

# Consultation response form

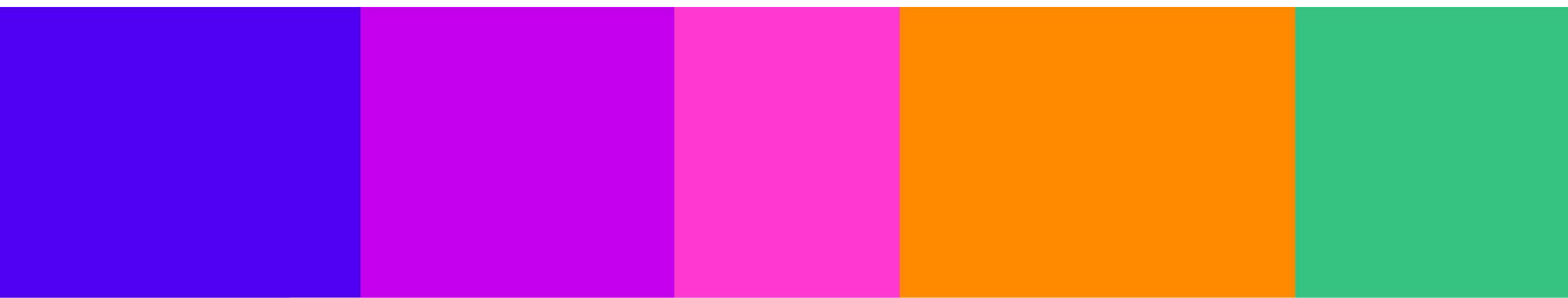
Please complete this form in full and return to [futurepostaluso@ofcom.org.uk](mailto:futurepostaluso@ofcom.org.uk).

<b>Consultation title</b>	Call for input: Review of postal regulation – pricing and affordability
<b>Full name</b>	[REDACTED]
<b>Contact phone number</b>	[REDACTED]
<b>Representing (delete as appropriate)</b>	Organisation
<b>Organisation name</b>	Papersheep Ltd
<b>Email address</b>	[REDACTED]

## Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom’s General Privacy Statement](#).

<b>Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate.</b>	Nothing
<b>Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate.</b>	None
<b>For confidential responses, can Ofcom publish a reference to the contents of your response?</b>	Yes



## 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
<p><b>Question 2.1:</b> Do you agree with our proposed objectives for this review? Please state your reasons and provide evidence to support your view.</p>	<p>Confidential? – N</p> <p>I accept that the postal service needs to be assessed periodically, particularly as Royal Mail is now a private company. You, as the Ombudsman, are one of the only bodies that can stop them removing the Universal Postal Service (UPS) which they would like to do. The second class stamp is the only thing that allows many older people to communicate with their friends and outside agencies. Hospitals still send letters via traditional mail – do we say that everyone has to access a computer/email to get access to medical appointments?</p>
<p><b>Question 2.2:</b> Do you agree with our planned approach to this review? Please state your reasons and provide evidence to support your view.</p>	<p>Confidential? – Y / N</p>
<p><b>Question 3.1:</b> Do you agree that our approach to assessing the affordability of universal postal services should be similar to the approach we have taken previously? Please state your reasons and provide evidence to support your view.</p>	<p>Confidential? – N</p> <p>Royal Mail is now a private company so they have a very different perspective from the initial aims of the UPS. I think you should look at other countries who have abandoned their equivalent of the UPS, such as Denmark, who</p>

Question	Your response
	plans to stop delivering letters at the end of 2025 – how did they make their decision?
<p><b>Question 3.2:</b> Do you agree with our initial observations from our preliminary analysis of the latest ONS data and market research? Please state your reasons and provide evidence to support your view.</p>	Confidential? – Y / N
<p><b>Question 4.1:</b> Do you have any comments on whether a targeted discount scheme could be used to address affordability concerns in post?</p>	<p>Confidential? –N</p> <p>As always, it depends on how it is run and how you plan to answer the challenges that you've outlined. We would need more details to fully assess. Once the UPS has been stopped, it will NEVER be re-instated and we all know that every service this country has to provide is unfit for purpose and inadequate at every level!</p>
<p><b>Question 4.2:</b> Do you have any specific comments or evidence relating to the key elements and principles of a potential scheme set out in this section?</p>	<p>Confidential? – N</p> <p>Insufficient information, see above. Theories are great but we need hard facts and plans to fully assess.</p>
<p><b>Question 5.1:</b> Do you have any comments on our initial views set out in paragraphs 5.2-5.16 in Section 5 on whether there is a case for Ofcom to move away from its existing approach to price regulation of Royal Mail's letter services based on considerations other than affordability?</p>	<p>Confidential? – N</p> <p>Royal Mail was sold and purchased with the UPS in place – it is a minimum standard and let's face it, Royal Mail still cannot deliver a first class letter at an eye-watering £1.70 at the moment, when it should. This country has a thriving greetings card industry that employs people – I employ people – and their jobs all depend on the UPS being upheld. Be very careful what you decide to do.</p>

Question	Your response
<b>Question 5.2:</b> Do you have any comments on Ofcom's plans to examine aspects of the margin squeeze rule for access prices?	Confidential? – N  The margin squeeze rule affects many industries and if we all concentrated on what makes a certain level of profit, we'd be in an even worse mess.

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