



Chris Rowsell  
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Competition Group  
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Dear Chris,

**POSTAL REGULATION: TRANSITION TO THE NEW REGULATORY  
FRAMEWORK**

Further to our meeting with your colleague Daniel Gordon in July 2011, MUA would wish to show its general support for the direction Ofcom is intending to move with its transitional plans for a new regulatory framework, and members look forward to working alongside the new regulator in putting in place its General Authorisation Regime.

Having been contributors to debate surrounding the development of the existing Postal Redress arrangements, members would be very interested in due course to have discussions with Ofcom around complaints handling procedures and redress, as well as common operational procedures and the new regulator's review of the need for a price control.

Should you wish to discuss anything, which may assist you in gaining a clearer view of the market, do not hesitate to give me a call.

Yours sincerely,

Alan MJ Halfacre  
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