

20 April 2012

Zahid Deen
Ofcom
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2A Southwark Bridge Road
London SE1 9HA

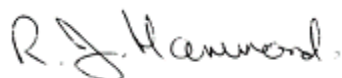
Dear Mr Deen,

Notice of modification to the Postal Common Operational Procedures Agreement (PCOPA)

Consumer Focus acknowledges Ofcom's notice to modify the Postal Common Operational Procedures Agreement (PCOPA) in order to update it and ensure it remains effective.

Consumer Focus notes the proposed changes to the PCOPA.

Yours faithfully,



Robert Hammond
Director of Postal Policy and Regulation