

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
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
Question 3.1: Do you agree that we have identified the reasonable needs of post users? Please provide reasons and evidence for your views.	<p>Confidential : N</p> <p>It is wrong to conclude that post users' needs would be met by an alternate day and non-Saturday service for second class mail. Many businesses rely on this service due to the extreme cost of 1st class, and businesses like mine would suffer catastrophically if these changes were implemented.</p> <p>Print publications like ours would be less likely to reach subscribers while still current and relevant, leading to a loss of customers and the closure of the business in due course.</p>

Question	Your response
<p>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.</p>	<p>Confidential? N</p> <p>Market meets the need well enough for parcels but not letter post. An affordable letter post service is essential for the print magazine publishing industry.</p>
<p>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 to be collected, processed or delivered on Saturdays? Please provide reasons and evidence in support of your views</p>	<p>Confidential? – N</p> <p>No. This is likely to have a catastrophic effect on businesses like ours. Print magazine publishing and distribution relies on customers receiving publications within a few days. Any later leads to customer dissatisfaction and loss of subscriptions.</p> <p>Delivery 5 days per week is essential for this type of business to survive. Saturday delivery is perhaps less vital – but non-collection or processing of mail on Saturday is a major concern. A 2nd class item posted on Friday would be unlikely to reach customer for at least 4 days, probably more. That would kill a publishing business like ours.</p>
<p>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.</p>	<p>Confidential? –N</p> <p>Acceptable. Higher than 90% would be preferable.</p>
<p>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</p>	<p>Confidential? –N</p> <p>No strong view.</p>
<p>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</p>	<p>Confidential? – N</p> <p>Yes, seems positive.</p>

Question	Your response
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, should be higher. It's a relaxed target already, postal service should be hitting it close to 100%.
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 Yes, a positive proposal.
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 No opinion
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.	Confidential? –N Not in favour but less strongly opposed than dilution of weekday
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.	Confidential? –N No opinion
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.	Confidential? –N Yes

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