	**	1%	-%	-%	*%
We do not send any mail	19	**	**	2	**	**	2	2	**	**	19	-	-	-
	3%	**	**	4%	**	**	2%	3%	**	**	4%	-%	-%	-%
Don't know (DO NOT READ OUT)	7	**	**	*	**	**	2	-	**	**	7	*	*	-
	1%	**	**	*%	**	**	2%	-%	**	**	2%	*%	*%	-%
NET: Send similar number of letters	102	**	**	13	**	**	23	6	**	**	83	5	7	7
	18%	**	**	24% g	**	**	22% g	8%	**	**	17%	16%	28% gl	31% gjk
NET: Send fewer letters	240	**	**	25	**	**	46	34	**	**	204	17	12	6
	43%	**	**	47%	**	**	44%	43%	**	**	42%	55% jm	44%	30%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
NET: Send more letters	32	**	**	*	**	**	8	4	**	**	27	3	2	1
	6%	**	**	%	**	**	8%	5%	**	**	6%	8%	7%	4%
							c		bceglm			c		
NET: No change	158	**	**	13	**	**	23	29	**	**	139	6	5	7
	28%	**	**	24%	**	**	22%	38%	**	**	29%	20%	21%	34%
							fkl							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51 9%	** **	** **	11 21% ghij	** **	** **	8 9%	4 6%	** **	** **	39 8%	4 13%	4 15%	4 16%
We send a similar number of letters nowadays but are using 2nd class postage more	51 9%	** **	** **	4 8%	** **	** **	11 11%	4 6%	** **	** **	42 9%	3 9%	4 15% e	3 12%
We send fewer letters nowadays to save money	23 4%	** **	** **	2 4%	** **	** **	2 2%	4 6%	** **	** m	19 4%	1 3%	3 11% afjm	* *%
We send fewer letters nowadays but mainly because we have switched to e-mail	217 39%	** **	** **	21 41%	** **	** lm	43 44% m	25 34%	** **	** **	186 39%	16 49% m	8 33%	6 27%
We send more letters nowadays but using 2nd class postage more	18 3%	** **	** **	* *%	** **	** **	6 6% m	4 6%	** **	** **	16 3%	2 5%	1 4%	- -%
We send more letters nowadays but have not changed our relative level of 1st class usage	14 2%	** **	** **	* *%	** **	** **	* *%	* *%	** cefgijkl	** **	11 2%	1 3%	1 3%	1 4%
We have made no changes to the number of letters we send	158 28%	** **	** **	13 25%	** **	** **	19 20%	28 37% fkl	** **	** kl	138 29%	6 19%	5 19%	9 41% fhkl
Some other impact of postage price increase	5 1%	** **	** **	- -%	** **	** **	* *%	2 3%	** **	** **	5 1%	- -%	- -%	* *%
We do not send any mail	19 3%	** **	** **	- -%	** **	** **	4 4%	2 3%	** **	** **	19 4%	- -%	- -%	- -%
Don't know (DO NOT READ OUT)	7 1%	** **	** **	* *%	** **	** **	2 2%	- -%	** **	** **	7 2%	* *%	* *%	- -%
NET: Send similar number of letters	102 18%	** **	** **	15 29% egij	** **	** **	19 20%	9 12%	** **	** **	81 17%	7 21%	7 29% egij	7 28% egij

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	563	38	18	55	18	33	77	54	38	35	366	71	67	59
Weighted total	563	66	30	51	23	38	96	74	53	49	481	34	25	23
NET: Send fewer letters	240	**	**	23	**	**	45	30	**	**	205	17	11	6
	43%	**	**	45%	**	**	47%	40%	**	**	43%	52%	44%	27%
				m		ajm	m				m	m		
NET: Send more letters	32	**	**	*	**	**	6	4	**	**	27	3	2	1
	6%	**	**	%	**	**	7%	6%	**	**	6%	8%	8%	4%
									acelfgjm			c		
NET: No change	158	**	**	13	**	**	19	28	**	**	138	6	5	9
	28%	**	**	25%	**	**	20%	37%	**	**	29%	19%	19%	41%
							fkj			kl				fhkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 132 (continuation)

Page 2002

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%														
Unweighted total	^a 9	^b 64	^c 14	^d 69	^e 145	^f 23	^g 39	^h 200	^a 365	^b 198	^a 477	^b 86	^a 535	^b 28
Weighted total	563	56	10	67	168	16	41	195	383	180	506	57	518	45
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51 9%	** 13%	**	3 5%	20 12%	**	**	15 8%	37 10%	14 8%	42 8%	8 15%	47 9%	**
We send a similar number of letters nowadays but are using 2nd class postage more	51 9%	** 6%	**	8 12%	9 6%	**	**	25 13% e	34 9%	17 9%	49 10% b	2 3%	45 9%	**
We send fewer letters nowadays to save money	23 4%	** %	**	* %	17 10% bdh	**	**	3 1%	16 4%	7 4%	17 3%	6 11% a	21 4%	**
We send fewer letters nowadays but mainly because we have switched to e-mail	217 39%	** 43%	**	27 40%	57 34%	**	**	75 38%	150 39%	67 37%	202 40% b	15 27%	213 41%	**
We send more letters nowadays but using 2nd class postage more	18 3%	** -%	**	3 4%	8 5%	**	**	7 4%	12 3%	6 3%	16 3%	2 4%	14 3%	**
We send more letters nowadays but have not changed our relative level of 1st class usage	14 2%	** 1%	**	* %	1 1%	**	** e	9 5% e	9 2%	5 2%	11 2%	3 5%	14 3%	**
We have made no changes to the number of letters we send	158 28%	** 26%	**	24 35%	45 27%	**	**	52 27%	101 26%	57 32%	142 28%	16 29%	138 27%	**
Some other impact of postage price increase	5 1%	** 4% h	**	- -%	3 2%	**	**	* %	2 1%	3 1%	3 1%	2 4% a	5 1%	**
We do not send any mail	19 3%	** 8%	**	2 3%	7 4%	**	**	5 3%	16 4%	3 1%	17 3%	2 4%	14 3%	**
Don't know (DO NOT READ OUT)	7 1%	** %	**	* %	2 1%	**	**	3 1%	5 1%	2 1%	7 1%	* %	7 1%	**
NET: Send similar number of letters	102 18%	** 18%	**	11 16%	29 17%	**	**	40 21%	71 19%	31 17%	92 18%	10 18%	92 18%	**
NET: Send fewer letters	240 43%	** 43%	**	27 41%	73 44%	**	**	78 40%	166 43%	74 41%	218 43%	21 37%	234 45%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

 Produced by OLR
Issue date: 11/05/18

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Send more letters

NET: No change

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
563	*a 9	b 64	*c 14	d 69	e 145	*f 23	g 39	h 200	a 365	b 198	a 477	b 86	a 535	*b 28
563	8	56	10	67	168	16	41	195	383	180	506	57	518	45
32	**	*	**	3	9	**	**	17	22	11	27	5	28	**
6%	**	1%	**	4%	5%	**	**	b 8%	6%	6%	5%	8%	5%	**
158	**	15	**	24	45	**	**	52	101	57	142	16	138	**
28%	**	26%	**	35%	27%	**	**	27%	26%	32%	28%	29%	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 132 (continuation)

Page 2004

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%																	
Unweighted total	563	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	a	b	c
Weighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
		362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	26	9	16	39	11	**	**	**	**	**	**	51	**	18	21	12
	9%	7%	11%	14% a	8%	17% a	**	**	**	**	**	**	9%	**	7%	9%	14% a
We send a similar number of letters nowadays but are using 2nd class postage more	51	25	10	16	42	4	**	**	**	**	**	**	46	**	19	23	8
	9%	7%	12%	14% a	9%	5%	**	**	**	**	**	**	8%	**	8%	10%	10%
We send fewer letters nowadays to save money	23	8	3	10	19	1	**	**	**	**	**	**	20	**	3	16	4
	4%	2%	4%	9% a	4%	2%	**	**	**	**	**	**	4%	**	1%	7% a	5%
We send fewer letters nowadays but mainly because we have switched to e-mail	217	150	29	36	188	25	**	**	**	**	**	**	214	**	98	90	28
	39%	41% c	36%	32%	39%	38%	**	**	**	**	**	**	39%	**	39%	39%	35%
We send more letters nowadays but using 2nd class postage more	18	13	5	*	16	2	**	**	**	**	**	**	18	**	7	9	2
	3%	4% c	6% c	*%	3%	3%	**	**	**	**	**	**	3%	**	3%	4%	3%
We send more letters nowadays but have not changed our relative level of 1st class usage	14	7	2	5	13	*	**	**	**	**	**	**	14	**	5	9	1
	2%	2%	3%	4%	3%	1%	**	**	**	**	**	**	2%	**	2%	4%	1%
We have made no changes to the number of letters we send	158	113	20	22	142	14	**	**	**	**	**	**	157	**	83	60	16
	28%	31% c	25%	20%	30%	22%	**	**	**	**	**	**	29%	**	33% c	26%	20%
Some other impact of postage price increase	5	*	3	2	*	5	**	**	**	**	**	**	5	**	*	*	5
	1%	*%	3% a	2% a	*%	7% a	**	**	**	**	**	**	1%	**	*%	*%	6% ab
We do not send any mail	19	14	-	4	17	-	**	**	**	**	**	**	17	**	12	4	2
	3%	4% b	-%	4%	3% b	-%	**	**	**	**	**	**	3% b	**	5%	2%	3%
Don't know (DO NOT READ OUT)	7	5	-	3	4	3	**	**	**	**	**	**	7	**	4	*	3
	1%	1%	-%	2%	1%	4% a	**	**	**	**	**	**	1%	**	2%	*% a	4% b
NET: Send similar number of letters	102	51	19	32	82	15	**	**	**	**	**	**	97	**	38	44	20
	18%	14%	23% a	28% a	17%	23%	**	**	**	**	**	**	18%	**	15%	19%	25% a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 11/05/18

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
Weighted total	563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
NET: Send fewer letters	240	158	32	45	208	27	**	**	**	**	**	**	234	**	101	106	32
	43%	44%	40%	40%	43%	40%	**	**	**	**	**	**	43%	**	41%	46%	40%
NET: Send more letters	32	20	7	5	29	3	**	**	**	**	**	**	32	**	11	18	3
	6%	5%	9%	4%	6%	4%	**	**	**	**	**	**	6%	**	5%	8%	4%
NET: No change	158	113	20	22	142	14	**	**	**	**	**	**	157	**	83	60	16
	28%	31%	25%	20%	30%	22%	**	**	**	**	**	**	29%	**	33%	26%	20%
		c													c		

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 132 (continuation)

Page 2006

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent								
		Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g	a	b	c	d	e	f	g	h	
Unweighted total	563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2	
Weighted total	563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*	
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51 9%	32 11%	20 10%	36 10%	20 11%	14 12%	35 10%	36 11%	**	**	**	**	**	**	20 12%	**	**	**	**	**	**	**	
We send a similar number of letters nowadays but are using 2nd class postage more	51 9%	28 9%	22 12%	37 10%	17 10%	11 9%	37 10%	31 10%	**	**	**	**	**	**	12 7%	**	**	**	**	**	**	**	
We send fewer letters nowadays to save money	23 4%	9 3%	5 3%	9 2%	11 6% ac	8 7% abc	18 5%	6 2%	**	**	**	**	**	**	11 7%	**	**	**	**	**	**	**	
We send fewer letters nowadays but mainly because we have switched to e-mail	217 39%	118 38%	65 34%	129 36%	65 37%	53 44% b	140 39%	118 36%	**	**	**	**	**	**	62 37%	**	**	**	**	**	**	**	
We send more letters nowadays but using 2nd class postage more	18 3%	11 4%	5 3%	11 3%	6 4%	6 5%	13 3%	11 3%	**	**	**	**	**	**	6 4%	**	**	**	**	**	**	**	
We send more letters nowadays but have not changed our relative level of 1st class usage	14 2%	13 4%	7 4%	14 4%	3 2%	7 5% f	6 2%	11 3% a	**	**	**	**	**	**	3 2%	**	**	**	**	**	**	**	
We have made no changes to the number of letters we send	158 28%	83 27% e	58 31% e	105 30% e	42 24% e	16 13%	96 26% e	103 32% b	**	**	**	**	**	**	42 25%	**	**	**	**	**	**	**	
Some other impact of postage price increase	5 1%	5 2%	2 1%	5 1%	2 1%	5 4%	5 1%	*	**	**	**	**	**	**	2 1%	**	**	**	**	**	**	**	
We do not send any mail	19 3%	2 1%	- -%	2 1%	7 4% abce	- -%	7 2% b	2 1%	**	**	**	**	**	**	7 4%	**	**	**	**	**	**	**	
Don't know (DO NOT READ OUT)	7 1%	7 2%	5 2%	7 2%	3 2%	2 2%	5 1%	7 2%	**	**	**	**	**	**	3 2%	**	**	**	**	**	**	**	
NET: Send similar number of letters	102 18%	60 19%	42 22%	73 21%	36 21%	25 21%	72 20%	67 21%	**	**	**	**	**	**	32 19%	**	**	**	**	**	**	**	
NET: Send fewer letters	240 43%	127 41%	70 37%	137 39%	76 43%	61 50% abc	158 44%	123 38% a	**	**	**	**	**	**	73 44%	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Send more letters

NET: No change

TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
563	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2
	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*
32	23	13	24	10	12	19	22	**	**	**	**	**	**	10	**	**	**	**	**	**	**
6%	8%	7%	7%	5%	10%	5%	7%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**
				f			a														
158	83	58	105	42	16	96	103	**	**	**	**	**	**	42	**	**	**	**	**	**	**
28%	27%	31%	30%	24%	13%	26%	32%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**
	e	e	e	e		e	b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
563	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
563	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
51	15	7	9	6	**	7	**	**	**	**	16	**	4	41	10
9%	10%	7%	12%	14%	**	11%	**	**	**	**	14%	**	8%	8%	16%
51	11	4	16	6	**	9	**	**	**	**	9	**	5	51	*
9%	8%	5%	21% ab	15% b	**	13%	**	**	** b	**	8%	**	11%	10% b	*%
23	6	2	*	*	**	1	**	**	**	**	6	**	5	18	5
4%	4%	2%	*%	*%	**	2%	** a	**	**	**	5%	**	11%	4%	7%
217	49	37	25	13	**	33	**	**	**	**	40	**	20	190	27
39%	35%	41%	32%	33%	**	51% bcd	**	**	**	**	34%	**	41%	38%	43%
18	*	4	5	1	**	3	**	**	**	**	6	**	-	18	1
3%	*%	5% a	7% a	3%	**	5%	** c	**	**	**	5% c	**	-%	3%	1%
14	6	2	3	2	**	*	**	**	**	**	3	**	*	13	*
2%	5%	2%	4%	6%	**	*%	**	**	**	**	3%	**	*%	3%	*%
158	42	34	18	9	**	11	**	**	**	**	28	**	14	143	15
28%	30%	38% cd	24%	22%	**	17%	**	**	**	**	24%	**	29%	29%	24%
5	2	*	*	3	**	*	**	**	**	**	2	**	*	5	-
1%	1%	*%	*%	6% bc	**	*%	**	**	**	**	2%	**	*%	1%	-%
19	2	-	-	-	**	-	**	**	**	**	5	**	-	14	5
3%	2%	-%	-%	-%	**	-%	** a	**	** a	**	4%	**	-%	3%	8% a
7	7	*	*	*	**	-	**	**	**	**	3	**	-	7	-
1%	5% bc	*% bc	*% bc	*% bc	**	-%	**	**	ab	**	2%	**	-%	1%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%															
Unweighted total															
Weighted total															
NET: Send similar number of letters															
NET: Send fewer letters															
NET: Send more letters															
NET: No change															

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
	TOTAL	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	29	**	16	3	29	**	14	6	15	29	3	**
	9%	9%	**	12%	8%	9%	**	11%	12%	15%	10%	9%	**
							a						
We send a similar number of letters nowadays but are using 2nd class postage more	51	37	**	13	4	37	**	16	1	7	28	2	**
	9%	11%	**	10%	9%	11%	**	13%	2%	7%	10%	6%	**
								b					
We send fewer letters nowadays to save money	23	8	**	6	5	6	**	4	7	3	8	3	**
	4%	3%	**	5%	11%	2%	**	3%	14%	4%	3%	8%	**
							a		a			b	
We send fewer letters nowadays but mainly because we have switched to e-mail	217	116	**	45	20	112	**	44	21	27	109	11	**
	39%	35%	**	34%	48%	35%	**	35%	42%	28%	39%	27%	**
										a	a		
We send more letters nowadays but using 2nd class postage more	18	10	**	5	1	10	**	5	1	5	11	1	**
	3%	3%	**	4%	2%	3%	**	4%	2%	5%	4%	2%	**
We send more letters nowadays but have not changed our relative level of 1st class usage	14	14	**	3	*	13	**	1	3	9	10	*	**
	2%	4%	**	2%	1%	4%	**	1%	6%	9%	4%	1%	**
								a	a	bc			
We have made no changes to the number of letters we send	158	103	**	35	6	103	**	33	9	22	71	15	**
	28%	31%	**	26%	16%	32%	**	26%	18%	23%	25%	39%	**
						b						ab	
Some other impact of postage price increase	5	5	**	2	-	5	**	2	-	2	5	3	**
	1%	1%	**	2%	-%	1%	**	2%	-%	2%	2%	7%	**
												b	
We do not send any mail	19	2	**	4	2	2	**	4	2	-	2	-	**
	3%	1%	**	3%	6%	1%	**	3%	5%	-%	1%	-%	**
Don't know (DO NOT READ OUT)	7	7	**	3	-	7	**	3	-	7	7	-	**
	1%	2%	**	2%	-%	2%	**	2%	-%	7%	3%	-%	**
										bc			

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
NET: Send similar number of letters	102 18%	65 20%	**	30 22%	7 17%	65 20%	**	30 24%	7 14%	21 22%	56 20%	6 15%	**
NET: Send fewer letters	240 43%	125 38%	**	52 39%	24 59%	118 36%	**	48 38%	28 56%	31 32%	118 42%	14 36%	**
					a		a		a		a		
NET: Send more letters	32 6%	23 7%	**	8 6%	1 3%	23 7%	**	6 5%	4 7%	14 14%	21 7%	1 3%	**
										bc			
NET: No change	158 28%	103 31%	**	35 26%	6 16%	103 32%	**	33 26%	9 18%	22 23%	71 25%	15 39%	**
						b						ab	**

Columns Tested: a,b - a,b - a,b - a,b - a,b - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	563	105	239	45	136	139	50	-	357	248	160	331	261	6
Weighted total	563	83	162	27	122	124	35	-	290	173	143	270	217	3
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51 9%	13 16%	16 10%	** b	17 14%	12 10%	**	**	29 10%	12 7%	16 12%	29 11% b	10 5%	**
We send a similar number of letters nowadays but are using 2nd class postage more	51 9%	2 3%	22 14% a	** a	5 4%	16 13% a	**	**	28 9%	22 13%	16 11%	23 8%	36 17% a	**
We send fewer letters nowadays to save money	23 4%	2 3%	5 3%	** **	9 7%	9 7%	** **	**	8 3%	5 3%	9 6%	8 3%	5 2%	**
We send fewer letters nowadays but mainly because we have switched to e-mail	217 39%	26 31%	59 36%	** **	40 33%	43 34%	** **	**	106 37%	62 36%	45 31%	95 35%	80 37%	**
We send more letters nowadays but using 2nd class postage more	18 3%	4 5%	5 3%	** **	6 5%	5 4%	** **	**	10 3%	4 3%	5 4%	6 2%	10 5%	**
We send more letters nowadays but have not changed our relative level of 1st class usage	14 2%	6 7% b	4 3%	** **	3 3%	1 *%	** **	**	12 4%	5 3%	3 2%	11 4%	6 3%	**
We have made no changes to the number of letters we send	158 28%	26 32%	45 28%	** **	31 25%	32 26%	** **	**	83 28%	56 32%	40 28%	85 31%	57 26%	**
Some other impact of postage price increase	5 1%	- -%	2 1%	** **	2 2%	2 2%	** **	**	5 2%	2 1%	2 2%	5 2%	3 1%	**
We do not send any mail	19 3%	- -%	- -%	** **	7 5%	2 2%	** b	**	2 1%	- -%	4 3% b	2 1%	2 1%	**
Don't know (DO NOT READ OUT)	7 1%	2 3%	3 2%	** **	3 2%	3 2%	** **	**	7 3%	5 3%	3 2%	7 3%	7 3%	**
NET: Send similar number of letters	102 18%	15 19%	38 24%	** a	22 18%	28 23%	** **	**	56 19%	35 20%	32 23%	51 19%	47 22%	**
NET: Send fewer letters	240 43%	28 34%	64 39%	** **	49 40%	51 41%	** **	**	114 39%	67 38%	54 38%	103 38%	86 39%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Send more letters

NET: No change

TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
563	105	239	45	-	136	139	50	-	357	248	160	331	261	6
563	83	162	27	-	122	124	35	-	290	173	143	270	217	3
32	11	10	**	**	9	6	**	**	22	9	8	17	16	**
6%	13%	6%	**	**	8%	5%	**	**	8%	5%	6%	6%	7%	**
	b													
158	26	45	**	**	31	32	**	**	83	56	40	85	57	**
28%	32%	28%	**	**	25%	26%	**	**	28%	32%	28%	31%	26%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 132 (continuation)

Page 2014

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?
Base: All respondents

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%																	
Unweighted total	563	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Weighted total	563	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
		107	60	82	15	13	264	218	15	3	11	4	504	381	508	407	542
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	13	3	12	**	**	30	11	**	**	**	**	45	39	47	46	51
	9%	12%	5%	15% b	**	**	11% b	5%	**	**	**	**	9%	10%	9%	11%	9%
We send a similar number of letters nowadays but are using 2nd class postage more	51	9	15	7	**	**	23	36	**	**	**	**	49	34	49	36	51
	9%	8% acd	25%	8%	**	**	9% a	17%	**	**	**	**	10%	9%	10%	9%	9%
We send fewer letters nowadays to save money	23	7	6	5	**	**	9	9	**	**	**	**	23	20	23	17	23
	4%	6%	10%	7%	**	**	3%	4%	**	**	**	**	5%	5%	4%	4%	4%
We send fewer letters nowadays but mainly because we have switched to e-mail	217	40	24	18	**	**	89	82	**	**	**	**	199	147	199	154	210
	39%	38% c	40% c	22%	**	**	34%	37%	**	**	**	**	39%	39%	39%	38%	39%
We send more letters nowadays but using 2nd class postage more	18	6	2	6	**	**	6	10	**	**	**	**	15	11	15	14	18
	3%	6%	3%	8%	**	**	2%	5%	**	**	**	**	3%	3%	3%	3%	3%
We send more letters nowadays but have not changed our relative level of 1st class usage	14	1	*	3	**	**	11	3	**	**	**	**	14	13	14	8	11
	2%	1%	%	4%	**	**	4%	2%	**	**	**	**	3%	3%	3%	2%	2%
We have made no changes to the number of letters we send	158	29	8	21	**	**	82	51	**	**	**	**	131	93	133	106	149
	28%	27% b	13%	26% b	**	**	31% b	23%	**	**	**	**	26%	25%	26%	26%	28%
Some other impact of postage price increase	5	*	-	2	**	**	5	5	**	**	**	**	5	5	5	5	5
	1%	%	-%	3%	**	**	2%	2%	**	**	**	**	1%	1%	1%	1%	1%
We do not send any mail	19	-	-	4	**	**	4	4	**	**	**	**	16	11	16	13	16
	3%	-%	-%	5% ab	**	**	2%	2%	**	**	**	**	3%	3%	3%	3%	3%
Don't know (DO NOT READ OUT)	7	3	3	3	**	**	5	7	**	**	**	**	7	7	7	7	7
	1%	3%	5%	3%	**	**	2%	3%	**	**	**	**	1%	2%	1%	2%	1%
NET: Send similar number of letters	102	21	18	19	**	**	53	48	**	**	**	**	94	73	96	82	102
	18%	20%	30%	23%	**	**	20%	22%	**	**	**	**	19%	19%	19%	20%	19%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

 Produced by OLR
Issue date: 11/05/18

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	135	78	96	36	30	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
NET: Send fewer letters	240	47	30	24	**	98	90	**	**	**	**	222	168	222	171	233
	43%	44%	50%	29%	**	37%	41%	**	**	**	**	44%	44%	44%	42%	43%
	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c
NET: Send more letters	32	7	2	9	**	17	13	**	**	**	**	29	23	29	23	29
	6%	6%	3%	11%	**	6%	6%	**	**	**	**	6%	6%	6%	6%	5%
	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b
NET: No change	158	29	8	21	**	82	51	**	**	**	**	131	93	133	106	149
	28%	27%	13%	26%	**	31%	23%	**	**	**	**	26%	25%	26%	26%	28%
	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b	b

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	d	a	b	a	b	a	b	a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	27	50	12	39	**	5	36	12	**	**	9	4	40	7
	9%	10%	10%	11%	9%	**	7%	8%	12%	**	**	10%	9%	10%	7%
We send a similar number of letters nowadays but are using 2nd class postage more	51	15	46	6	42	**	9	42	8	**	**	6	5	44	2
	9%	5%	9%	5%	10%	**	12%	9%	8%	**	**	6%	9%	11%	2%
We send fewer letters nowadays to save money	23	13	23	5	15	**	5	15	10	**	**	8	5	12	6
	4%	5%	4%	5%	4%	**	8%	3%	10%	**	**	9%	10%	3%	6%
We send fewer letters nowadays but mainly because we have switched to e-mail	217	114	195	39	159	**	36	165	39	**	**	38	19	127	71
	39%	41%	38%	35%	37%	**	50%	36%	38%	**	**	43%	39%	31%	70%
We send more letters nowadays but using 2nd class postage more	18	14	18	2	13	**	*	17	1	**	**	1	6	12	-
	3%	5%	4%	2%	3%	**	%	4%	1%	**	**	1%	13%	3%	-%
We send more letters nowadays but have not changed our relative level of 1st class usage	14	11	14	4	11	**	*	14	4	**	**	4	4	10	-
	2%	4%	3%	4%	3%	**	%	3%	4%	**	**	4%	8%	2%	-%
We have made no changes to the number of letters we send	158	66	138	35	130	**	9	145	23	**	**	22	6	142	11
	28%	24%	27%	31%	30%	**	13%	32%	23%	**	**	24%	12%	34%	11%
Some other impact of postage price increase	5	3	5	3	3	**	5	*	-	**	**	-	-	3	2
	1%	1%	1%	2%	1%	**	7%	%	-%	**	**	-%	-%	1%	2%
We do not send any mail	19	11	16	6	14	**	-	17	5	**	**	3	*	19	-
	3%	4%	3%	6%	3%	**	-%	4%	5%	**	**	3%	1%	5%	-%
Don't know (DO NOT READ OUT)	7	5	5	*	7	**	2	5	-	**	**	-	*	5	2
	1%	2%	1%	%	2%	**	3%	1%	-%	**	**	-%	%	1%	2%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	113	433	17	71	456	103	*	25	90	49	413	101
NET: Send similar number of letters	102	42	95	18	81	**	14	78	20	**	**	15	9	84	9
	18%	15%	19%	16%	19%	**	19%	17%	20%	**	**	17%	18%	20% c	9%
NET: Send fewer letters	240	127	217	45	174	**	41	180	49	**	**	46	24	139	77
	43%	46%	43%	39%	40%	**	58% b	40%	48%	**	**	51%	48% b	34%	76% ab
NET: Send more letters	32	25	32	6	24	**	*	31	5	**	**	5	10	22	-
	6%	9%	6%	5%	6%	**	*%	7% a	5%	**	**	5%	21% bc	5% c	-%
NET: No change	158	66	138	35	130	**	9	145	23	**	**	22	6	142	11
	28%	24%	27%	31%	30%	**	13%	32% a	23%	**	**	24%	12%	34% ac	11%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
Significance Level: 95%													
Unweighted total	563	a	*b	c	a	b	a	c	d	a	b	c	d
Weighted total	563	69	21	468	318	245	387	59	177	126	57	208	134
		88	25	448	325	238	325	35	151	108	46	175	108
We send a similar number of letters nowadays and have not changed our level of 1st class usage	51	12	**	34	26	25	32	7	17	16	3	22	3
	9%	14%	**	8%	8%	10%	10%	21%	11%	15%	6%	12%	3%
							d	ad	d	d		d	
We send a similar number of letters nowadays but are using 2nd class postage more	51	7	**	44	28	23	36	*	14	6	10	9	20
	9%	8%	**	10%	9%	10%	11%	1%	9%	6%	22%	5%	18%
							b		b		ac		ac
We send fewer letters nowadays to save money	23	6	**	14	17	6	8	3	9	7	3	4	5
	4%	7%	**	3%	5%	2%	3%	9%	6%	6%	7%	2%	5%
								a	a	c	c		
We send fewer letters nowadays but mainly because we have switched to e-mail	217	33	**	171	165	52	125	14	53	34	17	68	46
	39%	38%	**	38%	51%	22%	39%	40%	35%	32%	37%	39%	43%
					b								
We send more letters nowadays but using 2nd class postage more	18	2	**	17	5	13	11	*	4	3	4	5	9
	3%	2%	**	4%	2%	5%	3%	1%	3%	3%	8%	3%	8%
						a							c
We send more letters nowadays but have not changed our relative level of 1st class usage	14	1	**	13	4	10	13	3	3	3	*	7	*
	2%	1%	**	3%	1%	4%	4%	8%	2%	3%	4%	4%	4%
						a				d	4%	d	4%
We have made no changes to the number of letters we send	158	20	**	135	63	95	86	7	40	33	6	56	22
	28%	23%	**	30%	19%	40%	26%	19%	26%	31%	14%	32%	21%
						a				b		bd	
Some other impact of postage price increase	5	2	**	3	5	*	5	-	2	2	-	2	-
	1%	2%	**	1%	1%	4%	1%	1%	1%	2%	1%	1%	1%
						4%		1%	3%				
We do not send any mail	19	5	**	14	6	12	2	-	6	2	-	-	-
	3%	5%	**	3%	2%	5%	1%	1%	4%	2%	1%	1%	1%
						a			a	c			
Don't know (DO NOT READ OUT)	7	-	**	5	5	3	7	*	3	*	3	2	3
	1%	0%	**	1%	2%	1%	2%	4%	2%	4%	6%	1%	3%
											a		

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
Unweighted total	69	21	468	318	245	387	59	177	91	126	57	208	134
Weighted total	88	25	448	325	238	325	35	151	74	108	46	175	108
NET: Send similar number of letters	102	19	78	54	48	68	8	31	11	22	13	31	23
	18%	22%	17%	17%	20%	21%	22%	20%	15%	21%	28%	18%	21%
NET: Send fewer letters	240	39	185	182	57	134	17	62	37	41	20	72	51
	43%	44%	41%	56%	24%	41%	50%	41%	50%	38%	44%	41%	47%
NET: Send more letters	32	3	29	10	23	24	3	7	6	6	4	12	9
	6%	3%	7%	3%	9%	7%	9%	5%	8%	6%	9%	7%	8%
NET: No change	158	20	135	63	95	86	7	40	13	33	6	56	22
	28%	23%	30%	19%	40%	26%	19%	26%	18%	31%	14%	32%	21%
					a					b		bd	

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

We send a similar number of letters nowadays and have not changed our level of 1st class usage

We send a similar number of letters nowadays but are using 2nd class postage more

We send fewer letters nowadays to save money

We send fewer letters nowadays but mainly because we have switched to e-mail

We send more letters nowadays but using 2nd class postage more

We send more letters nowadays but have not changed our relative level of 1st class usage

We have made no changes to the number of letters we send

Some other impact of postage price increase

We do not send any mail

Don't know (DO NOT READ OUT)

NET: Send similar number of letters

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
51	51	-	**	-	51
9%	50%	-%	**	-%	9%
	bcd				
51	51	-	**	-	51
9%	50%	-%	**	-%	9%
	bcd				
23	-	23	**	-	23
4%	-%	10%	**	-%	4%
		ad			
217	-	217	**	-	217
39%	-%	90%	**	-%	39%
		acd			
18	-	-	**	-	18
3%	-%	-%	**	-%	3%
			abd		
14	-	-	**	-	14
2%	-%	-%	**	-%	2%
			abd		
158	-	-	**	158	158
28%	-%	-%	**	100%	28%
			abc		
5	-	-	**	-	5
1%	-%	-%	**	-%	1%
19	-	-	**	-	19
3%	-%	-%	**	-%	3%
7	-	-	**	-	7
1%	-%	-%	**	-%	1%
102	102	-	**	-	102
18%	100%	-%	**	-%	18%
	bcd				

Columns Tested: a,b,c,d

QN8. Which of the following statements best describes what effect, if any, recent postage price rises have had on the extent to which your business post letters nowadays, compared with two years ago?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Send fewer letters

NET: Send more letters

NET: No change

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
240	-	240	**	-	240
43%	-%	100%	**	-%	43%
	acd				
32	-	-	**	-	32
6%	-%	-%	**	-%	6%
	abd				
158	-	-	**	158	158
28%	-%	-%	**	100%	28%
	abc				

Columns Tested: a,b,c,d

Weighting Var
Base: All

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

TOTAL	Business Size					Turnover				
	0-9	10-49	50-99	100-249	10+	£0-£99,999	£100,00-£499,999	£500,000-£999,999	£1,000,000-1,499,999	£1,500,000+
563	a	b	c	d	e	a	b	c	*d	e
563	294	160	70	39	269	138	95	33	20	57
	540	13	6	3	23	230	131	28	15	15
107	107	-	-	**	-	36	25	**	**	4
19%	20%	-%	-%	**	-%	16%	19%	**	**	30%
	bcde									ac
6	-	3	1	**	6	*	1	**	**	1
1%	-%	26%	23%	**	25%	-%	-%	**	**	7%
		a	a	a	a					ab
129	129	-	-	**	-	62	28	**	**	5
23%	24%	-%	-%	**	-%	27%	22%	**	**	34%
	bcde									
6	-	3	1	**	6	*	1	**	**	1
1%	-%	24%	25%	**	25%	-%	1%	**	**	10%
		a	a	a	a					ab
231	231	-	-	**	-	97	60	**	**	-
41%	43%	-%	-%	**	-%	42%	46%	**	**	-%
	bcde					e	e	e		
6	-	3	1	**	6	*	1	**	**	1
1%	-%	25%	25%	**	25%	-%	-%	**	**	6%
		a	a	a	a					ab
73	73	-	-	**	-	34	16	**	**	1
13%	14%	-%	-%	**	-%	15%	12%	**	**	6%
	bcde									
6	-	3	2	**	6	*	*	**	**	1
1%	-%	24%	26%	**	25%	-%	-%	**	**	8%
		a	a	a	a					ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2023

Weighting Var

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	16	31	58	23	46	84	58	34	21	371	70	64	58
Weighted total	563	27	56	54	30	54	105	78	52	28	484	32	26	21
North 0-9 Employees	107	**	**	-	**	**	-	-	**	**	107	-	-	-
	19%	**	**	-%	**	**	-%	-%	**	**	22%	-%	-%	-%
					bcfghijklm					bcfghklm				
											m			
North 10+ Employees	6	**	**	-	**	**	-	-	**	**	6	-	-	-
	1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
					fjk									
Mids 0-9 Employees	129	**	**	-	**	**	-	-	**	**	129	-	-	-
	23%	**	**	-%	**	**	-%	-%	**	**	27%	-%	-%	-%
			cefgijklm					cefgijklm			cefgklm			
Mids 10+ Employees	6	**	**	-	**	**	-	-	**	**	6	-	-	-
	1%	**	**	-%	**	**	-%	-%	**	**	1%	-%	-%	-%
									f					
South 0-9 Employees	231	**	**	52	**	**	103	76	**	**	231	-	-	-
	41%	**	**	96%	**	**	98%	98%	**	**	48%	-%	-%	-%
			behijklm				behijklm		behijklm		behklm			
South 10+ Employees	6	**	**	2	**	**	2	1	**	**	6	-	-	-
	1%	**	**	4%	**	**	2%	2%	**	**	1%	-%	-%	-%
Wal/Sco/NI 0-9 Employees	73	**	**	-	**	**	-	-	**	**	-	30	24	19
	13%	**	**	-%	**	**	-%	-%	**	**	-%	94%	93%	91%
											bcefgjhj		bcefgjhj	
Wal/Sco/NI 10+ Employees	6	**	**	-	**	**	-	-	**	**	-	2	2	2
	1%	**	**	-%	**	**	-%	-%	**	**	-%	6%	7%	9%
												fj	ctgj	cefgj

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2024

Weighting Var

Base: All

TOTAL	GOR (sample)													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland	
	a	*b	c	*d	e	f	g	h	i	j	k	l	m	
563	38	18	55	18	33	77	54	38	35	366	71	67	59	
563	66	30	51	23	38	96	74	53	49	481	34	25	23	
107	**	**	-	**	**	2	2	**	**	105	-	-	2	
19%	**	**	-%	**	**	2%	3%	**	**	22%	-%	-%	10%	
				acfhgijklm				acfhgijklmacfhgk				ckl		
6	**	**	-	**	**	-	*	**	**	5	-	*	-	
1%	**	**	-%	**	**	-%	*%	**	**	1%	-%	1%	-%	
				fjk										
129	**	**	-	**	**	5	3	**	**	129	-	-	-	
23%	**	**	-%	**	**	5%	3%	**	**	27%	-%	-%	-%	
	cefgijk					k		acefgijk	cklmcefgikl					
	lm							lm		m				
6	**	**	-	**	**	*	-	**	**	6	-	-	-	
1%	**	**	-%	**	**	*%	-%	**	**	1%	-%	-%	-%	
231	**	**	49	**	**	87	68	**	**	229	2	-	-	
41%	**	**	96%	**	**	90%	92%	**	**	48%	6%	-%	-%	
	ehiklm		aehijkl			aehijklm	aehijklm			ehiklm	l			
			m											
6	**	**	2	**	**	2	1	**	**	5	-	*	-	
1%	**	**	4%	**	**	2%	2%	**	**	1%	-%	1%	-%	
73	**	**	-	**	**	-	-	**	**	2	30	23	19	
13%	**	**	-%	**	**	-%	-%	**	**	*%	88%	91%	82%	
								j			acefghij	acefghijacefghij		
6	**	**	-	**	**	-	-	**	**	-	2	2	2	
1%	**	**	-%	**	**	-%	-%	**	**	-%	6%	8%	8%	
											fj	ctgj	ctgj	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2025

Weighting Var

Base: All

TOTAL	Industry								Urbanity		Location		Internet connection	
	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%	*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	563	9	64	14	69	23	39	200	365	198	477	86	535	28
Weighted total	563	8	56	10	67	16	41	195	383	180	506	57	518	45
North 0-9 Employees	107	**	20	**	25	33	**	20	91	16	103	4	94	**
19%	**	36%	**	36%	20%	**	**	10%	24%	9%	20%	8%	18%	**
		egh		egh	gh			g	b		b			
North 10+ Employees	6	**	1	**	1	**	**	1	4	2	4	1	5	**
1%	**	1%	**	2%	1%	**	**	1%	1%	1%	1%	2%	1%	**
Mids 0-9 Employees	129	**	5	**	16	49	**	57	78	52	117	13	119	**
23%	**	9%	**	23%	29%	**	**	29%	20%	29%	23%	23%	23%	**
				bg	bg			bg		a				
Mids 10+ Employees	6	**	2	**	*	1	**	2	4	1	5	1	5	**
1%	**	3%	**	%	1%	**	**	1%	1%	1%	1%	1%	1%	**
South 0-9 Employees	231	**	25	**	16	56	**	82	167	64	204	27	216	**
41%	**	44%	**	25%	33%	**	**	42%	44%	35%	40%	47%	42%	**
		d				bdeh	d							
South 10+ Employees	6	**	1	**	1	1	**	3	4	1	4	1	6	**
1%	**	1%	**	1%	1%	**	**	1%	1%	1%	1%	2%	1%	**
Wal/Sco/Nl 0-9 Employees	73	**	3	**	8	25	**	28	31	42	64	9	66	**
13%	**	5%	**	12%	15%	**	**	14%	8%	23%	13%	15%	13%	**
					b			b		a				
Wal/Sco/Nl 10+ Employees	6	**	1	**	1	1	**	2	3	3	4	1	6	**
1%	**	1%	**	1%	1%	**	**	1%	1%	2%	1%	2%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2026

Weighting Var

Base: All

TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 -<£100,000	£100,000+	0-£1000	£1000+	Small	Medium	Large
	a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
563	331	95	133	413	125	21	3	1	-	-	-	538	25	171	242	150
563	362	81	114	482	67	14	*	*	-	-	-	549	14	250	232	81
107	80	9	13	96	7	**	**	**	**	**	**	103	**	42	53	11
19%	22%	11%	12%	20%	10%	**	**	**	**	**	**	19%	**	17%	23%	14%
	bc			b								b			c	
6	3	1	1	3	2	**	**	**	**	**	**	5	**	1	2	2
1%	1%	2%	1%	1%	3%	**	**	**	**	**	**	1%	**	1%	1%	3%
129	75	16	39	106	18	**	**	**	**	**	**	124	**	60	47	23
23%	21%	19%	34%	22%	27%	**	**	**	**	**	**	23%	**	24%	20%	29%
			ab												b	
6	3	1	1	3	2	**	**	**	**	**	**	5	**	1	2	3
1%	1%	1%	1%	1%	3%	**	**	**	**	**	**	1%	**	1%	1%	3%
															a	
231	153	39	37	204	25	**	**	**	**	**	**	229	**	111	93	27
41%	42%	48%	33%	42%	37%	**	**	**	**	**	**	42%	**	45%	40%	33%
		c												c		
6	3	1	1	4	1	**	**	**	**	**	**	5	**	1	3	2
1%	1%	1%	1%	1%	2%	**	**	**	**	**	**	1%	**	1%	1%	3%
73	42	13	18	63	10	**	**	**	**	**	**	72	**	33	30	10
13%	12%	16%	16%	13%	14%	**	**	**	**	**	**	13%	**	13%	13%	13%
6	3	1	2	3	2	**	**	**	**	**	**	5	**	1	3	3
1%	1%	1%	2%	1%	4%	**	**	**	**	**	**	1%	**	1%	1%	3%
				ai												a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2027

Weighting Var

Base: All

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

TOTAL	Types of mail sent						Number of letters/ large letters sent								Number of packets and parcels sent									
	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+			
563	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h			
	379	269	413	199	177	400	349	38	11	8	6	-	-	186	7	3	1	1	1	-	2			
563	307	190	354	175	122	361	324	14	5	4	5	-	-	168	5	2	*	*	*	-	*			
107	65	27	69	40	18	76	69	**	**	**	**	**	**	36	**	**	**	**	**	**	**			
19%	21% b	14%	20%	23% be	15%	21% b	21% b	**	**	**	**	**	**	21%	**	**	**	**	**	**	**			
6	4	3	4	2	2	4	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**			
1%	1%	2%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**			
129	73	49	83	44	34	78	70	**	**	**	**	**	**	41	**	**	**	**	**	**	**			
																						24%	26%	23%
23%	a						a																	
6	4	3	4	2	3	5	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**			
1%	1%	2%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**			
231	105	72	134	60	43	140	126	**	**	**	**	**	**	60	**	**	**	**	**	**	**			
																						34%	38%	38%
41%	b						b																	
6	4	4	5	3	2	4	4	**	**	**	**	**	**	3	**	**	**	**	**	**	**			
1%	1%	2%	1%	2%	2%	1%	1%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**			
73	47	28	50	23	17	50	45	**	**	**	**	**	**	23	**	**	**	**	**	**	**			
																						15%	15%	14%
13%	a						a																	
6	5	3	5	2	3	5	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**			
1%	2%	2%	1%	1%	2%	1%	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**			
	a						a																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2028

Weighting Var

Base: All

TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	112	105	101	91	3	64	42	47	42	4	110	12	76	506	57
Weighted total	141	91	76	41	3	65	37	41	28	4	117	11	48	501	62
North 0-9 Employees	107	29	27	7	7	7	**	**	**	**	31	**	9	98	9
	19%	21%	29%	9%	16%	10%	**	**	**	**	27%	**	19%	20%	14%
	c	cd					a	a							
North 10+ Employees	6	1	1	2	1	1	**	**	**	**	*	**	1	5	*
	1%	*%	1%	2%	3%	1%	**	**	**	**	*%	**	2%	1%	*%
Mids 0-9 Employees	129	31	16	26	10	10	**	**	**	**	36	**	3	122	8
	23%	22%	17%	34%	25%	16%	**	**	**	**	31%	**	5%	24%	13%
			b				ab				c			b	
Mids 10+ Employees	6	1	1	1	1	-	**	**	**	**	2	**	1	5	1
	1%	1%	1%	2%	2%	-%	**	**	**	**	2%	**	1%	1%	1%
South 0-9 Employees	231	64	27	27	12	33	**	**	**	**	31	**	25	192	39
	41%	45%	29%	35%	30%	51%	**	**	**	**	27%	**	52%	38%	63%
	bd					bc			c				a	a	
South 10+ Employees	6	1	1	1	2	1	**	**	**	**	1	**	1	5	1
	1%	*%	1%	2%	4%	1%	**	**	**	**	1%	**	3%	1%	1%
Wal/Sco/NI 0-9 Employees	73	14	17	11	6	13	**	**	**	**	14	**	8	69	4
	13%	10%	19%	15%	15%	20%	**	**	**	**	12%	**	16%	14%	7%
						d									
Wal/Sco/NI 10+ Employees	6	1	1	1	2	*	**	**	**	**	1	**	1	5	1
	1%	1%	1%	2%	4%	1%	**	**	**	**	1%	**	2%	1%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2029

Weighting Var

Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	d
Unweighted total	563	387	25	146	53	382	30	144	55	120	354	61	-
Weighted total	563	331	21	134	41	324	28	125	50	97	280	39	-
North 0-9 Employees	107 19%	67 20%	** **	33 25%	7 16%	65 20%	** **	31 25%	9 18%	20 21%	62 22%	7 17%	** **
North 10+ Employees	6 1%	4 1%	** **	1 1%	* **	4 1%	** **	1 1%	* **	1 1%	4 1%	* **	** **
Mids 0-9 Employees	129 23%	78 23%	** **	39 29%	5 13%	75 23%	** **	31 25%	13 26%	26 27%	62 22%	10 27%	** **
Mids 10+ Employees	6 1%	4 1%	** **	2 1%	1 1%	4 1%	** **	2 1%	1 1%	1 2%	4 1%	1 1%	** **
South 0-9 Employees	231 41%	122 37%	** **	37 28%	23 55% a	120 37%	** **	37 30%	23 45% a	29 30%	95 34%	10 27%	** **
South 10+ Employees	6 1%	4 1%	** **	2 2%	1 2%	4 1%	** **	2 2%	1 1%	2 2%	4 1%	1 3%	** **
Wal/Sco/Nl 0-9 Employees	73 13%	47 14%	** **	18 14%	4 11%	47 15%	** **	19 15%	3 7%	17 17%	44 16%	9 22%	** **
Wal/Sco/Nl 10+ Employees	6 1%	5 1%	** **	1 1%	1 2%	5 1%	** **	1 1%	1 2%	1 1%	5 2%	1 2%	** **

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2030

Weighting Var

Base: All

Significance Level: 95% Unweighted total Weighted total	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	
	a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c		
	563	105	239	45	-	136	139	50	-	357	248	160	331	261	6	
	563	83	162	27	-	122	124	35	-	290	173	143	270	217	3	
	North 0-9 Employees	107	11	27	**	**	22	36	**	**	62	27	38	60	49	**
	19%	13%	17%	**	**	18%	29% a	**	**	22%	15%	26% b	22%	23%	**	
	North 10+ Employees	6	*	3	**	**	1	1	**	**	4	3	1	4	3	**
	1%	*%	2%	**	**	1%	1%	**	**	1%	2%	1%	2%	2%	**	
	Mids 0-9 Employees	129	23	34	**	**	39	28	**	**	67	44	39	65	49	**
23%	28% c	21% c	**	**	32%	23%	**	**	23%	25%	27%	24%	23%	**		
Mids 10+ Employees	6	1	3	**	**	1	1	**	**	4	3	2	4	3	**	
1%	2%	2%	**	**	1%	1%	**	**	1%	2%	1%	1%	1%	**		
South 0-9 Employees	231	31	66	**	**	39	39	**	**	99	64	41	91	76	**	
41%	37%	41%	**	**	32%	32%	**	**	34%	37%	29%	34%	35%	**		
South 10+ Employees	6	2	4	**	**	2	2	**	**	4	4	2	4	3	**	
1%	2%	2%	**	**	2%	2%	**	**	1%	2%	2%	1%	1%	**		
Wal/Sco/NI 0-9 Employees	73	13	23	**	**	16	15	**	**	44	25	18	38	30	**	
13%	16%	14%	**	**	13%	12%	**	**	15%	15%	13%	14%	14%	**		
Wal/Sco/NI 10+ Employees	6	1	3	**	**	1	2	**	**	5	3	2	4	3	**	
1%	1%	2%	**	**	1%	1%	**	**	2%	2%	1%	2%	1%	**		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2031

Weighting Var

Base: All

TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
	First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%	a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	563	135	78	96	36	313	261	15	6	6	4	518	422	523	441	550
Weighted total	563	107	60	82	15	264	218	15	3	11	4	504	381	508	407	542
North 0-9 Employees	107	33	22	20	**	62	49	**	**	**	**	98	76	98	82	105
	19%	31%	37% d	25%	**	24%	23%	**	**	**	**	19%	20%	19%	20%	19%
North 10+ Employees	6	1	1	1	**	4	3	**	**	**	**	5	4	5	5	6
	1%	1%	1%	1%	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%
Mids 0-9 Employees	129	26	16	26	**	57	44	**	**	**	**	119	85	119	88	122
	23%	24% e	26% e	32% e	**	22%	20%	**	**	**	**	24%	22%	23%	22%	22%
Mids 10+ Employees	6	1	1	1	**	3	3	**	**	**	**	5	4	5	5	5
	1%	1%	2%	1%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
South 0-9 Employees	231	27	10	19	**	93	80	**	**	**	**	200	150	204	159	221
	41%	25%	17%	23%	**	35%	37%	**	**	**	**	40%	40%	40%	39%	41%
					abcd											
South 10+ Employees	6	2	1	2	**	4	3	**	**	**	**	5	5	5	5	6
	1%	2%	2%	2%	**	1%	1%	**	**	**	**	1%	1%	1%	1%	1%
Wal/Sco/NI 0-9 Employees	73	15	8	13	**	37	32	**	**	**	**	65	51	65	59	72
	13%	14%	13%	16%	**	14%	15%	**	**	**	**	13%	13%	13%	15%	13%
					abc											
Wal/Sco/NI 10+ Employees	6	2	1	1	**	4	3	**	**	**	**	5	5	5	5	6
	1%	2%	2%	1%	**	1%	2%	**	**	**	**	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2032

Weighting Var

Base: All

TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	299	521	142	-	454	17	67	465	92	3	22	83	60	400	102
Weighted total	563	279	510	-	433	17	71	456	103	*	25	90	49	413	101
North 0-9 Employees	107	65	98	16	82	**	16	89	18	**	**	16	9	74	25
	19%	23%	19%	14%	19%	**	22%	20%	17%	**	**	17%	18%	18%	24%
North 10+ Employees	6	3	5	1	5	**	*	5	*	**	**	*	*	4	1
	1%	1%	1%	1%	1%	**	%	1%	%	**	**	%	1%	1%	1%
Mids 0-9 Employees	129	65	124	23	104	**	21	104	26	**	**	26	18	93	18
	23%	23%	24%	21%	24%	**	29%	23%	25%	**	**	29%	37%	23%	18%
Mids 10+ Employees	6	3	5	1	5	**	1	5	*	**	**	*	1	4	1
	1%	1%	1%	1%	1%	**	1%	1%	%	**	**	%	2%	1%	1%
South 0-9 Employees	231	99	200	49	169	**	25	181	47	**	**	39	10	177	43
	41%	36%	39%	44%	39%	**	35%	40%	46%	**	**	43%	21%	43%	a
South 10+ Employees	6	4	6	2	5	**	1	4	1	**	**	1	1	3	1
	1%	1%	1%	2%	1%	**	2%	1%	1%	**	**	1%	2%	1%	1%
Wal/Sco/NI 0-9 Employees	73	37	66	18	59	**	8	63	9	**	**	7	9	53	11
	13%	13%	13%	16%	14%	**	11%	14%	8%	**	**	8%	18%	13%	11%
Wal/Sco/NI 10+ Employees	6	3	5	2	5	**	*	5	1	**	**	1	1	4	1
	1%	1%	1%	2%	1%	**	1%	1%	1%	**	**	1%	1%	1%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2033

Weighting Var

Base: All

TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post		Use of postal services in the last month				RM services used in the last month			
	Yes - tried	Yes - not tried	No	Yes	No	RM letters /large letters	Other provider letters/large letters	RM small parcel	Other provider small parcel	Sending parcels first class	Sending parcels second class	Sending letters/large letters first class	Sending letters/large letters second class
	a	*b	c	a	b	a	b	c	d	a	b	c	d
563	69	21	468	318	245	387	59	177	91	126	57	208	134
563	88	25	448	325	238	325	35	151	74	108	46	175	108
107	11	**	91	62	45	62	7	36	22	27	16	36	27
19%	13%	**	20%	19%	19%	19%	19%	24%	30% a	25%	34% c	20%	25%
6	*	**	5	3	3	4	*	2	1	1	1	2	2
1%	*%	**	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
129	21	**	98	62	67	73	8	39	21	28	13	36	18
23%	24%	**	22%	19%	28% a	22%	22%	26%	28%	26%	28%	21%	17%
6	*	**	5	3	3	4	1	2	1	1	*	3	1
1%	*%	**	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
231	41	**	181	144	87	126	14	47	19	31	8	68	39
41%	47%	**	41%	44%	36%	39% d	42% d	31%	25%	29%	18%	39% b	36% b
6	1	**	5	3	3	4	1	3	1	2	1	2	1
1%	1%	**	1%	1%	1%	1%	3%	2%	2%	2%	2%	1%	1%
73	13	**	57	44	29	47	3	21	8	16	7	25	17
13%	15%	**	13%	14%	12%	14%	8%	14%	11%	15%	15%	14%	16%
6	*	**	5	3	3	5	1	2	1	1	1	2	2
1%	*%	**	1%	1%	1%	1%	3%	1%	2%	1%	2%	1%	2%

Columns Tested: a,b,c - a,b - a,b,c,d - a,b,c,d

Ofcom; Business Postal Tracker April 2018

Table 133 (continuation)

Page 2034

Weighting Var

Base: All

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

TOTAL	Effect of postage prices				Month
	Send similar number of letters	Send fewer letters	Send more letters	No change	Apr 2018
	a	b	c	d	
563	112	256	36	134	563
563	102	240	32	158	563
107	16	45	**	38	107
19%	15%	19%	**	24%	19%
			c		
6	1	2	**	2	6
1%	1%	1%	**	1%	1%
129	23	49	**	34	129
23%	23%	21%	**	21%	23%
6	1	3	**	1	6
1%	1%	1%	**	1%	1%
231	41	103	**	64	231
41%	41%	43%	**	40%	41%
6	1	2	**	1	6
1%	1%	1%	**	1%	1%
73	17	32	**	18	73
13%	17%	13%	**	12%	13%
6	1	3	**	1	6
1%	1%	1%	**	1%	1%

Columns Tested: a,b,c,d