

Whistl thanks Ofcom for the work that it does in regulating the postal sector and for the opportunity to comment on its Workplan 2024/25.

Whistl supports the views espoused in the MCF response dated 29-01-2024.

Current QoS issues remains a grave issue for Access customers and the current USO regulatory regime has demonstrably failed to incentive RM to get the network that delivers both USO and Access Mail back on track. Whistl supports the view that Ofcom should open an investigation into the recent poor QoS performance and if appropriate consider modification to the regulatory regime around QoS. It is clear that users rate reliability highly from Ofcom's own research and Royal Mails long term persistent failure to deliver anything close to a reliable postal service needs immediate focus and corrective action.

Whistl welcomes Ofcom's call for inputs on The Future of the USO and will make its submission in due course. For the 2024/25 workplan Whistl believes that it would be beneficial for Ofcom to commission some structured, quantitative user needs research in the Bulk Mail sector. As key users of the USO existing user needs research for consumers and SME is structured and very thorough but the Bulk Mail sector has not historically been covered as thoroughly. With such a high proportion of volume and revenue from this sector contributing to the finacability of the USO it is vital that the needs of these users are thoroughly understood before changes to the Royal Mail network are mooted.

This response is submitted by Charles Neilson on behalf of Whistl, is non confidential and may be published by Ofcom in full.