

Your response

Please tell us how you came across about this consultation.

- ☐ Email from Ofcom
- ☐ Saw it on social media
- ☐ Found it on Ofcom's website
- ☒ Found it on another website
- ☐ Heard about it on TV or radio
- ☐ Read about it in a newspaper or magazine
- ☐ Heard about it at an event
- ☐ Somebody told me or shared it with me
- ☐ Other (please specify)

Question	Your response
Question 2.1: Do you agree with the provisional conclusions set out in our Equality Impact Assessment? Please state your reasons and provide evidence to support your view.	Confidential? – N The EIA correctly identifies that users without access to the internet, users with restricted mobility, users in rural locations and older users will suffer from these proposals. Any benefits do not outweigh these adverse impacts.
Question 2.2 Do you agree with our assessment under the Welsh Language Standards? Please state your reasons and provide evidence to support your view.	Confidential? – N Don't live in Wales, therefore I decided not to comment.
Question 3.1: Do you agree that we have identified the reasonable needs of post users? Please provide reasons and evidence for your views.	Confidential? – N No. Users, in particular businesses and NHS patients, need mail delivered more quickly that you believe and at an affordable price.
Question 3.2: Do you agree that the market is meeting the reasonable needs of post users? Please provide reasons and evidence for your views.	Confidential? – N No. The prices are ridiculously high and mail often takes too long to arrive.
Question 5.1: Do you agree with our proposals and impact assessment on changes to the delivery frequency of Second Class letters so that those items would be delivered every other day from Monday to Friday, and would not have	Confidential? – N No. This worsening of the service will adversely impact rural areas. Royal Mail will meet the lowered percentage targets by delaying rural deliveries. Paragraph 6.81 on page 112 recognises this when it states, "We are conscious that lower targets generally allow

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to be collected, processed or delivered on Saturdays? Please provide reasons and evidence in support of your views	for more variation in performance at the local level.” The ‘tail of mail’ D+5 target of 99.5% means that one item in 200 will not need to be delivered within a week of posting. These 1 in 200 will be in rural areas. Not delivering on Saturdays is a diminution of service.
Question 6.1: Do you agree with our proposal to set the First Class national D+1 performance target to 90%? Please provide reasons and evidence for your view.	Confidential? – N No. See above. Also, nobody is going to pay the ridiculously high price if there is a 10% chance the mail won’t be delivered the next day.
Question 6.2: Do you agree with our proposal to set the First Class PCA D+1 performance target to be 3% lower than the national target (i.e. for the PCA target to be 87% to align with our proposed 90% national target)? Please provide reasons and evidence for your view	Confidential? – N No. See above.
Question 6.3: Do you agree with our proposal to introduce a new First Class ‘tail of mail’ target of 99.5% at D+3? Please provide reasons and evidence for your view	Confidential? – N No. See above. Should be set at 100%. Unacceptable that 1 item in 200 of first class mail won’t be delivered for four or more days.
Question 6.4: Do you agree with our proposal to set the Second Class D+3 performance target to 95%? Please provide reasons and evidence for your view.	Confidential? – N No. See above.
Question 6.5: Do you agree with our proposal to introduce a new Second Class ‘tail of mail’ target of 99.5% at D+5? Please provide reasons and evidence for your view.	Confidential? – N No. See above. Should be set at 100%.
Question 7.1: Do you agree with our proposal to regulate D+3 access services, subject to a margin squeeze control and the other protections outlined above? Please provide reasons and evidence for your views.	Confidential? – N

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<p>Question 7.2: Do you agree with our proposal to change the specification of D+5 access services to remove Saturday as a delivery day? Please provide reasons and evidence for your views.</p>	<p>Confidential? – N</p> <p>No. This is a worsening of the service and will adversely impact small businesses and NHS patients who rely on speedy delivery of mail. Not delivering on Saturdays is a diminution of service.</p>
<p>Question 7.3: Do you agree with our proposals to maintain a margin squeeze control on D+2 access services, where the relevant retail services are Royal Mail's First Class retail bulk services? Please provide reasons and evidence for your views.</p>	<p>Confidential? – N</p> <p>There is no case removing D+2 access from the USPA Condition</p>
<p>Question 7.4: Do you agree with our proposals for pricing transparency and amending how access services are defined? Please provide reasons and evidence for your views.</p>	<p>Confidential? – N</p> <p>I have no objections to greater pricing transparency and how access services are defined.</p>

Please complete this form in full and return to futurepostaluso@ofcom.org.uk.