

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

REGION	1
Base : All respondents	
URBANITY	2
Base : All respondents	
DEPRIVATION INDEX.....	3
Base : All respondents	
NATION.....	4
Base : All respondents	
QS1. SHOWCARD Which of these statements match your experience with sending and receiving items through the post? (MULTI CODE).....	5
Base : All respondents	
GENDER	6
Base : All respondents	
AGE RANGE	7
Base : All respondents	
SOCIAL GRADE	9
Base : All respondents	
QA4. Are you unable to leave your home without help, because you are ill or disabled? (SINGLE CODE).....	11
Base : All respondents	
QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED	12
Base : All respondents	
QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED	14
Base : All who have personally sent any items of post in the last month	
QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED	16
Base : All respondents	
SUMMARY OF ITEMS SENT IN THE LAST MONTH.....	18
Base : All respondents	
QC22. SHOWCARD Thinking of the parcels that you sent in the last month, did you pay to send the parcels, did you use a pre-paid returns label, or have you used both of these methods to send a parcel in the last month? (SINGLE CODE)	19
Base : All who have sent any parcels in the last month	
QC23. SHOWCARD Which of these companies did you use to send the parcels in the last month? (MULTI CODE).....	20
Base : All who have sent any parcels in the last month	
QC24. SHOWCARD Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)	22
Base : All who have sent any parcels in the last month using Royal Mail	
QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED.....	25
Base : All in Northern Ireland who have personally sent any items of post in the last month	
QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED.....	26
Base : All in Northern Ireland	
QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED.....	27
Base : All who have personally sent any items of post in the last month	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED.....	29
Base : All respondents	
QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE).....	31
Base : All who have personally sent any items of post in the last month	
QC20. SHOWCARD You said earlier that you have sent one or more parcels in the last month... When you sent these parcels, which of these methods did you use? (MULTI CODE).....	33
Base : All who have sent any parcels in the last month (AT QC5)	
QC21. SHOWCARD And why did you choose to use another method apart from a Postbox or Royal Mail or Parcelforce over the counter services at a Post Office to send your parcels? (MULTI CODE).....	34
Base : All who sent parcels using an alternative to Royal Mail Postbox or Post Office counter services	
QC10. SHOWCARD Compared with two years ago, would you say that the number of items you send through the post has... (SINGLE CODE).....	36
Base : All respondents	
QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE).....	37
Base : All who say that the number of items sent by post has increased, compared to two years ago	
QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE).....	39
Base : All who say that the number of items sent by post has decreased, compared to two years ago	
QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE).....	41
Base : All who say that the number of items sent by post has decreased, compared to two years ago	
QC25. SHOWCARD Looking to the future... Compared with now, would you say that the number of letters and cards you will be sending in the post two years from now will have... (SINGLE CODE).....	43
Base : All respondents (FROM Q3 2014)	
QC26. SHOWCARD Looking to the future... Compared with now, would you say that the number of parcels you will be sending in the post two years from now will have... (SINGLE CODE).....	44
Base : All respondents (FROM Q3 2014)	
QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED.....	45
Base : All respondents	
QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED.....	48
Base : All who have personally received any items of post in the last week	
QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED.....	50
Base : All respondents	
SUMMARY OF ITEMS RECEIVED IN THE LAST WEEK.....	52
Base : All respondents	
QD17. SHOWCARD Thinking of the parcels that you have received in the last week, which of these companies delivered the parcels? (MULTI CODE).....	53
Base : All who have received any parcels in the last week	
QD18. SHOWCARD And were the parcels delivered at the first attempt, did you have a card left behind to let you know that the parcel could not be delivered because you were out, or have you experienced both of these in the last week? (SINGLE CODE).....	55
Base : All who have received any parcels in the last week	
QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED.....	56
Base : All in Northern Ireland who have personally received any items of post in the last week	
QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED.....	57
Base : All in Northern Ireland	
QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE).....	58
Base : All respondents	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QD5. SHOWCARD Compared with two years ago, would you say that the number of addressed letters, cards and parcels you personally receive through the post has... (SINGLE CODE)61
Base : All respondents

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)62
Base : All who say that the number of items received by post has increased, compared to two years ago

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)64
Base : All who say that the number of items received by post has decreased, compared to two years ago

QD8. Do you ever order items to be delivered to you through the post? IF YES Have you ever had to return any goods you bought which were delivered to you by post? (SINGLE CODE) PROMPTED67
Base : All respondents

QD25. SHOWCARD When you place an order for an item for yourself (either ordering in person, online or by telephone) where do you usually get the item delivered to? (MULTI CODE)68
Base : Those who ever order items to be delivered (FROM Q1 2015)

QD19. SHOWCARD When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your delivery person may leave a 'Sorry you were out' card. Have you received a card like this from the deliverer? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)69
Base : All respondents

QD21. SHOWCARD In the last month have any of these happened as a result of a Royal Mail delivery to your home while you were out? (MULTI CODE)71
Base : All respondents

QD22. SHOWCARD When you most recently received a 'Sorry you were out' card with options to collect the item from Royal Mail or rearrange delivery, what action did you take? (SINGLE CODE)72
Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

QD23A. SHOWCARD How satisfied were you with that recent experience where a card was left with instructions to collect the item from Royal Mail or rearrange delivery? (SINGLE CODE)73
Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

QD23B. SHOWCARD How satisfied were you with that recent experience where a card was left to say the item had been left with a neighbour? (SINGLE CODE)74
Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say the item had been left with a neighbour

QD23C. SHOWCARD How satisfied were you with that recent experience where a card was left to say where the item could be found outside of your home? (SINGLE CODE)75
Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say where the item could be found outside their home

QD23D. SHOWCARD How satisfied were you with that recent experience where the item was left outside of your home for you to find? (SINGLE CODE)76
Base : Those who have been left with an item to find outside their home by Royal Mail in the last month

QD24. When you have had a card left behind by Royal Mail in the last month, was there someone at home that could have received the Royal Mail delivery item? (SINGLE CODE)77
Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month (ADDED FROM MAY 2014)

QD20. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)78
Base : All respondents

QE6. SHOWCARD How reliant would you say you are on post in terms of letters and cards as a way of communicating? (SINGLE CODE)79
Base : All respondents (FROM Q3 2014)

QE7. SHOWCARD How reliant would you say you are on post in terms of parcels as a way of communicating? (SINGLE CODE)80
Base : All respondents (FROM Q3 2014)

QE2. SHOWCARD Thinking about your experience of using the postal service to send and receive mail, how would you rate your overall satisfaction with the postal service? (SINGLE CODE)81
Base : All respondents

QE4. SHOWCARD How satisfied are you overall with the postal service in terms of the value for money of sending mail? (SINGLE CODE)82
Base : All respondents

QE5. SHOWCARD How would you rate your overall satisfaction with Royal Mail? (SINGLE CODE)83
Base : All respondents

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QE8. SHOWCARD Thinking about the Royal Mail post boxes you use to send items through the post, how would you rate your satisfaction with how often the items are collected from the post boxes? (SINGLE CODE)	84
Base : All respondents (FROM Q3 2014)	
QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)	85
Base : All respondents	
QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)	86
Base : All respondents	
QE3B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The security of the service (i.e. assurance that it will arrive at its destination safely) (SINGLE CODE)	87
Base : All respondents	
QE3C. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The length of time it takes to reach its destination after it's sent (SINGLE CODE)	88
Base : All respondents	
QE3G. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of post boxes (SINGLE CODE)	89
Base : All respondents (FROM Q3 2014)	
QE3H. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of Post Offices (SINGLE CODE)	90
Base : All respondents (FROM Q3 2014)	
QE3F. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The cost of postage (SINGLE CODE)	91
Base : All respondents	
SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE	92
Base : All respondents	
QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)	94
Base : All respondents in Northern Ireland (FROM Q3 2014)	
QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)	95
Base : All respondents in Northern Ireland, excluding those saying they don't know or don't receive items sent from the Republic of Ireland (FROM Q3 2014)	
QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)	96
Base : All respondents in Northern Ireland (FROM Q3 2014)	
QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)	97
Base : All respondents in Northern Ireland, excluding those saying they don't know or don't send items to the Republic of Ireland (FROM Q3 2014)	
QF9A. In the last three months, have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating? (SINGLE CODE)	98
Base : All respondents	
QF9B. In the last three months, have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps? (SINGLE CODE)	99
Base : All respondents	
SUMMARY OF AFFORDABILITY OF POSTAL SERVICES	100
Base : All respondents	
QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 62P, RISE FROM 60P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED	101
Base : All respondents	
QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 53P, RISE FROM 50P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED	103
Base : All respondents	
QF3. SHOWCARD It currently costs 62p to send a standard letter first class within the UK. How would you rate the Royal Mail's first class service in terms of value for money (SINGLE CODE)	105
Base : All respondents	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QF4. SHOWCARD It currently costs 53p to send a standard letter second class within the UK. How would you rate the Royal Mail's second class service in terms of value for money? (SINGLE CODE).....	106
Base : All respondents	
QF5. SHOWCARD It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (SINGLE CODE).....	107
Base : All respondents in Northern Ireland	
QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)	108
Base : All respondents	
QF10. SHOWCARD Which, if any, of these describe your reasons for using first class postage all or most of the time? (MULTI CODE).....	110
Base : Those who use first class all or most of the time	
QF11. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE).....	111
Base : Those who use second class equally or all or most of the time	
QF11. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE).....	112
Base : Those who use second class equally or all or most of the time	
QF12. SHOWCARD As you may know, the price of sending parcels using first and second class postage increased in April 2013. Which of these statements best describes the impact on you, if any, of the price rise in sending parcels since then? (MULTI CODE) 113	
Base : All respondents (PRE Q4 2014)	
QG1A. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Lost mail? (SINGLE CODE)	114
Base : All respondents	
QG1B. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Damaged mail? (SINGLE CODE)	115
Base : All respondents	
QG1C. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Delayed mail? (SINGLE CODE).....	116
Base : All respondents	
QG1D. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mis-delivered mail - so mail that has been incorrectly delivered to your address, or your mail has been delivered to someone else's address? (SINGLE CODE)....	117
Base : All respondents	
QG1E. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mail that has been tampered with? (SINGLE CODE)	118
Base : All respondents	
QG1F. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - A card from Royal Mail to say that an item could not be delivered, when someone was in your home and could have received the item? (SINGLE CODE).....	119
Base : All respondents (FROM MAY 2014)	
SUMMARY - EXPERIENCE OF PROBLEMS WITH ROYAL MAIL'S SERVICE IN THE LAST 12 MONTHS.....	120
Base : All respondents	
QG2. In the last 12 months, have you had cause to complain to Royal Mail about its services? (SINGLE CODE)	121
Base : All respondents	
QG3A. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the response to your complaint (SINGLE CODE)	122
Base : All who have made a complaint to Royal Mail about its services in the last 12 months	
QG3B. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the time taken to resolve your complaint (SINGLE CODE).....	123
Base : All who have made a complaint to Royal Mail about its services in the last 12 months	
QG4. SHOWCARD Who did you make your complaint to? (MULTI CODE)	124
Base : All who have made a complaint to Royal Mail about its services in the last 12 months	
QG5. SHOWCARD How did you make the complaint about Royal Mail? (MULTI CODE)	125
Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QG6. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)	126
Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	
QG7. SHOWCARD How easy or difficult did you find it to make a complaint about Royal Mail? (SINGLE CODE)	127
Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	
QG8. Please tell me what was difficult about making the complaint about Royal Mail? (MULTI CODE)	128
Base : All who found it difficult to make a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	
QG9. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators including Royal Mail can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Royal Mail? (SINGLE CODE).....	129
Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	
QG10. Why didn't you make a complaint about Royal Mail? (MULTI CODE)	130
Base : All who have had cause to but have not made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)	
QH1A. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your bank or building society? (SINGLE CODE).....	131
Base : All respondents	
QH1B. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your gas or electricity provider? (SINGLE CODE)	132
Base : All respondents	
QH1C. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your local council or tax office? (SINGLE CODE).....	133
Base : All respondents	
SUMMARY TO SHOW PREFERENCE FOR RECEIVING COMMUNICATION BY POST FROM ORGANISATIONS HAVE A RELATIONSHIP WITH.....	134
Base : All respondents	
QH2A. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I love to send and receive letters and cards (SINGLE CODE).....	135
Base : All respondents	
QH2B. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send emails rather than letters whenever possible (SINGLE CODE)	136
Base : All respondents	
QH2C. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send letters or emails to companies rather than make a phone call, so that I have a written record (SINGLE CODE).....	137
Base : All respondents	
QH2D. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only use post if there is no alternative (SINGLE CODE).....	138
Base : All respondents	
QH2E. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I would feel cut off from society if I can't send or don't receive post (SINGLE CODE).....	139
Base : All respondents	
QH2F. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only send my mail first class if it needs to get there the next day (SINGLE CODE).....	140
Base : All respondents	
QH2G. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I send fewer letters by post now due to the cost (SINGLE CODE).....	141
Base : All respondents	
QH2H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I trust second class post to get there in a reasonable timeframe (SINGLE CODE)	142
Base : All respondents	
QH3A. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Post? (SINGLE CODE).....	143
Base : All respondents	
QH3B. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a mobile phone? (SINGLE CODE).....	144
Base : All respondents	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QH3C. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Mobile phone text messages? (SINGLE CODE).....	145
Base : All respondents	
QH3D. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a landline? (SINGLE CODE)	146
Base : All respondents	
QH3E. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Internet/ email/ social networking? (SINGLE CODE).....	147
Base : All respondents	
SUMMARY OF IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY	148
Base : All respondents	
Q11. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)	149
Base : All respondents	
Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE).....	151
Base : All respondents	
Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE).....	153
Base : All respondents	
Q13. SHOWCARD And which, if any, of these companies have delivered a packet, parcel or letter to you? Please think about you have received personally rather than any use as part of a business. (MULTI CODE).....	155
Base : All respondents	
Q14. Have you had a letter delivered to your home by TNT in the last week? IF NECESSARY - This may have been either TNT Post UK or TNT Express, with the delivery person in TNT uniform, not a delivery by a Royal Mail postman or woman.....	157
Base : Those in London, Manchester or Liverpool	
Q15. SHOWCARD How would you rate your overall satisfaction with the TNT mail delivery service? (SINGLE CODE)	158
Base : Those who have had a letter delivered to their home by TNT Post in the last week	
SUMMARY TO SHOW COMPETITORS USED TO SEND OR RECEIVE MAIL.....	159
Base : All respondents	
Q16A. SHOWCARD In the last 12 months, have you experienced any of these problems with the Citilink service? (MULTI CODE)	161
Base : Those who have used Citilink to send mail or receive mail	
Q16B. SHOWCARD In the last 12 months, have you experienced any of these problems with the Citipost service? (MULTI CODE)	162
Base : Those who have used Citipost to send mail or receive mail	
Q16C. SHOWCARD In the last 12 months, have you experienced any of these problems with the Collect+ (Collect Plus) service? (MULTI CODE)	163
Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail	
Q16D. SHOWCARD In the last 12 months, have you experienced any of these problems with the DHL service? (MULTI CODE).....	164
Base : Those who have used DHL to send mail or receive mail	
Q16E. SHOWCARD In the last 12 months, have you experienced any of these problems with the FedEx service? (MULTI CODE).....	165
Base : Those who have used FedEx to send mail or receive mail	
Q16F. SHOWCARD In the last 12 months, have you experienced any of these problems with the Hermes service? (MULTI CODE).....	166
Base : Those who have used Hermes to send mail or receive mail	
Q16G. SHOWCARD In the last 12 months, have you experienced any of these problems with the Interlink DPD service? (MULTI CODE)	167
Base : Those who have used Interlink DPD to send mail or receive mail	
Q16H. SHOWCARD In the last 12 months, have you experienced any of these problems with the Parcelforce service? (MULTI CODE).....	168
Base : Those who have used Parcelforce to send mail or receive mail	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Q16I. SHOWCARD In the last 12 months, have you experienced any of these problems with the TNT Express service? (MULTI CODE)	169
Base : Those who have used TNT Express to send mail or receive mail	
Q16J. SHOWCARD In the last 12 months, have you experienced any of these problems with the TNT Post UK service? (MULTI CODE)	170
Base : Those who have used TNT Post UK to send mail or receive mail	
Q16K. SHOWCARD In the last 12 months, have you experienced any of these problems with the UPS service? (MULTI CODE).....	171
Base : Those who have used UPS to send mail or receive mail	
Q16L. SHOWCARD In the last 12 months, have you experienced any of these problems with the Yodel service? (MULTI CODE)	172
Base : Those who have used Yodel to send mail or receive mail	
Q17A. SHOWCARD In the last 12 months, have you had cause to complain to Citilink about its services? (SINGLE CODE)	173
Base : Those who have used Citilink to send mail or receive mail	
Q17B. SHOWCARD In the last 12 months, have you had cause to complain to Citipost about its services? (SINGLE CODE).....	174
Base : Those who have used Citipost to send mail or receive mail	
Q17C. SHOWCARD In the last 12 months, have you had cause to complain to Collect+ (Collect Plus) about its services? (SINGLE CODE).....	175
Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail	
Q17D. SHOWCARD In the last 12 months, have you had cause to complain to DHL about its services? (SINGLE CODE)	176
Base : Those who have used DHL to send mail or receive mail	
Q17E. SHOWCARD In the last 12 months, have you had cause to complain to FedEx about its services? (SINGLE CODE)	177
Base : Those who have used FedEx to send mail or receive mail	
Q17F. SHOWCARD In the last 12 months, have you had cause to complain to Hermes about its services? (SINGLE CODE)	178
Base : Those who have used Hermes to send mail or receive mail	
Q17G. SHOWCARD In the last 12 months, have you had cause to complain to Interlink DPD about its services? (SINGLE CODE).....	179
Base : Those who have used Interlink DPD to send mail or receive mail	
Q17H. SHOWCARD In the last 12 months, have you had cause to complain to Parcelforce about its services? (SINGLE CODE)	180
Base : Those who have used Parcelforce to send mail or receive mail	
Q17I. SHOWCARD In the last 12 months, have you had cause to complain to TNT Express about its services? (SINGLE CODE).....	181
Base : Those who have used TNT Express to send mail or receive mail	
Q17J. SHOWCARD In the last 12 months, have you had cause to complain to TNT Post UK about its services? (SINGLE CODE)	182
Base : Those who have used TNT Post UK to send mail or receive mail	
Q17K. SHOWCARD In the last 12 months, have you had cause to complain to UPS about its services? (SINGLE CODE)	183
Base : Those who have used UPS to send mail or receive mail	
Q17L. SHOWCARD In the last 12 months, have you had cause to complain to Yodel about its services? (SINGLE CODE).....	184
Base : Those who have used Yodel to send mail or receive mail	
Q18A. SHOWCARD Thinking of Citilink's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	185
Base : All who have made a complaint to Citilink about its services in the last 12 months	
Q18D. SHOWCARD Thinking of DHL's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	186
Base : All who have made a complaint to DHL about its services in the last 12 months	
Q18F. SHOWCARD Thinking of Hermes's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	187
Base : All who have made a complaint to Hermes about its services in the last 12 months	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

QI8G. SHOWCARD Thinking of Interlink DPD's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	188
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months	
QI8K. SHOWCARD Thinking of UPS's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	189
Base : All who have made a complaint to UPS about its services in the last 12 months	
QI8L. SHOWCARD Thinking of Yodel's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)	190
Base : All who have made a complaint to Yodel about its services in the last 12 months	
QI9A. SHOWCARD And thinking again of Citilink's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)	191
Base : All who have made a complaint to Citilink about its services in the last 12 months	
QI9D. SHOWCARD And thinking again of DHL's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE).....	192
Base : All who have made a complaint to DHL about its services in the last 12 months	
QI9F. SHOWCARD And thinking again of Hermes's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE).....	193
Base : All who have made a complaint to Hermes about its services in the last 12 months	
QI9G. SHOWCARD And thinking again of Interlink DPD's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)	194
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months	
QI9K. SHOWCARD And thinking again of UPS's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE).....	195
Base : All who have made a complaint to UPS about its services in the last 12 months	
QI9L. SHOWCARD And thinking again of Yodel's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)	196
Base : All who have made a complaint to Yodel about its services in the last 12 months	
QI10A. SHOWCARD Who did you complain to about Citilink? (MULTI CODE)	197
Base : All who have made a complaint to Citilink about its services in the last 12 months	
QI10D. SHOWCARD Who did you complain to about DHL? (MULTI CODE)	198
Base : All who have made a complaint to DHL about its services in the last 12 months	
QI10F. SHOWCARD Who did you complain to about Hermes? (MULTI CODE)	199
Base : All who have made a complaint to Hermes about its services in the last 12 months	
QI10G. SHOWCARD Who did you complain to about Interlink DPD? (MULTI CODE)	200
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months	
QI10K. SHOWCARD Who did you complain to about UPS? (MULTI CODE)	201
Base : All who have made a complaint to UPS about its services in the last 12 months	
QI10L. SHOWCARD Who did you complain to about Yodel? (MULTI CODE).....	202
Base : All who have made a complaint to Yodel about its services in the last 12 months	
QI12A. SHOWCARD How did you make the complaint about Citilink? (MULTI CODE)	203
Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	
QI12D. SHOWCARD How did you make the complaint about DHL? (MULTI CODE)	204
Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
QI12F. SHOWCARD How did you make the complaint about Hermes? (MULTI CODE)	205
Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
QI12G. SHOWCARD How did you make the complaint about Interlink DPD? (MULTI CODE)	206
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Q112K. SHOWCARD How did you make the complaint about UPS? (MULTI CODE)	207
Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
Q112L. SHOWCARD How did you make the complaint about Yodel? (MULTI CODE)	208
Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q113A. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE).....	209
Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	
Q113D. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)	210
Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
Q113F. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE).....	211
Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
Q113G. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)	212
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
Q113K. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE).....	213
Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
Q113L. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE).....	214
Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q114A. SHOWCARD How easy or difficult did you find it to make a complaint about Citilink? (SINGLE CODE).....	215
Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	
Q114D. SHOWCARD How easy or difficult did you find it to make a complaint about DHL? (SINGLE CODE)	216
Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
Q114F. SHOWCARD How easy or difficult did you find it to make a complaint about Hermes? (SINGLE CODE).....	217
Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
Q114G. SHOWCARD How easy or difficult did you find it to make a complaint about Interlink DPD? (SINGLE CODE).....	218
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
Q114K. SHOWCARD How easy or difficult did you find it to make a complaint about UPS? (SINGLE CODE).....	219
Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
Q114L. SHOWCARD How easy or difficult did you find it to make a complaint about Yodel? (SINGLE CODE).....	220
Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q115F. Please tell me what was difficult about making the complaint about Hermes? (MULTI CODE).....	221
Base : All who found it difficult to make a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
Q115G. Please tell me what was difficult about making the complaint about Interlink DPD? (MULTI CODE)	222
Base : All who found it difficult to make a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
Q115K. Please tell me what was difficult about making the complaint about UPS? (MULTI CODE).....	223
Base : All who found it difficult to make a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
Q115L. Please tell me what was difficult about making the complaint about Yodel? (MULTI CODE)	224
Base : All who found it difficult to make a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q116A. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Citilink? (SINGLE CODE)	225
Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Q116D. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about DHL? (SINGLE CODE)	226
Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
Q116F. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Hermes? (SINGLE CODE)	227
Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
Q116G. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Interlink DPD? (SINGLE CODE)	228
Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
Q116K. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about UPS? (SINGLE CODE)	229
Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)	
Q116L. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Yodel? (SINGLE CODE)	230
Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q116A. Why didn't you make a complaint about Citilink? (MULTI CODE)	231
Base : All who have had cause to but have not made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)	
Q116B. Why didn't you make a complaint about Citipost? (MULTI CODE)	232
Base : All who have had cause to but have not made a complaint to Citipost about its services in the last 12 months (ADDED Q1 2015)	
Q116D. Why didn't you make a complaint about DHL? (MULTI CODE)	233
Base : All who have had cause to but have not made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)	
Q116E. Why didn't you make a complaint about FedEx? (MULTI CODE)	234
Base : All who have had cause to but have not made a complaint to FedEx about its services in the last 12 months (ADDED Q1 2015)	
Q116F. Why didn't you make a complaint about Hermes? (MULTI CODE)	235
Base : All who have had cause to but have not made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)	
Q116G. Why didn't you make a complaint about Interlink DPD? (MULTI CODE)	236
Base : All who have had cause to but have not made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)	
Q116H. Why didn't you make a complaint about Parcelforce? (MULTI CODE)	237
Base : All who have had cause to but have not made a complaint to Parcelforce about its services in the last 12 months (ADDED Q1 2015)	
Q116L. Why didn't you make a complaint about Yodel? (MULTI CODE)	238
Base : All who have had cause to but have not made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)	
Q111A. SHOWCARD Thinking of your experience of using Citilink to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	239
Base : Those who have used Citilink to send mail or receive mail	
Q111B. SHOWCARD Thinking of your experience of using Citipost to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	240
Base : Those who have used Citipost to send mail or receive mail	
Q111C. SHOWCARD Thinking of your experience of using Collect+ (Collect Plus) to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	241
Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail	
Q111D. SHOWCARD Thinking of your experience of using DHL to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	242
Base : Those who have used DHL to send mail or receive mail	
Q111E. SHOWCARD Thinking of your experience of using FedEx to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	243
Base : Those who have used FedEx to send mail or receive mail	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Q11F. SHOWCARD Thinking of your experience of using Hermes to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE).....	244
Base : Those who have used Hermes to send mail or receive mail	
Q11G. SHOWCARD Thinking of your experience of using Interlink DPD to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	245
Base : Those who have used Interlink DPD to send mail or receive mail	
Q11H. SHOWCARD Thinking of your experience of using Parcelforce to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE).....	246
Base : Those who have used Parcelforce to send mail or receive mail	
Q11I. SHOWCARD Thinking of your experience of using TNT Express to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	247
Base : Those who have used TNT Express to send mail or receive mail	
Q11J. SHOWCARD Thinking of your experience of using TNT Post UK to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	248
Base : Those who have used TNT Post UK to send mail or receive mail	
Q11K. SHOWCARD Thinking of your experience of using UPS to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE).....	249
Base : Those who have used UPS to send mail or receive mail	
Q11L. SHOWCARD Thinking of your experience of using Yodel to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)	250
Base : Those who have used Yodel to send mail or receive mail	
QJ1. SHOWCARD What is your working status? (SINGLE CODE)	251
Base : All respondents	
QJ2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE) PROMPTED	252
Base : All respondents	
QJ3. And what is the total number of people in your household, including any children? (SINGLE CODE).....	253
Base : All respondents	
QJ4. HOUSEHOLD SIZE.....	254
Base : All respondents	
QJ5. And what is the total number of children aged under 18 in your household (including respondent if respondent is under 18)?	255
Base : All respondents	
QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)	256
Base : All respondents	
QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE).....	258
Base : All respondents	
QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE).....	260
Base : All respondents	

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 2

REGION

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
North West	54	18	18	17	25	29	18	21	16	22	32	30	24
	13%	12%	15%	13%	13%	14%	13%	15%	12%	10%	18%	13%	14%
Yorkshire & Humber	32	11	11	10	17	15	12	9	11	17	15	17	15
	8%	7%	9%	8%	9%	7%	9%	6%	8%	8%	8%	7%	8%
East Midlands	34	34	-	-	17	17	15	12	7	14	20	16	18
	8%	22%	-%	-%	8%	8%	11%	9%	5%	6%	11%	7%	10%
West Midlands	43	17	10	16	20	23	12	12	19	18	25	20	23
	11%	11%	8%	12%	10%	11%	9%	8%	14%	8%	13%	9%	13%
Eastern	44	11	23	10	21	23	13	9	21	29	14	23	20
	11%	7%	18%	8%	11%	11%	10%	6%	16%	13%	8%	10%	11%
London	53	15	15	23	26	27	19	24	10	44	8	38	14
	13%	10%	12%	17%	13%	13%	14%	17%	8%	20%	4%	17%	8%
South East	62	29	17	15	29	33	15	26	21	34	28	38	24
	15%	19%	14%	12%	15%	16%	11%	18%	16%	15%	15%	17%	14%
South West	28	-	14	14	14	14	12	7	9	19	9	18	11
	7%	-%	11%	11%	7%	7%	9%	5%	7%	8%	5%	8%	6%
Scotland	34	9	9	17	16	17	11	14	9	12	22	17	17
	8%	6%	7%	13%	8%	8%	8%	10%	7%	6%	12%	7%	10%
Wales	20	6	6	7	9	11	5	6	8	10	10	10	10
	5%	4%	5%	6%	5%	5%	4%	4%	6%	5%	5%	5%	5%
Northern Ireland	4	3	1	-	2	2	1	1	1	3	1	2	1
	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 3

URBANITY

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
LARGE CITY	53	15	15	23	26	27	19	24	10	44	8	38	14
	13%	10%	12%	17%	13%	13%	14%	17%	8%	20%	4%	17%	8%
								h		j		l	
SMALLER CITY OR LARGE TOWN	121	34	40	48	60	61	45	41	35	60	61	64	57
	30%	22%	32%	37%	31%	29%	34%	29%	27%	27%	33%	28%	32%
				a									
MEDIUM TOWN	92	50	8	33	44	48	27	32	32	43	48	51	40
	23%	33%	7%	26%	23%	22%	21%	23%	24%	19%	26%	22%	23%
		b		b									
SMALL TOWN WITHIN 10 MILES	55	15	16	24	26	29	20	17	18	25	30	27	28
	13%	10%	13%	18%	13%	14%	15%	12%	14%	11%	16%	12%	16%
SMALL TOWN MORE THAN 10 MILES	29	11	19	-	13	16	7	7	15	16	13	15	15
	7%	7%	15%	-%	7%	8%	6%	5%	11%	7%	7%	6%	8%
		c	ac						g				
RURAL AREA WITHIN 10 MILES	48	28	17	3	21	27	11	18	18	28	20	30	17
	12%	18%	14%	2%	10%	13%	8%	13%	14%	13%	11%	13%	10%
		c	c										
REMOTE RURAL	10	-	10	-	5	5	3	2	4	6	4	3	6
	2%	-%	8%	-%	2%	2%	2%	2%	3%	3%	2%	1%	4%
			ac										

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 4

DEPRIVATION INDEX

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Low	162	50	68	43	77	85	41	49	72	100	62	90	71
	40%	33%	55%	33%	39%	40%	31%	35%	54%	45%	34%	40%	40%
			ac						fg	j			
Medium	214	78	49	87	104	111	80	82	52	104	109	118	96
	53%	51%	40%	67%	53%	52%	60%	58%	39%	47%	60%	52%	54%
			ab				h	h			i		
High	31	24	7	-	15	17	11	10	10	19	13	20	11
	8%	16%	6%	-%	7%	8%	9%	7%	7%	8%	7%	9%	6%
		bc	c										

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 5

NATION

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
England	349	135	108	106	168	181	116	120	114	198	151	199	151
	86%	88%	87%	82%	86%	86%	87%	85%	86%	89%	82%	87%	84%
Scotland	34	9	9	17	16	17	11	14	9	12	22	17	17
	8%	6%	7%	13%	8%	8%	8%	10%	7%	6%	12%	7%	10%
			a								i		
Wales	20	6	6	7	9	11	5	6	8	10	10	10	10
	5%	4%	5%	6%	5%	5%	4%	4%	6%	5%	5%	5%	5%
Northern Ireland	4	3	1	-	2	2	1	1	1	3	1	2	1
	1%	2%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 6

QS1. SHOWCARD Which of these statements match your experience with sending and receiving items through the post? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
I personally send items through the post	380	138	120	122	179	201	121	134	126	215	165	213	167
	93%	90%	97%	94%	91%	95%	91%	95%	95%	96%	90%	94%	93%
			a							j			
I personally receive items through the post	393	143	120	130	188	205	127	139	127	217	175	222	171
	97%	94%	96%	100%	96%	97%	96%	98%	95%	97%	95%	97%	95%
				ab									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 7

GENDER

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Male	195	69	64	62	195	-	73	61	61	104	91	122	73
	48%	45%	51%	48%	100%	-%	55%	43%	46%	47%	50%	54%	41%
					e							l	
Female	212	84	61	67	-	212	60	80	72	118	93	105	106
	52%	55%	49%	52%	-%	100%	45%	57%	54%	53%	50%	46%	59%
						d							k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 8

AGE RANGE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
16 - 17	8 2%	4 3%	2 2%	2 1%	7 4% e	1 1%	8 6% gh	- -%	- -%	4 2%	4 2%	2 1%	6 4%
18 - 24	48 12%	17 11%	14 11%	17 13%	27 14%	21 10%	48 36% gh	- -%	- -%	23 10%	26 14%	23 10%	25 14%
25 - 34	76 19%	35 23%	18 14%	23 18%	39 20%	38 18%	76 57% gh	- -%	- -%	40 18%	37 20%	59 26% l	17 10%
35 - 44	82 20%	25 16%	30 24%	27 21%	32 16%	50 24%	- -%	82 58% fh	- -%	59 26% j	23 13%	74 32% l	8 5%
45 - 54	59 15%	22 15%	17 14%	20 15%	29 15%	30 14%	- -%	59 42% fh	- -%	31 14%	28 15%	42 18% l	18 10%
55 - 64	62 15%	23 15%	19 15%	21 16%	32 16%	30 14%	- -%	- -%	62 47% fg	30 14%	32 18%	24 11%	38 21% k
65 - 74	41 10%	17 11%	11 9%	13 10%	17 9%	24 11%	- -%	- -%	41 31% fg	24 11%	16 9%	4 2%	37 21% k
75+	30 7%	9 6%	13 11%	7 5%	12 6%	17 8%	- -%	- -%	30 22% fg	12 5%	17 9%	* *%	29 16% k
SUMMARY CODES													
16-34	133 33%	56 37%	34 28%	43 33%	73 38% e	60 28%	133 100% gh	- -%	- -%	66 30%	66 36%	84 37% l	49 27%
35-54	141 35%	47 31%	47 38%	47 36%	61 31%	80 38%	- -%	141 100% fh	- -%	89 40% j	52 28%	115 51% l	26 14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 8

AGE RANGE

Base : All respondents

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l	
Total													
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
55+	133	50	43	40	61	72	-	-	133	67	66	28	105
	33%	32%	35%	31%	31%	34%	-%	-%	100%	30%	36%	12%	59%
								fg					k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 9

SOCIAL GRADE

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
	Total	a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
A	7 2%	* *%	4 3%	3 2%	5 2%	3 1%	2 1%	2 1%	4 3%	7 3%	- -%	3 1%	4 2%
B	96 24%	31 21%	38 31%	26 20%	42 21%	54 25%	28 21%	38 27%	29 22%	96 43%	- -%	60 26%	36 20%
C1	120 29%	41 27%	36 29%	43 33%	58 30%	62 29%	36 27%	49 35%	34 26%	120 54%	- -%	78 34%	42 23%
C2	73 18%	29 19%	22 18%	21 16%	42 21%	31 15%	24 18%	25 18%	23 18%	- -%	73 40%	49 22%	23 13%
D	63 16%	30 20%	12 10%	20 16%	30 15%	34 16%	29 22%	15 10%	19 14%	- -%	63 34%	37 16%	27 15%
E	48 12%	20 13%	11 9%	16 12%	20 10%	28 13%	13 10%	12 8%	23 17%	- -%	48 26%	2 1%	46 26%
SUMMARY CODES													
AB	103 25%	32 21%	42 34%	29 22%	47 24%	56 27%	30 23%	40 28%	33 25%	103 46%	- -%	63 27%	40 23%
DE	111 27%	51 33%	24 19%	36 28%	49 25%	62 29%	43 32%	26 19%	42 32%	- -%	111 60%	38 17%	73 41%
ABC1	223 55%	72 47%	78 63%	72 55%	104 53%	118 56%	66 50%	89 63%	67 50%	223 100%	- -%	140 62%	82 46%
C2DE	184 45%	80 53%	46 37%	57 44%	91 47%	93 44%	66 50%	52 37%	66 49%	- -%	184 100%	88 38%	96 54%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 9

SOCIAL GRADE

Base : All respondents

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Refused	1	-	-	1	-	1	-	-	1	-	-	-	1
	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 10

QA4. Are you unable to leave your home without help, because you are ill or disabled? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	21 5%	11 7%	4 3%	6 5%	9 5%	12 6%	3 2%	8 6%	10 7%	3 2%	18 10% i	7 3%	15 8% k
No	383 94%	139 91%	120 97% a	124 95%	185 94%	198 94%	130 98% h	131 93%	121 91%	217 98% j	165 90%	220 97% l	163 91%
Refused	3 1%	3 2%	- -%	- -%	2 1%	1 1%	- -%	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 11

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not sent any items in the last month	92 23%	35 23%	26 21%	31 24%	55 28% e	36 17%	42 32% gh	26 19%	23 17%	38 17%	54 29% i	49 22%	42 24%
1 or 2 items sent in the last month	86 21%	23 15%	31 25% a	32 25% a	42 21%	44 21%	35 26%	27 19%	24 18%	49 22%	36 20%	53 23%	33 18%
3 or 4 items sent in the last month	68 17%	28 18%	21 17%	18 14%	32 16%	35 17%	22 17%	31 22% h	14 11%	40 18%	27 15%	40 17%	28 16%
5 to 10 items sent in the last month	93 23%	27 18%	31 25%	35 27%	36 19%	57 27%	25 19%	38 27%	30 23%	58 26%	36 19%	53 23%	41 23%
11 to 20 items sent in the last month	35 9%	15 10%	12 10%	8 6%	17 9%	18 9%	5 4%	11 8%	19 14% f	20 9%	15 8%	20 9%	15 8%
21 to 30 items sent in the last month	17 4%	13 9% bc	2 1%	2 2%	6 3%	11 5%	2 2%	3 2%	12 9% fg	6 3%	11 6%	4 2%	13 7% k
31 to 50 items sent in the last month	12 3%	8 5% b	1 1%	2 2%	6 3%	6 3%	* *%	3 2%	9 7% fg	9 4%	3 1%	5 2%	6 3%
Over 50 items sent in the last month	4 1%	3 2%	- -%	1 1%	1 1%	3 1%	1 1%	1 1%	2 2%	3 1%	1 *%	3 1%	1 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 11

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
SUMMARY CODES													
NONE	92 23%	35 23%	26 21%	31 24%	55 28%	36 17%	42 32%	26 19%	23 17%	38 17%	54 29%	49 22%	42 24%
					e		gh			i			
1-4 ITEMS SENT IN THE LAST MONTH	153 38%	50 33%	53 42%	50 39%	74 38%	79 38%	57 43%	58 41%	38 29%	89 40%	64 35%	92 40%	61 34%
							h	h					
5-10 ITEMS SENT IN THE LAST MONTH	93 23%	27 18%	31 25%	35 27%	36 19%	57 27%	25 19%	38 27%	30 23%	58 26%	36 19%	53 23%	41 23%
11+ ITEMS SENT IN THE MONTH	68 17%	40 26%	15 12%	13 10%	30 15%	38 18%	9 6%	18 13%	42 31%	39 17%	29 16%	33 14%	35 20%
			bc						fg				
SENT ANY ITEMS IN THE LAST MONTH	314 77%	117 77%	99 79%	99 76%	140 72%	174 82%	91 68%	114 81%	110 83%	185 83%	129 70%	178 78%	137 76%
					d			f	f	j			
Don't know	1 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	1 1%	- -%
Mean number of items sent in last month	6.9	9.7	5.1	5.7	6.3	7.4	3.8	6.5	10.6	8.0	5.5	6.7	7.1
		bc						f	fg	j			
Standard deviation	12.18	16.54	6.38	10.52	12.11	12.26	9.03	9.84	15.96	14.32	8.69	13.35	10.51
Standard error	.51	1.23	.46	.76	.73	.73	.72	.71	1.10	.79	.57	.76	.66
Mean number of letters and cards sent in last month	6.0	9.1	4.0	4.7	5.4	6.5	2.9	5.6	9.8	7.2	4.5	5.9	6.2
		bc						f	fg	j			
Standard deviation	11.68	16.09	5.46	9.81	11.35	11.99	8.40	9.40	15.42	13.82	8.10	12.83	10.00
Standard error	.49	1.20	.40	.71	.68	.71	.67	.68	1.07	.77	.53	.73	.63
Mean number of parcels sent in last month	.9	.8	1.1	.9	.8	1.0	.9	.9	1.0	.8	1.0	.9	1.0
Standard deviation	2.75	2.63	3.20	2.41	2.62	2.87	2.81	2.26	3.16	1.80	3.59	2.35	3.20
Standard error	.11	.19	.23	.17	.16	.17	.22	.16	.22	.10	.23	.13	.20

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 13

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
None - not sent any parcels in the last month	195 62%	74 63%	58 59%	63 64%	90 64%	105 61%	46 51%	72 63%	77 70% f	108 58%	86 67%	109 61%	86 63%
1 or 2 parcels sent in the last month	78 25%	30 25%	28 28%	21 21%	33 24%	45 26%	33 36% h	27 24%	18 17%	52 28%	26 20%	46 26%	32 23%
3 or 4 parcels sent in the last month	20 6%	7 6%	7 7%	6 6%	8 5%	13 7%	4 5%	10 8%	7 6%	14 8%	6 5%	12 7%	8 6%
5 to 10 parcels sent in the last month	14 4%	3 3%	3 3%	7 7%	5 4%	9 5%	4 5%	4 3%	6 6%	9 5%	5 4%	7 4%	8 6%
11 to 20 parcels sent in the last month	5 2%	1 1%	2 2%	1 1%	4 3%	1 1%	3 4% h	1 1%	* *% h	1 1%	4 3%	3 2%	2 1%
21 to 30 parcels sent in the last month	1 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 1%
SUMMARY CODES													
NONE	195 62%	74 63%	58 59%	63 64%	90 64%	105 61%	46 51%	72 63%	77 70% f	108 58%	86 67%	109 61%	86 63%
LESS THAN 3 PARCELS (1-2 PARCELS)	78 25%	30 25%	28 28%	21 21%	33 24%	45 26%	33 36% h	27 24%	18 17%	52 28%	26 20%	46 26%	32 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 13

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
LESS THAN 5 PARCELS (1-4 PARCELS)	98	37	35	26	41	57	37	37	25	66	32	58	40
	31%	32%	35%	27%	29%	33%	41%	32%	23%	36%	25%	33%	29%
							h			j			
1-10 PARCELS	113	40	38	34	47	66	41	40	31	75	37	65	48
	36%	35%	39%	34%	33%	38%	46%	35%	28%	41%	29%	37%	35%
							h			j			
11+ PARCELS	6	3	2	1	4	3	3	1	1	1	5	3	3
	2%	2%	2%	1%	3%	2%	4%	1%	1%	1%	4%	2%	2%
										i			
SENT ANY PARCELS IN THE LAST MONTH	119	43	41	35	50	69	45	42	32	77	42	68	50
	38%	37%	41%	35%	36%	39%	49%	37%	29%	42%	33%	39%	37%
							h						
Don't know	1	-	-	1	1	-	-	-	1	-	1	-	1
	*%	-%	-%	1%	*%	-%	-%	-%	1%	-%	*%	-%	*%
Mean number of parcels sent in last month	1.2	1.0	1.4	1.2	1.2	1.2	1.4	1.1	1.2	1.0	1.5	1.1	1.4
Standard deviation	3.09	2.99	3.54	2.71	3.05	3.13	3.33	2.48	3.46	1.93	4.24	2.62	3.61
Standard error	.15	.24	.29	.23	.21	.20	.31	.20	.26	.12	.33	.17	.26

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 15

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not sent any parcels in the last month	287 70%	108 71%	84 67%	94 73%	145 74%	142 67%	88 66%	98 70%	100 75%	146 66%	140 76% i	158 69%	128 72%
1 or 2 parcels sent in the last month	78 19%	30 19%	28 22%	21 16%	33 17%	45 21%	33 25% h	27 19%	18 14%	52 24% j	26 14%	46 20%	32 18%
3 or 4 parcels sent in the last month	20 5%	7 5%	7 6%	6 4%	8 4%	13 6%	4 3%	10 7%	7 5%	14 6%	6 3%	12 5%	8 5%
5 to 10 parcels sent in the last month	14 3%	3 2%	3 3%	7 6%	5 3%	9 4%	4 3%	4 3%	6 5%	9 4%	5 3%	7 3%	8 4%
11 to 20 parcels sent in the last month	5 1%	1 1%	2 2%	1 1%	4 2%	1 1%	3 3%	1 1%	* *% %	1 1%	4 2%	3 1%	2 1%
21 to 30 parcels sent in the last month	1 *% %	1 1% %	- -% %	- -% %	- -% %	1 1% %	- -% %	- -% %	1 1% %	- -% %	1 1% %	- -% %	1 1% %
SUMMARY CODES													
NONE	287 70%	108 71%	84 67%	94 73%	145 74%	142 67%	88 66%	98 70%	100 75%	146 66%	140 76% i	158 69%	128 72%
LESS THAN 3 PARCELS (1-2 PARCELS)	78 19%	30 19%	28 22%	21 16%	33 17%	45 21%	33 25% h	27 19%	18 14%	52 24% j	26 14%	46 20%	32 18%
LESS THAN 5 PARCELS (1-4 PARCELS)	98 24%	37 24%	35 28%	26 20%	41 21%	57 27%	37 28%	37 26%	25 19%	66 30% j	32 18%	58 26%	40 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 15

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1-10 PARCELS	113 28%	40 26%	38 31%	34 26%	47 24%	66 31%	41 31%	40 29%	31 23%	75 34% j	37 20%	65 29%	48 27%
11+ PARCELS	6 2%	3 2%	2 2%	1 1%	4 2%	3 1%	3 3%	1 1%	1 1%	1 1%	5 3%	3 1%	3 2%
SENT ANY PARCELS IN THE LAST MONTH	119 29%	43 28%	41 33%	35 27%	50 26%	69 32%	45 34%	42 30%	32 24%	77 34% j	42 23%	68 30%	50 28%
Don't know	2 *%	1 1%	- -%	1 *%	1 *%	1 1%	- -%	1 1%	1 *%	- -%	2 1%	1 1%	1 *%
Mean number of parcels sent in last month	.9	.8	1.1	.9	.8	1.0	.9	.9	1.0	.8	1.0	.9	1.0
Standard deviation	2.75	2.63	3.20	2.41	2.62	2.87	2.81	2.26	3.16	1.80	3.59	2.35	3.20
Standard error	.11	.19	.23	.17	.16	.17	.22	.16	.22	.10	.23	.13	.20
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 17

SUMMARY OF ITEMS SENT IN THE LAST MONTH

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
SENT ANY LETTERS OR CARDS IN THE LAST MONTH	286	102	90	93	127	159	76	108	102	170	115	159	127
	70%	67%	72%	72%	65%	75%	57%	77%	77%	76%	63%	70%	71%
						d		f	f	j			
SENT ANY PARCELS IN THE LAST MONTH	119	43	41	35	50	69	45	42	32	77	42	68	50
	29%	28%	33%	27%	26%	32%	34%	30%	24%	34%	23%	30%	28%
										j			
SENT BOTH LETTERS OR CARDS AND PARCELS IN THE LAST MONTH	90	29	32	30	37	53	30	36	24	62	28	50	40
	22%	19%	26%	23%	19%	25%	22%	26%	18%	28%	15%	22%	23%
										j			
ONLY SENT LETTERS OR CARDS, NO PARCELS IN THE LAST MONTH	196	74	58	64	90	105	46	72	78	108	87	109	86
	48%	48%	47%	49%	46%	50%	35%	51%	58%	49%	47%	48%	48%
								f	f				
ONLY SENT PARCELS, NO LETTERS OR CARDS IN THE LAST MONTH	28	14	9	5	13	15	15	6	8	15	14	18	10
	7%	9%	7%	4%	7%	7%	11%	4%	6%	7%	8%	8%	6%
							g						
NOT SENT ANY LETTERS OR CARDS OR PARCELS IN THE LAST MONTH	92	35	26	31	55	36	42	26	23	38	54	49	42
	23%	23%	21%	24%	28%	17%	32%	19%	17%	17%	29%	22%	24%
					e		gh			i			

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 18

QC22. SHOWCARD Thinking of the parcels that you sent in the last month, did you pay to send the parcels, did you use a pre-paid returns label, or have you used both of these methods to send a parcel in the last month? (SINGLE CODE)

Base : All who have sent any parcels in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
Paid to send a parcel	104	37	37	30	45	60	38	36	30	68	36	61	44
	88%	87%	92%	85%	90%	87%	84%	87%	94%	89%	86%	89%	87%
Used a pre-paid returns label	12	4	3	5	4	8	7	4	1	7	5	6	6
	10%	10%	8%	13%	8%	12%	16%	10%	3%	9%	13%	9%	11%
							h						
Used both methods to send a parcel	1	1	-	-	*	1	-	1	*	1	-	1	-
	1%	2%	-%	-%	%	1%	-%	2%	%	1%	-%	1%	-%
Don't know	1	*	*	1	1	*	-	*	1	*	1	*	1
	1%	1%	%	2%	2%	%	-%	1%	3%	%	2%	%	2%
SUMMARY CODES													
TOTAL PAID TO SEND A PARCEL	105	38	37	30	45	61	38	37	30	69	36	62	44
	89%	89%	92%	85%	90%	88%	84%	89%	94%	91%	86%	90%	87%
TOTAL USED A PRE-PAID RETURNS LABEL	13	5	3	5	4	9	7	5	1	8	5	7	6
	11%	12%	8%	13%	9%	13%	16%	12%	3%	10%	13%	11%	11%
							h						

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 19

QC23. SHOWCARD Which of these companies did you use to send the parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
Royal Mail	103	35	38	30	46	57	37	37	29	71	32	60	43
	87%	82%	93%	85%	93%	83%	83%	88%	89%	92%	77%	88%	85%
Parcelforce	9	3	2	3	3	6	3	2	3	6	3	6	3
	7%	8%	5%	10%	5%	9%	7%	6%	10%	7%	8%	9%	5%
Hermes	5	4	1	1	-	5	4	1	1	1	4	2	4
	4%	9%	2%	2%	-%	8%	8%	2%	3%	1%	10%	2%	7%
Interlink DPD	3	1	1	1	1	2	-	2	1	1	2	2	1
	2%	3%	2%	2%	1%	3%	-%	4%	4%	1%	5%	2%	2%
DHL	2	1	1	1	2	1	2	-	-	2	-	2	-
	2%	2%	3%	2%	4%	1%	6%	-%	-%	3%	-%	4%	-%
FedEx	2	1	1	-	1	1	1	1	-	1	1	2	-
	1%	2%	2%	-%	1%	1%	2%	2%	-%	1%	2%	2%	-%
Collect+ (Collect Plus)	1	-	1	1	1	1	1	1	-	1	-	1	1
	1%	-%	2%	2%	1%	1%	1%	2%	-%	2%	-%	1%	1%
Yodel	1	-	*	1	*	1	*	1	-	1	-	1	-
	1%	-%	1%	2%	*%	1%	*%	2%	-%	1%	-%	1%	-%
Citipost	1	1	-	-	1	-	1	-	-	1	-	-	1
	1%	2%	-%	-%	2%	-%	2%	-%	-%	1%	-%	-%	2%
UPS	1	-	1	-	1	-	-	1	-	-	1	1	-
	1%	-%	2%	-%	1%	-%	-%	2%	-%	-%	2%	1%	-%
Any other postal services company	2	1	1	-	1	1	1	1	-	1	1	2	-
	1%	2%	2%	-%	2%	1%	2%	2%	-%	1%	2%	2%	-%
ONLY USED ROYAL MAIL	92	31	34	27	42	50	34	33	25	65	27	52	40
	78%	72%	83%	78%	84%	73%	76%	79%	78%	85%	65%	76%	80%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 19

QC23. SHOWCARD Which of these companies did you use to send the parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	184	67	63	54	81	103	58	65	61	126	58	107	77
Effective Weighted Sample	132	40	51	43	58	74	42	47	45	89	43	80	53
Total	119	43	41	35	50	69	45	42	32	77	42	68	50
ONLY USED ROYAL MAIL OR PARCELFORCE	99	34	35	31	44	55	35	35	28	69	30	56	43
	83%	78%	85%	88%	87%	81%	79%	85%	88%	89%	72%	82%	86%
USED ANY OTHER THAN ROYAL MAIL	23	10	7	7	8	16	10	8	6	12	12	15	9
	20%	23%	17%	19%	15%	23%	21%	20%	17%	15%	28%	21%	18%
USED ANY OTHER THAN ROYAL MAIL OR PARCELFORCE	17	7	6	3	6	10	8	6	2	8	9	10	6
	14%	17%	15%	9%	13%	15%	19%	15%	7%	10%	21%	15%	12%
Don't know	3	2	-	1	*	3	1	*	2	*	3	2	1
	3%	5%	-%	2%	*%	4%	2%	1%	5%	*%	7%	3%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 20

QC24. SHOWCARD Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
Royal Mail Small Parcel 1st class	32	11	13	9	16	16	13	13	6	24	8	17	15
	31%	31%	33%	29%	34%	29%	34%	36%	21%	34%	24%	29%	34%
Royal Mail Small Parcel 1st class Signed For (within 1 working day)	25	6	9	9	14	11	12	10	3	17	8	16	9
	24%	18%	24%	31%	29%	20%	33%	27%	10%	23%	26%	27%	20%
							h	h					
Royal Mail Small Parcel 2nd class Signed For	16	4	6	6	7	9	6	6	4	6	10	11	6
	16%	12%	17%	20%	15%	17%	17%	16%	14%	9%	31%	18%	14%
											i		
Royal Mail Small Parcel 2nd class	15	6	3	6	4	11	3	5	7	10	5	5	9
	14%	16%	9%	19%	8%	19%	8%	14%	23%	14%	15%	9%	22%
Royal Mail Medium Parcel 1st class	15	6	2	6	6	8	6	6	3	13	2	7	8
	14%	18%	4%	22%	13%	15%	15%	16%	11%	18%	6%	11%	18%
		b		b									
Royal Mail Medium Parcel 2nd class	11	4	2	5	1	10	3	5	4	5	6	4	7
	11%	11%	5%	18%	3%	17%	7%	12%	12%	7%	17%	7%	16%
					d								
Royal Mail Medium Parcel 1st class Signed For	10	2	2	6	1	9	2	4	5	9	*	6	4
	10%	7%	5%	20%	2%	16%	4%	10%	16%	13%	2%	10%	9%
			b	b		d				j			
Royal Mail Medium Parcel 2nd class Signed For	8	1	4	3	4	4	2	3	2	7	1	5	2
	7%	2%	10%	11%	8%	7%	6%	9%	8%	10%	2%	9%	6%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 20

QC24. SHOWCARD Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
Royal Mail Special delivery - guaranteed next day by 1pm	6 5%	- -%	1 4%	4 14% a	2 4%	4 6%	1 2%	5 14% fh	- -%	4 6%	1 3%	4 7%	2 4%
Royal Mail Special delivery - guaranteed next day by 9am	3 3%	1 2%	2 5%	1 2%	3 6%	1 1%	2 4%	1 2%	1 2%	2 2%	2 5%	3 5%	- -%
Other	2 2%	1 3%	1 2%	- -%	* %	2 3%	1 2%	* 1%	1 3%	1 1%	1 3%	1 2%	1 2%
ANY 1ST CLASS	69 67%	24 67%	24 63%	21 72%	32 70%	37 65%	28 74% h	27 74% h	14 49%	51 72%	18 56%	42 70%	27 63%
ANY 2ND CLASS	36 35%	10 28%	14 36%	13 43%	13 28%	23 41%	13 34%	12 32%	12 41%	21 30%	15 47%	21 35%	15 35%
ANY SIGNED FOR	47 46%	12 33%	18 48%	17 59% a	22 48%	25 44%	19 50%	16 42%	13 45%	32 45%	15 48%	32 53%	15 36%
ANY SMALL PARCELS	74 72%	23 64%	29 76%	22 76%	35 75%	39 69%	29 77%	28 76%	18 61%	48 67%	26 82%	43 72%	31 73%
ANY MEDIUM PARCELS	32 31%	13 37%	8 22%	11 37%	11 24%	21 37%	9 24%	10 28%	13 45%	25 35%	8 24%	17 28%	16 37%
ANY SPECIAL DELIVERY	8 8%	1 2%	3 9%	4 14% a	4 10%	4 6%	2 4%	6 16% h	1 2%	6 9%	2 7%	7 11%	2 4%
ONE PRODUCT USED	78 75%	27 77%	30 80%	20 67%	35 75%	43 76%	28 76%	28 76%	21 74%	56 80%	21 66%	46 76%	31 74%
TWO OR MORE PRODUCTS USED	22 22%	7 19%	6 16%	9 31%	10 22%	12 22%	9 24%	8 21%	6 20%	13 19%	9 28%	13 22%	9 21%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 20

QC24. SHOWCARD Which, if any, of these Royal Mail products have you used to send parcels in the last month? (MULTI CODE)

Base : All who have sent any parcels in the last month using Royal Mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	161	60	57	44	74	87	50	56	55	114	47	92	69
Effective Weighted Sample	119	37	47	35	53	66	39	41	40	80	38	69	50
Total	103	35	38	30	46	57	37	37	29	71	32	60	43
None of these	4	2	1	1	1	2	1	*	3	2	2	1	3
	4%	5%	4%	3%	3%	4%	2%	1%	9%	2%	6%	2%	6%
Don't know	1	1	1	-	1	1	-	1	-	1	1	1	1
	1%	1%	2%	-%	1%	1%	-%	4%	-%	1%	2%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 21

QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	17	6	-	11	12	6	9	8	20	3	16	7
Effective Weighted Sample	22	16	6	-	11	12	6	9	8	19	3	15	7
Total	3	2	1	-	1	1	1	1	1	2	*	2	1
None - not sent any items to R.O.I. in the last month	2	2	1	-	1	1	1	1	1	2	*	2	*
	87%	88%	83%	-%	71%	100%	100%	90%	69%	85%	100%	95%	66%
1 or 2 items sent to R.O.I. in the last month	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	6%	17%	-%	19%	-%	-%	10%	15%	10%	-%	5%	17%
3 or 4 items sent to R.O.I. in the last month	*	*	-	-	*	-	-	-	*	*	-	-	*
	5%	6%	-%	-%	10%	-%	-%	-%	15%	5%	-%	-%	17%
SUMMARY CODES													
NONE	2	2	1	-	1	1	1	1	1	2	*	2	*
	87%	88%	83%	-%	71%	100%	100%	90%	69%	85%	100%	95%	66%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	6%	17%	-%	19%	-%	-%	10%	15%	10%	-%	5%	17%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
1-10 ITEMS	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
SENT ANY ITEMS IN THE LAST MONTH	*	*	*	-	*	-	-	*	*	*	-	*	*
	13%	12%	17%	-%	29%	-%	-%	10%	31%	15%	-%	5%	34%
Mean number of items sent to the Republic of Ireland in the last month	.3	.3	.2	-	.6	-	-	.1	.8	.3	-	.1	.9
Standard deviation	1.10	1.35	-	-	3.04	-	-	1.01	-	1.20	-	.33	-
Standard error	.23	.33	-	-	.92	-	-	.34	-	.27	-	.08	-
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 22

QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
None - not sent any items to R.O.I. in the last month	3	2	1	-	1	2	1	1	1	2	1	2	1
	91%	91%	91%	-%	81%	100%	100%	90%	83%	86%	100%	96%	83%
1 or 2 items sent to R.O.I. in the last month	*	*	*	-	*	-	-	*	*	*	-	*	*
	6%	5%	9%	-%	13%	-%	-%	10%	9%	9%	-%	4%	8%
3 or 4 items sent to R.O.I. in the last month	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
SUMMARY CODES													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	91%	91%	91%	-%	81%	100%	100%	90%	83%	86%	100%	96%	83%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	6%	5%	9%	-%	13%	-%	-%	10%	9%	9%	-%	4%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
1-10 ITEMS	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
SENT ANY ITEMS IN THE LAST MONTH	*	*	*	-	*	-	-	*	*	*	-	*	*
	9%	9%	9%	-%	19%	-%	-%	10%	17%	14%	-%	4%	17%
Mean number of items sent to the Republic of Ireland in the last month	.2	.2	.1	-	.4	-	-	.1	.4	.3	-	*	.4
Standard deviation	.85	1.09	.73	-	1.53	-	-	1.01	2.13	1.13	-	.27	2.04
Standard error	.14	.22	.21	-	.36	-	-	.34	.55	.24	-	.06	.53
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 23

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Up to £1.00	23 7%	7 6%	7 7%	10 10%	17 12% e	7 4%	11 12%	6 5%	7 6%	11 6%	12 10%	15 8%	9 7%
£1.01 to £2.00	55 17%	14 12%	21 21%	20 21%	27 20%	27 16%	18 20%	20 18%	16 15%	34 18%	21 16%	33 19%	22 16%
£2.01 to £4.00	36 12%	9 7%	13 13%	15 15%	17 12%	19 11%	11 13%	8 7%	17 15%	21 11%	16 12%	18 10%	19 14%
£4.01 to £6.00	45 14%	12 11%	21 22% ac	12 12%	19 13%	27 15%	15 17%	12 10%	19 17%	26 14%	18 14%	22 12%	24 17%
£6.01 to £10.00	32 10%	11 9%	8 9%	13 13%	13 9%	20 11%	7 8%	16 14%	9 8%	19 10%	14 10%	18 10%	14 11%
£10.01 to £20.00	41 13%	25 21% bc	8 8%	9 9%	18 13%	24 14%	10 11%	17 15%	14 13%	27 15%	14 11%	28 16%	14 10%
£20.01 to £30.00	18 6%	8 7%	6 7%	4 4%	9 6%	10 5%	5 5%	6 5%	8 7%	11 6%	7 5%	9 5%	9 7%
£30.01 to £40.00	9 3%	3 2%	3 3%	3 3%	1 1%	7 4%	2 2%	3 3%	4 3%	5 2%	4 3%	4 2%	4 3%
£40.01 to £50.00	4 1%	1 1%	1 1%	2 2%	1 1%	3 2%	* *% e	- -%	3 3%	2 1%	1 1%	1 1%	2 2%
Over £50.00	5 2%	1 1%	1 1%	3 3%	4 3%	1 1%	1 2%	3 2%	1 1%	4 2%	1 1%	4 2%	1 1%
SUMMARY CODES													
UP TO £1.00	23 7%	7 6%	7 7%	10 10%	17 12% e	7 4%	11 12%	6 5%	7 6%	11 6%	12 10%	15 8%	9 7%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 23

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
£1.01 TO £4.00	91	22	34	35	44	47	29	29	33	54	37	51	41
	29%	19%	34%	36%	32%	27%	32%	25%	30%	29%	29%	28%	30%
			a	a									
£4.01 TO £10.00	78	23	30	25	31	46	22	28	28	45	32	39	38
	25%	20%	30%	25%	22%	27%	25%	24%	25%	24%	25%	22%	28%
£10.00+	77	38	19	20	33	44	19	28	30	50	27	46	30
	24%	32%	19%	20%	23%	25%	20%	25%	28%	27%	21%	26%	22%
		bc											
Don't know	42	25	9	8	14	28	9	23	10	23	19	26	16
	13%	21%	9%	8%	10%	16%	10%	20%	9%	12%	15%	15%	12%
		bc						h					
Refused	3	2	1	-	1	2	-	1	2	2	1	1	2
	1%	2%	1%	-%	1%	1%	-%	1%	2%	1%	1%	*%	2%
Mean amount spent on postage in the last month in £s	8.02	7.32	7.37	9.50	8.51	7.62	7.40	7.43	9.14	8.74	7.00	8.11	7.90
Standard deviation	13.88	12.25	12.03	17.10	15.88	12.07	13.78	12.62	15.21	15.27	11.62	14.34	13.32
Standard error	.65	.96	.98	1.42	1.10	.76	1.29	.99	1.13	.90	.89	.90	.93

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 25

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Up to £1.00	23 6%	7 4%	7 5%	10 8%	17 8% e	7 3%	11 8%	6 4%	7 5%	11 5%	12 7%	15 6%	9 5%
£1.01 to £2.00	55 13%	14 9%	21 17%	20 16%	27 14%	27 13%	18 14%	20 14%	16 12%	34 15%	21 11%	33 14%	22 12%
£2.01 to £4.00	36 9%	9 6%	13 11%	15 11%	17 9%	19 9%	11 9%	8 6%	17 13%	21 9%	16 9%	18 8%	19 10%
£4.01 to £6.00	45 11%	12 8%	21 17% ac	12 9%	19 10%	27 13%	15 11%	12 8%	19 14%	26 12%	18 10%	22 10%	24 13%
£6.01 to £10.00	32 8%	11 7%	8 7%	13 10%	13 7%	20 9%	7 5%	16 11%	9 7%	19 8%	14 7%	18 8%	14 8%
£10.01 to £20.00	41 10%	25 16% bc	8 6%	9 7%	18 9%	24 11%	10 8%	17 12%	14 11%	27 12%	14 8%	28 12%	14 8%
£20.01 to £30.00	18 4%	8 5%	6 5%	4 3%	9 4%	10 5%	5 4%	6 4%	8 6%	11 5%	7 4%	9 4%	9 5%
£30.01 to £40.00	9 2%	3 2%	3 2%	3 2%	1 1%	7 3%	2 1%	3 2%	4 3%	5 2%	4 2%	4 2%	4 2%
£40.01 to £50.00	4 1%	1 1%	1 1%	2 1%	1 *%	3 1%	* *%	- -%	3 3%	2 1%	1 1%	1 *%	2 1%
Over £50.00	5 1%	1 1%	1 1%	3 2%	4 2%	1 1%	1 1%	3 2%	1 1%	4 2%	1 1%	4 2%	1 1%
SUMMARY CODES													
UP TO £1.00	23 6%	7 4%	7 5%	10 8%	17 8% e	7 3%	11 8%	6 4%	7 5%	11 5%	12 7%	15 6%	9 5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 25

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
£1.01 TO £4.00	91	22	34	35	44	47	29	29	33	54	37	51	41
	22%	15%	27%	27%	23%	22%	22%	20%	25%	24%	20%	22%	23%
			a	a									
£4.01 TO £10.00	78	23	30	25	31	46	22	28	28	45	32	39	38
	19%	15%	24%	19%	16%	22%	17%	20%	21%	20%	17%	17%	21%
£10.00+	77	38	19	20	33	44	19	28	30	50	27	46	30
	19%	25%	15%	15%	17%	21%	14%	20%	23%	22%	15%	20%	17%
NO ITEMS SENT	93	36	26	31	55	38	42	27	23	38	55	50	42
	23%	23%	21%	24%	28%	18%	32%	19%	17%	17%	30%	22%	24%
					e		gh				i		
Don't know	42	25	9	8	14	28	9	23	10	23	19	26	16
	10%	16%	7%	6%	7%	13%	7%	16%	7%	10%	10%	11%	9%
		bc				d		fh					
Refused	3	2	1	-	1	2	-	1	2	2	1	1	2
	1%	2%	*%	-%	1%	1%	-%	*%	2%	1%	1%	*%	1%
Mean amount spent on postage in the last month in £s	6.19	5.60	5.85	7.21	6.11	6.27	5.05	5.99	7.55	7.25	4.91	6.32	6.03
Standard deviation	12.65	11.15	11.12	15.42	13.98	11.32	11.87	11.69	14.25	14.29	10.23	13.09	12.10
Standard error	.52	.78	.80	1.11	.82	.65	.92	.83	.95	.77	.65	.73	.74
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l										j			

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 27

QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Invitations/ greetings cards/ postcards	182	78	56	49	69	113	43	62	77	111	71	94	88
	58%	66%	56%	49%	49%	65%	48%	54%	70%	60%	55%	53%	64%
		c				d			fg			k	k
Formal letters to organisations or individuals	121	41	33	47	58	64	41	52	28	78	43	77	44
	39%	35%	34%	48%	41%	37%	45%	46%	26%	42%	34%	43%	32%
				ab			h	h				l	
Larger parcels - that will not fit through a letterbox	119	43	41	35	50	69	45	42	32	77	42	68	50
	38%	37%	41%	35%	36%	39%	49%	37%	29%	42%	33%	39%	37%
							h						
Personal letters (e.g. to a friend or relative)	102	33	36	32	48	54	24	32	46	55	46	48	54
	32%	28%	37%	33%	34%	31%	26%	28%	42%	30%	36%	27%	39%
									fg				k
Payment for bills/ invoices/ statements	81	20	30	31	33	48	19	31	31	49	32	48	32
	26%	17%	30%	31%	23%	28%	21%	28%	28%	26%	25%	27%	24%
			a	a									
Smaller parcels - that will fit through a letterbox	72	19	30	23	32	40	27	25	20	47	25	39	33
	23%	16%	30%	23%	23%	23%	29%	22%	19%	26%	19%	22%	24%
			a										
Items requiring a signature (FROM Q3 2014)	27	7	10	10	8	19	8	14	5	15	12	16	11
	9%	6%	10%	10%	6%	11%	9%	12%	5%	8%	9%	9%	8%
								h					
Any other type of mail sent	6	4	1	1	3	3	3	-	3	1	5	4	2
	2%	4%	1%	1%	2%	2%	3%	-%	3%	*%	4%	2%	1%
										i			

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 27

QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	458	163	151	144	208	250	114	162	182	286	171	253	205
Effective Weighted Sample	323	95	122	119	151	173	83	110	135	199	124	178	146
Total	314	117	99	99	140	174	91	114	110	185	129	178	137
Don't know	6	1	2	4	3	3	2	3	2	5	1	2	4
	2%	1%	2%	4%	2%	2%	2%	2%	1%	3%	1%	1%	3%
SUMMARY CODES													
ANY PERSONAL MAIL	223	90	71	63	92	132	56	72	95	131	93	115	109
	71%	77%	72%	64%	66%	76%	62%	64%	86%	71%	72%	65%	79%
		c				d			fg				k
ANY LETTERS (PERSONAL OR FORMAL)	188	63	60	65	89	99	55	70	63	114	74	106	82
	60%	54%	61%	66%	64%	57%	61%	62%	57%	62%	57%	60%	60%
ANY FORMAL MAIL	165	54	50	61	76	90	49	67	49	102	64	103	62
	53%	46%	51%	62%	54%	51%	54%	59%	45%	55%	49%	58%	46%
				a				h				l	
ANY PARCELS (SMALLER OR LARGER PARCELS)	124	43	45	35	53	71	46	42	36	80	43	70	54
	39%	37%	46%	36%	38%	41%	51%	37%	33%	44%	34%	39%	39%
							gh						

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 31

QC20. SHOWCARD You said earlier that you have sent one or more parcels in the last month... When you sent these parcels, which of these methods did you use? (MULTI CODE)

Base : All who have sent any parcels in the last month (AT QC5)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	191	67	69	55	85	106	60	65	66	131	60	109	82
Effective Weighted Sample	138	40	57	44	62	77	44	47	50	94	45	82	57
Total	124	43	45	35	53	71	46	42	36	80	43	70	54
At a Post Office using Royal Mail or Parcelforce over the counter services	88	31	34	23	37	51	29	28	31	59	29	47	41
	71%	72%	75%	64%	70%	72%	63%	67%	85%	73%	67%	68%	75%
A Royal Mail Postbox (using stamps)	24	5	8	11	13	11	9	11	5	18	6	13	11
	20%	13%	18%	30%	25%	16%	19%	26%	13%	22%	15%	19%	20%
Any online collection and delivery services (e.g. Parcelforce, DHL, TNT, Parcel2Go, Hermes etc.)	7	2	3	2	2	5	1	5	1	3	4	6	1
	6%	4%	7%	6%	5%	7%	3%	12%	3%	4%	10%	9%	1%
Any other over the counter services (e.g. DHL service points, TNT etc.)	6	4	1	1	3	3	4	*	1	4	1	4	2
	4%	8%	3%	2%	5%	4%	9%	*%	3%	5%	3%	5%	4%
Other method	3	1	1	1	1	3	2	1	-	2	1	3	1
	3%	3%	2%	3%	1%	4%	4%	4%	-%	2%	3%	4%	1%
TOTAL USING ROYAL MAIL POSTBOX OR POST OFFICE COUNTER SERVICES	109	36	40	32	48	60	38	36	34	73	36	60	49
	88%	85%	89%	90%	91%	85%	82%	87%	96%	91%	82%	85%	91%
TOTAL USING ALTERNATIVE TO POSTBOX OR POST OFFICE COUNTER	16	7	5	4	6	10	7	7	2	9	7	13	3
	13%	15%	12%	11%	11%	14%	15%	16%	6%	11%	16%	18%	6%
Don't know	5	3	1	1	1	4	4	*	1	2	3	2	3
	4%	7%	3%	2%	3%	5%	9%	*%	2%	2%	8%	3%	5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 32

QC21. SHOWCARD And why did you choose to use another method apart from a Postbox or Royal Mail or Parcelforce over the counter services at a Post Office to send your parcels? (MULTI CODE)

Base : All who sent parcels using an alternative to Royal Mail Postbox or Post Office counter services

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	8	8	7	9	14	10	10	3	14	9	18	5
Effective Weighted Sample	19	7	6	6	7	12	9	8	2	11	8	15	4
Total	16	7	5	4	6	10	7	7	2	9	7	13	3
Cost (it's cheaper)	8	2	4	2	3	5	2	3	2	3	5	5	2
	47%	31%	67%	49%	47%	47%	32%	46%	100%	30%	70%	44%	61%
Convenient collection options (e.g. would collect from my home/ workplace)	3	1	1	1	-	3	2	1	-	2	1	3	-
	21%	17%	15%	35%	-%	32%	26%	21%	-%	24%	16%	26%	-%
Convenient delivery options (i.e. at a time/ place convenient to the recipient)	3	2	-	1	1	2	3	-	-	3	-	2	1
	18%	24%	-%	33%	23%	15%	40%	-%	-%	32%	-%	19%	16%
I wanted an express service	2	1	1	1	1	1	1	2	-	2	1	2	-
	14%	12%	15%	18%	26%	8%	11%	23%	-%	17%	11%	18%	-%
I wanted the delivery at a specific time	2	1	1	1	1	1	1	1	-	2	-	2	-
	14%	12%	15%	16%	14%	14%	20%	12%	-%	24%	-%	17%	-%
To ensure it got there on the day I wanted	2	2	-	-	1	1	1	1	-	2	-	2	-
	12%	28%	-%	-%	14%	11%	11%	17%	-%	21%	-%	15%	-%
Pre-paid label for returns provided by sender/ procedure for returns	1	1	-	1	1	1	1	1	-	1	-	1	1
	9%	12%	-%	15%	13%	6%	11%	9%	-%	15%	-%	5%	23%
To be able to track delivery	1	-	1	-	1	-	1	-	-	1	-	1	-
	7%	-%	21%	-%	19%	-%	15%	-%	-%	12%	-%	9%	-%
Recommendation	1	1	*	-	-	1	1	-	-	1	-	1	-
	6%	12%	2%	-%	-%	9%	13%	-%	-%	10%	-%	7%	-%
It's more secure	1	-	1	-	1	-	-	1	-	-	1	1	-
	5%	-%	15%	-%	14%	-%	-%	13%	-%	-%	12%	7%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 32

QC21. SHOWCARD And why did you choose to use another method apart from a Postbox or Royal Mail or Parcelforce over the counter services at a Post Office to send your parcels? (MULTI CODE)

Base : All who sent parcels using an alternative to Royal Mail Postbox or Post Office counter services

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	23	8	8	7	9	14	10	10	3	14	9	18	5
Effective Weighted Sample	19	7	6	6	7	12	9	8	2	11	8	15	4
Total	16	7	5	4	6	10	7	7	2	9	7	13	3
Other reasons	*	-	-	*	*	-	-	*	-	-	*	*	-
	1%	-%	-%	3%	2%	-%	-%	2%	-%	-%	2%	1%	-%
Don't know	1	-	1	-	-	1	-	1	-	1	-	1	-
	5%	-%	16%	-%	-%	8%	-%	13%	-%	9%	-%	7%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 34

QC10. SHOWCARD Compared with two years ago, would you say that the number of items you send through the post has... (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Increased greatly	(5.0)	18 4%	8 5%	5 4%	5 4%	7 4%	11 5%	7 5%	5 3%	6 5%	7 3%	11 6%	9 4%	9 5%
Increased slightly	(4.0)	43 11%	17 11%	9 7%	18 14%	20 10%	23 11%	26 20%	12 8%	6 4%	24 11%	20 11%	26 11%	18 10%
TOTAL INCREASED	62 15%	25 16%	14 11%	23 18%	27 14%	34 16%	33 25%	16 12%	12 9%	31 14%	30 17%	35 15%	27 15%	
Stayed the same	(3.0)	234 58%	89 58%	70 56%	75 58%	122 62%	112 53%	71 54%	79 56%	84 63%	124 56%	110 60%	129 56%	106 59%
Decreased slightly	(2.0)	69 17%	22 14%	30 24%	18 14%	33 17%	36 17%	17 13%	29 21%	23 18%	46 21%	23 12%	43 19%	27 15%
Decreased greatly	(1.0)	35 8%	12 8%	10 8%	13 10%	10 5%	24 11%	7 5%	13 9%	14 11%	20 9%	15 8%	16 7%	18 10%
TOTAL DECREASED	104 25%	34 22%	40 32%	30 23%	44 22%	60 28%	24 18%	43 30%	38 28%	66 30%	38 21%	59 26%	45 25%	
Don't know	8 2%	5 3%	* *%	2 2%	3 1%	5 2%	5 4%	3 2%	* *%	2 1%	6 3%	6 3%	2 1%	
Mean score	2.9	2.9	2.8	2.9	2.9	2.8	3.1 gh	2.8	2.7	2.8	2.9	2.9	2.8	
Standard deviation	.89	.89	.87	.91	.80	.97	.88	.87	.88	.87	.91	.86	.92	
Standard error	.04	.06	.06	.07	.05	.06	.07	.06	.06	.05	.06	.05	.06	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 35

QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	f	~g	~h	i	j	k	l
Unweighted total	80	31	21	28	38	42	37	24	19	45	35	43	37
Effective Weighted Sample	55	18	17	22	24	31	25	19	15	34	23	30	26
Total	62	25	14	23	27	34	33	16	12	31	30	35	27
Larger parcels - that will not fit through a letterbox	36 59%	13 54%	8 59%	15 64%	14 51%	22 65%	21 65%	10 60%	5 41%	18 59%	18 58%	20 58%	16 60%
Formal letters to organisations or individuals	27 44%	11 46%	5 37%	11 47%	11 41%	16 47%	14 41%	9 53%	5 41%	14 45%	13 44%	14 41%	13 48%
Invitations/ greetings cards/ postcards	25 41%	11 45%	5 34%	9 40%	11 41%	14 41%	12 36%	6 39%	7 57%	13 40%	13 42%	15 44%	10 37%
Personal letters (e.g. to a friend or relative)	24 39%	12 47%	5 36%	7 33%	10 38%	14 40%	13 38%	7 40%	5 41%	11 34%	14 45%	11 32%	13 49%
Smaller parcels - that will fit through a letterbox	22 36%	6 22%	7 52%	9 41%	11 41%	11 32%	13 39%	6 39%	3 25%	12 39%	10 33%	12 36%	10 36%
Payment for bills/ invoices/ statements	14 23%	2 8%	6 39%	6 28%	5 17%	9 27%	4 11%	7 41%	4 30%	10 32%	4 13%	8 22%	6 23%
Items requiring a signature (FROM Q3 2014)	12 19%	5 19%	2 12%	5 23%	1 2%	11 32%	6 19%	4 23%	2 13%	6 19%	6 18%	4 13%	7 27%
Any other type of mail sent	1 2%	1 6%	- -%	- -%	- -%	1 4%	1 3%	- -%	1 5%	- -%	1 5%	1 2%	1 2%
SUMMARY CODES													
ALL SENDING MORE LETTERS (PERSONAL OR FORMAL)	41 66%	18 71%	10 68%	14 60%	19 71%	21 63%	21 63%	12 75%	8 64%	21 68%	20 65%	22 64%	19 69%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 35

QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 ~b	MAR 2015 ~c	MALE d	FEMALE e	16-34 f	35-54 ~g	55+ ~h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	80	31	21	28	38	42	37	24	19	45	35	43	37
Effective Weighted Sample	55	18	17	22	24	31	25	19	15	34	23	30	26
Total	62	25	14	23	27	34	33	16	12	31	30	35	27
ALL SENDING MORE PARCELS (SMALLER OR LARGER PARCELS)	36	13	8	15	14	22	21	10	5	18	18	20	16
	59%	54%	59%	64%	51%	65%	65%	60%	41%	59%	58%	58%	60%
Don't know	1	1	-	-	1	-	-	-	1	1	-	-	1
	1%	3%	-%	-%	3%	-%	-%	-%	6%	2%	-%	-%	3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 36

QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Invitations/ greetings cards/ postcards	50	18	19	13	16	34	12	17	22	36	14	24	26
	48%	54%	48%	42%	37%	57%	49%	39%	58%	54%	38%	41%	58%
						d							
Formal letters to organisations or individuals	28	14	8	6	9	19	5	15	7	22	6	20	8
	27%	41%	19%	21%	20%	32%	21%	36%	20%	34%	15%	33%	18%
										j			
Larger parcels - that will not fit through a letterbox	21	7	10	4	9	12	6	9	6	15	6	11	10
	20%	21%	26%	12%	20%	21%	24%	22%	16%	23%	16%	19%	22%
Personal letters (e.g. to a friend or relative)	19	4	9	6	9	10	4	6	9	11	8	7	12
	18%	13%	22%	20%	20%	17%	15%	15%	24%	17%	21%	12%	26%
Payment for bills/ invoices/ statements	18	6	6	6	9	9	4	6	8	13	5	8	10
	18%	18%	15%	21%	21%	15%	17%	14%	22%	20%	14%	14%	23%
Smaller parcels - that will fit through a letterbox	14	6	7	1	5	9	5	6	3	8	6	7	7
	14%	18%	17%	4%	12%	15%	20%	14%	9%	13%	15%	12%	16%
Items requiring a signature (FROM Q3 2014)	7	*	6	1	3	4	*	4	2	5	2	5	2
	6%	*%	14%	3%	7%	6%	1%	10%	6%	8%	5%	8%	5%
			a										
Any other type of mail sent	2	2	-	-	2	-	1	-	1	-	2	2	-
	2%	5%	-%	-%	4%	-%	4%	-%	2%	-%	5%	3%	-%
SUMMARY CODES													
ALL SENDING FEWER LETTERS (PERSONAL OR FORMAL)	40	16	14	10	14	26	7	18	15	29	11	22	18
	39%	47%	36%	32%	32%	44%	31%	42%	39%	44%	29%	38%	40%
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 36

QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
ALL SENDING FEWER PARCELS (SMALLER OR LARGER PARCELS)	22	7	11	4	9	13	6	9	7	15	7	11	11
	21%	21%	28%	12%	20%	22%	24%	22%	18%	23%	18%	19%	24%
Don't know	1	*	*	1	1	*	-	1	*	1	-	*	1
	1%	*%	*%	2%	2%	*%	-%	2%	*%	1%	-%	*%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 37

QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Email	68	25	25	18	29	39	18	32	19	47	21	47	22
	66%	74%	63%	60%	67%	65%	74%	75%	50%	72%	55%	80%	48%
							h	h				l	
Text messaging/ SMS	25	10	8	7	8	17	9	10	6	16	9	14	11
	24%	29%	19%	24%	19%	27%	38%	24%	15%	24%	24%	24%	24%
							h						
Calls made with a mobile phone	24	4	8	12	11	12	8	11	4	13	11	16	8
	23%	11%	20%	39%	26%	21%	33%	27%	11%	20%	28%	27%	17%
			a				h						
Calls made with a landline phone	18	3	9	6	7	11	1	6	10	8	9	7	11
	17%	8%	24%	18%	16%	18%	4%	14%	28%	12%	25%	12%	23%
									f				
Social networking websites/ apps	17	5	6	6	8	10	7	7	4	13	4	10	8
	17%	15%	15%	21%	17%	16%	28%	16%	10%	21%	10%	16%	17%
							h						
In person/ face-to-face	15	8	2	5	7	8	5	3	7	10	6	7	9
	15%	23%	6%	18%	16%	14%	22%	7%	19%	15%	15%	12%	19%
		b											
Instant Messaging	7	1	4	3	6	2	4	3	*	4	3	5	3
	7%	2%	9%	9%	13%	3%	16%	8%	***	6%	9%	8%	6%
					e		h						
Direct debit	2	-	1	1	-	2	1	1	*	1	1	*	1
	2%	-%	3%	2%	-%	3%	3%	2%	1%	1%	2%	***	3%
Online payments/ Paypal	1	-	1	-	-	1	-	-	1	1	-	-	1
	1%	-%	2%	-%	-%	1%	-%	-%	2%	1%	-%	-%	2%
Hand delivery	*	*	-	-	-	*	-	*	-	*	-	*	-
	***	***	-%	-%	-%	***	-%	***	-%	***	-%	***	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 37

QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	160	50	63	47	67	93	33	64	63	103	57	86	74
Effective Weighted Sample	106	25	48	39	53	55	27	37	45	62	46	53	56
Total	104	34	40	30	44	60	24	43	38	66	38	59	45
Other types of communication	1	*	1	1	1	1	-	1	1	1	-	1	1
	1%	*%	1%	2%	2%	1%	-%	2%	1%	2%	-%	1%	1%
INCREASE IN TEXT COMMUNICATION (EMAIL/ SMS/ I.M./ S.N.)	75	27	28	19	30	45	18	36	20	50	25	49	26
	72%	81%	71%	64%	69%	75%	78%	85%	54%	76%	65%	84%	57%
							h	h				l	
ANY INCREASE IN ONLINE (EMAIL/ I.M./ S.N.)	73	25	28	19	30	43	18	35	20	51	22	49	24
	71%	75%	71%	64%	69%	72%	78%	82%	53%	77%	59%	83%	54%
							h	h		j		l	
INCREASE IN SPEECH COMMUNICATION (CALLS/ IN PERSON)	42	11	14	17	17	25	10	14	18	23	19	20	21
	40%	34%	34%	55%	38%	42%	43%	32%	47%	35%	50%	35%	47%
				b									
ANY INCREASE IN CALLS	33	5	13	15	14	19	8	12	13	16	17	18	15
	32%	15%	32%	51%	33%	31%	33%	29%	35%	24%	46%	31%	34%
				a							i		
INCREASE IN ONE TYPE OF COMMUNICATION ONLY	42	16	18	8	16	26	7	21	14	29	13	26	16
	40%	47%	45%	26%	37%	43%	28%	50%	37%	44%	34%	44%	35%
INCREASE IN MULTIPLE TYPES OF COMMUNICATION	45	14	15	15	18	27	14	17	14	27	18	26	19
	43%	43%	39%	50%	41%	45%	58%	39%	38%	42%	46%	44%	43%
None in particular	13	2	6	4	9	4	2	3	7	7	6	6	7
	12%	7%	16%	14%	20%	6%	9%	7%	20%	11%	15%	10%	15%
					e								
Don't know	4	1	*	3	1	3	1	2	2	2	2	1	3
	4%	3%	*%	10%	2%	5%	4%	4%	4%	4%	4%	2%	7%
				b									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 39

QC25. SHOWCARD Looking to the future... Compared with now, would you say that the number of letters and cards you will be sending in the post two years from now will have... (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Increased greatly	(5.0)	4	3	1	2	2	3	1	-	2	2	4	-
		1%	2%	1%	1%	1%	2%	1%	-%	1%	1%	2%	-%
Increased slightly	(4.0)	33	18	7	15	18	19	9	5	11	23	18	15
		8%	11%	6%	8%	9%	14%	7%	4%	5%	12%	8%	9%
							gh				i		
TOTAL INCREASED	37	20	8	9	17	20	22	11	5	13	24	22	15
	9%	13%	6%	7%	9%	9%	16%	8%	4%	6%	13%	10%	9%
							gh				i		
Stayed the same	(3.0)	273	95	91	139	134	82	101	91	143	130	153	120
		67%	62%	73%	71%	63%	62%	72%	68%	64%	71%	67%	67%
Decreased slightly	(2.0)	53	19	17	24	29	16	14	23	37	16	32	21
		13%	13%	14%	12%	14%	12%	10%	17%	16%	9%	14%	12%
										j			
Decreased greatly	(1.0)	18	7	5	7	11	2	6	11	14	4	6	12
		5%	4%	4%	4%	5%	2%	4%	8%	6%	2%	3%	7%
									f				k
TOTAL DECREASED	71	26	23	23	31	40	18	20	33	51	20	38	33
	18%	17%	18%	18%	16%	19%	13%	14%	25%	23%	11%	17%	18%
									fg	j			
Don't know		25	12	3	10	8	11	9	4	16	9	15	10
		6%	8%	2%	8%	4%	9%	7%	3%	7%	5%	6%	6%
			b		b								
Mean score	2.9	2.9	2.8	2.8	2.9	2.8	3.0	2.9	2.7	2.8	3.0	2.9	2.8
							h	h			i		
Standard deviation	.67	.73	.61	.65	.63	.70	.67	.63	.67	.70	.60	.65	.69
Standard error	.03	.05	.05	.05	.04	.04	.05	.05	.05	.04	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 40

QC26. SHOWCARD Looking to the future... Compared with now, would you say that the number of parcels you will be sending in the post two years from now will have... (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Increased greatly	(5.0)	12 3%	5 3%	4 3%	3 2%	6 3%	7 3%	9 7% gh	2 2%	1 1%	6 3%	7 4%	7 3%	5 3%
Increased slightly	(4.0)	28 7%	13 9%	10 8%	4 3%	14 7%	13 6%	19 14% gh	7 5%	2 1%	16 7%	12 6%	17 8%	10 6%
TOTAL INCREASED		40 10%	18 12%	14 11%	7 6%	20 10%	20 9%	28 21% gh	9 7% h	3 2%	22 10%	18 10%	25 11%	15 9%
Stayed the same	(3.0)	295 73%	105 69%	93 75%	97 75%	146 75%	150 71%	84 63%	110 78% f	101 76% f	154 69%	141 77%	161 71%	134 75%
Decreased slightly	(2.0)	16 4%	5 3%	5 4%	5 4%	6 3%	10 5%	2 1%	4 3%	10 7% f	9 4%	6 3%	10 4%	6 3%
Decreased greatly	(1.0)	11 3%	3 2%	4 3%	4 3%	6 3%	5 2%	2 2%	2 1%	6 5%	8 4%	3 2%	4 2%	6 4%
TOTAL DECREASED		26 6%	8 5%	9 8%	9 7%	12 6%	14 7%	4 3%	6 4%	16 12% fg	17 8%	9 5%	14 6%	12 7%
Don't know		45 11%	22 14% b	7 6%	16 12% b	17 9%	28 13%	16 12%	16 11%	13 10%	30 13%	15 8%	28 12%	17 10%
Mean score	3.0	3.1	3.0	3.0	3.0	3.0	3.3 gh	3.0 h	2.8	3.0	3.1	3.1	3.0	
Standard deviation	.61	.62	.65	.57	.62	.61	.72	.47	.57	.65	.57	.61	.62	
Standard error	.03	.05	.05	.04	.04	.04	.06	.04	.04	.04	.04	.04	.04	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 41

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not received any items in the last week	26 6%	12 8%	3 2%	11 9%	14 7%	12 6%	18 14%	3 2%	6 4%	10 5%	15 8%	14 6%	12 7%
		b		b			gh						
1 or 2 items received in the last week	66 16%	24 16%	20 16%	23 17%	32 16%	34 16%	34 25%	11 8%	22 17%	24 11%	42 23%	32 14%	34 19%
							g		g		i		
3 or 4 items received in the last week	75 18%	29 19%	20 16%	26 20%	44 23%	30 14%	26 20%	24 17%	25 18%	45 20%	30 16%	40 18%	34 19%
					e								
5 to 10 items received in the last week	154 38%	58 38%	54 44%	42 32%	70 36%	84 40%	38 28%	70 50%	46 35%	87 39%	67 36%	91 40%	64 36%
			c					fh					
11 to 20 items received in the last week	64 16%	17 11%	24 20%	22 17%	27 14%	37 17%	13 10%	27 19%	24 18%	46 21%	18 10%	41 18%	23 13%
								f	f	j			
21 to 30 items received in the last week	12 3%	5 3%	3 2%	4 3%	3 1%	9 4%	3 2%	3 2%	5 4%	6 3%	5 3%	6 3%	6 3%
31 to 50 items received in the last week	2 1%	2 1%	- -%	1 *%	1 1%	1 1%	- -%	1 *%	2 1%	1 1%	1 1%	1 *%	2 1%
Over 50 items received in the last week	3 1%	2 1%	- -%	1 1%	2 1%	1 *%	1 1%	1 1%	1 1%	2 1%	1 1%	2 1%	1 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 41

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
SUMMARY CODES													
NONE	26 6%	12 8% b	3 2%	11 9% b	14 7%	12 6%	18 14% gh	3 2%	6 4%	10 5%	15 8%	14 6%	12 7%
LESS THAN 3 ITEMS (1-2 ITEMS)	66 16%	24 16%	20 16%	23 17%	32 16%	34 16%	34 25% g	11 8%	22 17% g	24 11%	42 23% i	32 14%	34 19%
LESS THAN 5 ITEMS (1-4 ITEMS)	141 35%	53 35%	40 32%	48 37%	76 39%	65 31%	60 45% g	34 24%	47 35% g	69 31%	72 39%	72 32%	68 38%
1-10 ITEMS	295 73%	110 72%	94 76%	91 70%	146 75%	149 70%	98 73%	105 74%	93 70%	156 70%	139 76%	163 72%	132 74%
11+ ITEMS	81 20%	26 17%	27 22%	27 21%	33 17%	48 23%	17 13%	32 23% f	33 24% f	55 25% j	26 14%	49 22%	32 18%
RECEIVED ANY ITEMS IN THE LAST WEEK	376 92%	137 90%	122 98% ac	118 91%	180 92%	197 93%	114 86%	136 97% f	126 94% f	212 95% j	165 90%	212 93%	164 92%
Don't know	4 1%	3 2%	* *% -	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%	1 *% -	3 1%	1 *% -	3 2%
Refused	1 *% -	1 1% -	- -% -	- -% -	- -% -	1 1% -	- -% -	1 1% -	- -% -	- -% -	1 1% -	1 1% -	- -% -
Mean number of items received in the last week	7.3	6.7	7.8	7.4	7.3	7.3	5.8	8.0 f	8.1 f	8.2 j	6.2	7.4	7.1
Standard deviation	8.25	10.02	6.08	8.16	9.94	6.24	7.52	6.08	10.49	7.50	9.00	7.14	9.50
Standard error	.36	.79	.44	.59	.61	.38	.60	.45	.74	.42	.60	.42	.60
Mean number of letters and cards received in the last week	6.4	5.9	7.2	6.3	6.4	6.4	4.8	7.1 f	7.5 f	7.1 j	5.6	6.4	6.5

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 41

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Standard deviation	7.52	9.66	5.92	6.48	9.14	5.55	6.03	5.13	10.34	6.22	8.82	5.77	9.31
Standard error	.33	.77	.43	.47	.56	.34	.49	.38	.73	.35	.59	.34	.59
Mean number of parcels received in the last week	.9	.9	.7	1.0	.8	1.0	.9	1.0	.8	1.0	.8	1.1	.7
Standard deviation	2.56	2.77	1.29	3.16	2.44	2.67	2.75	2.56	2.36	2.69	2.40	2.89	2.04
Standard error	.11	.20	.09	.23	.15	.16	.22	.18	.16	.15	.15	.16	.13

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 43

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	554	190	187	177	270	284	150	191	213	329	225	303	251
Effective Weighted Sample	382	107	150	143	189	194	105	131	151	228	156	211	171
Total	376	137	122	118	180	197	114	136	126	212	165	212	164
None - not received any parcels in the last week	250 67%	91 67%	81 67%	78 66%	120 67%	130 66%	74 65%	84 61%	93 74%	130 61%	121 73%	129 61%	121 74%
1 or 2 parcels received in the last week	85 23%	26 19%	32 27%	26 22%	43 24%	42 21%	28 24%	36 26%	21 17%	55 26%	30 18%	58 27%	27 16%
3 or 4 parcels received in the last week	24 6%	11 8%	6 5%	7 6%	10 6%	14 7%	6 5%	12 9%	6 5%	18 8%	6 4%	13 6%	11 7%
5 to 10 parcels received in the last week	11 3%	4 3%	2 2%	4 4%	3 2%	8 4%	2 2%	4 3%	4 3%	5 2%	6 4%	7 3%	3 2%
11 to 20 parcels received in the last week	5 1%	3 2%	* *%	1 1%	2 1%	3 1%	3 3%	* *%	1 1%	3 1%	2 1%	4 2%	1 1%
21 to 30 parcels received in the last week	1 *%	- -%	- -%	1 1%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%
SUMMARY CODES													
NONE	250 67%	91 67%	81 67%	78 66%	120 67%	130 66%	74 65%	84 61%	93 74%	130 61%	121 73%	129 61%	121 74%
LESS THAN 3 PARCELS (1-2 PARCELS)	85 23%	26 19%	32 27%	26 22%	43 24%	42 21%	28 24%	36 26%	21 17%	55 26%	30 18%	58 27%	27 16%
LESS THAN 5 PARCELS (1-4 PARCELS)	109 29%	37 27%	38 31%	34 29%	53 30%	56 28%	34 30%	48 35%	27 22%	73 35%	36 22%	71 33%	38 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 43

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	554	190	187	177	270	284	150	191	213	329	225	303	251
Effective Weighted Sample	382	107	150	143	189	194	105	131	151	228	156	211	171
Total	376	137	122	118	180	197	114	136	126	212	165	212	164
1-10 PARCELS	120	41	41	38	56	64	36	52	32	78	42	78	41
	32%	30%	33%	32%	31%	32%	32%	38%	25%	37%	26%	37%	25%
11+ PARCELS	5	3	*	2	3	3	3	1	1	4	2	4	1
	1%	2%	*%	2%	2%	1%	3%	1%	1%	2%	1%	2%	1%
RECEIVED ANY PARCELS IN THE LAST WEEK	125	45	41	40	59	66	40	53	33	81	44	83	43
	33%	33%	33%	34%	33%	34%	35%	39%	26%	38%	27%	39%	26%
Don't know	1	1	-	-	1	-	1	-	-	1	-	1	-
	*%	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%	-%
Mean number of parcels received in the last week	1.0	1.0	.7	1.2	.9	1.1	1.0	1.0	.8	1.0	.9	1.1	.7
Standard deviation	2.65	2.91	1.30	3.30	2.53	2.76	2.95	2.59	2.43	2.75	2.52	2.98	2.13
Standard error	.11	.22	.10	.25	.16	.17	.24	.19	.17	.15	.17	.17	.14

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 45

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None - not received any parcels in the last week	276 68%	103 68%	84 67%	89 69%	134 69%	142 67%	92 69%	86 61%	98 74%	140 63%	136 74%	143 63%	134 75%
1 or 2 parcels received in the last week	85 21%	26 17%	32 26%	26 20%	43 22%	42 20%	28 21%	36 26%	21 16%	55 25%	30 16%	58 25%	27 15%
3 or 4 parcels received in the last week	24 6%	11 7%	6 5%	7 6%	10 5%	14 6%	6 5%	12 8%	6 5%	18 8%	6 3%	13 6%	11 6%
5 to 10 parcels received in the last week	11 3%	4 3%	2 2%	4 3%	3 1%	8 4%	2 2%	4 3%	4 3%	5 2%	6 3%	7 3%	3 2%
11 to 20 parcels received in the last week	5 1%	3 2%	* *%	1 1%	2 1%	3 1%	3 3%	* *%	1 1%	3 1%	2 1%	4 2%	1 1%
21 to 30 parcels received in the last week	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%
SUMMARY CODES													
NONE	276 68%	103 68%	84 67%	89 69%	134 69%	142 67%	92 69%	86 61%	98 74%	140 63%	136 74%	143 63%	134 75%
LESS THAN 3 PARCELS (1-2 PARCELS)	85 21%	26 17%	32 26%	26 20%	43 22%	42 20%	28 21%	36 26%	21 16%	55 25%	30 16%	58 25%	27 15%
LESS THAN 5 PARCELS (1-4 PARCELS)	109 27%	37 24%	38 31%	34 26%	53 27%	56 26%	34 26%	48 34%	27 20%	73 33%	36 20%	71 31%	38 21%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 45

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1-10 PARCELS	120	41	41	38	56	64	36	52	32	78	42	78	41
	29%	27%	33%	29%	29%	30%	27%	37%	24%	35%	23%	34%	23%
								h		j		l	
11+ PARCELS	5	3	*	2	3	3	3	1	1	4	2	4	1
	1%	2%	*%	2%	1%	1%	3%	1%	1%	2%	1%	2%	1%
RECEIVED ANY PARCELS IN THE LAST WEEK	125	45	41	40	59	66	40	53	33	81	44	83	43
	31%	29%	33%	31%	30%	31%	30%	37%	25%	37%	24%	36%	24%
								h		j		l	
Don't know	4	3	*	1	2	2	1	1	2	1	3	1	3
	1%	2%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Mean number of parcels received in the last week	.9	.9	.7	1.0	.8	1.0	.9	1.0	.8	1.0	.8	1.1	.7
Standard deviation	2.56	2.77	1.29	3.16	2.44	2.67	2.75	2.56	2.36	2.69	2.40	2.89	2.04
Standard error	.11	.20	.09	.23	.15	.16	.22	.18	.16	.15	.15	.16	.13
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 47

SUMMARY OF ITEMS RECEIVED IN THE LAST WEEK

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
RECEIVED ANY LETTERS OR CARDS IN THE LAST WEEK	351	120	117	114	170	180	103	130	118	198	152	198	153
	86%	79%	94%	88%	87%	85%	77%	92%	89%	89%	83%	87%	85%
		a					f	f					
RECEIVED ANY PARCELS IN THE LAST WEEK	125	45	41	40	59	66	40	53	33	81	44	83	43
	31%	29%	33%	31%	30%	31%	30%	37%	25%	37%	24%	36%	24%
								h		j		l	
RECEIVED BOTH LETTERS OR CARDS AND PARCELS IN THE LAST WEEK	100	28	36	36	50	50	28	46	25	68	32	68	32
	25%	19%	29%	27%	25%	24%	21%	33%	19%	31%	17%	30%	18%
								fh		j		l	
ONLY RECEIVED LETTERS OR CARDS, NO PARCELS IN THE LAST WEEK	251	92	81	78	121	130	75	84	93	130	121	130	121
	62%	60%	65%	60%	62%	62%	56%	59%	70%	58%	66%	57%	68%
									f				k
ONLY RECEIVED PARCELS, NO LETTERS OR CARDS IN THE LAST WEEK	25	16	5	4	9	16	11	7	7	13	12	14	11
	6%	11%	4%	3%	5%	8%	9%	5%	6%	6%	7%	6%	6%
		bc											
NOT RECEIVED ANY LETTERS OR CARDS OR PARCELS IN THE LAST WEEK	26	12	3	11	14	12	18	3	6	10	15	14	12
	6%	8%	2%	9%	7%	6%	14%	2%	4%	5%	8%	6%	7%
		b		b			gh						

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 48

QD17. SHOWCARD Thinking of the parcels that you have received in the last week, which of these companies delivered the parcels? (MULTI CODE)

Base : All who have received any parcels in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
Royal Mail	92	37	30	26	45	46	28	39	25	60	32	62	30
	73%	82%	73%	64%	77%	70%	69%	74%	77%	74%	72%	75%	69%
Hermes	15	3	8	4	6	10	7	2	6	9	6	9	7
	12%	7%	20%	10%	10%	15%	18%	5%	19%	11%	14%	11%	16%
							9		9				
Parcelforce	10	4	1	5	6	4	3	4	3	5	5	5	5
	8%	8%	3%	12%	10%	6%	7%	7%	11%	6%	12%	6%	11%
Interlink DPD	9	1	5	3	2	7	3	5	1	6	3	7	3
	7%	3%	12%	8%	3%	11%	8%	10%	3%	7%	8%	8%	7%
DHL	9	4	3	3	7	2	5	2	2	8	2	7	3
	7%	8%	8%	6%	12%	3%	14%	3%	6%	9%	4%	8%	6%
UPS	9	5	2	3	3	6	2	7	1	8	1	8	2
	7%	11%	4%	7%	5%	9%	4%	13%	3%	10%	2%	9%	4%
Yodel	9	5	2	3	3	6	1	4	4	3	6	5	4
	7%	10%	4%	7%	5%	9%	3%	7%	12%	3%	14%	6%	9%
										i			
Citilink	6	4	2	-	4	2	1	3	1	3	3	6	-
	5%	9%	5%	-%	6%	3%	4%	7%	3%	4%	6%	7%	-%
												l	
FedEx	3	1	1	1	1	1	1	1	*	3	-	3	-
	2%	3%	2%	2%	2%	2%	4%	3%	*%	4%	-%	4%	-%
TNT Express	3	2	-	1	2	1	1	1	1	1	2	2	1
	2%	4%	-%	2%	3%	2%	2%	2%	2%	1%	5%	3%	1%
Citipost	1	*	-	1	1	-	1	*	-	1	-	1	-
	1%	*%	-%	2%	1%	-%	2%	*%	-%	1%	-%	1%	-%
Collect+ (Collect Plus)	*	*	-	-	-	*	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 48

QD17. SHOWCARD Thinking of the parcels that you have received in the last week, which of these companies delivered the parcels? (MULTI CODE)

Base : All who have received any parcels in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
Any other postal services company	9	6	2	2	3	6	4	4	2	6	4	9	1
	8%	12%	4%	5%	6%	9%	9%	8%	5%	7%	8%	10%	2%
ONLY ROYAL MAIL	52	18	17	17	27	25	13	25	14	33	19	31	21
	41%	41%	41%	43%	46%	38%	34%	47%	43%	41%	42%	37%	50%
ONLY ROYAL MAIL OR PARCELFORCE	60	21	18	21	32	28	15	28	17	36	23	35	25
	48%	47%	44%	52%	54%	42%	37%	53%	52%	45%	53%	42%	58%
ANY OTHER THAN ROYAL MAIL	66	26	21	20	29	37	24	25	17	43	23	48	19
	53%	57%	50%	51%	49%	56%	60%	48%	53%	53%	53%	58%	44%
ANY OTHER THAN ROYAL MAIL OR PARCELFORCE	59	23	19	16	24	35	22	22	14	40	19	44	15
	47%	52%	48%	41%	41%	52%	56%	42%	43%	49%	42%	53%	36%
												l	
ONLY OTHER NOT ROYAL MAIL	26	7	8	12	10	16	9	11	6	16	10	16	10
	21%	16%	19%	29%	18%	24%	24%	21%	19%	20%	23%	20%	24%
ROYAL MAIL AND OTHER	40	19	13	9	19	21	14	14	11	27	13	31	8
	32%	41%	32%	21%	31%	32%	36%	27%	34%	33%	30%	38%	20%
		c										l	
Don't know	7	1	3	3	3	4	3	3	1	5	2	4	3
	6%	2%	9%	7%	5%	6%	7%	5%	5%	6%	5%	5%	7%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 49

QD18. SHOWCARD And were the parcels delivered at the first attempt, did you have a card left behind to let you know that the parcel could not be delivered because you were out, or have you experienced both of these in the last week? (SINGLE CODE)

Base : All who have received any parcels in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	195	73	63	59	99	96	58	76	61	131	64	122	73
Effective Weighted Sample	140	44	52	46	76	66	47	52	43	89	51	86	56
Total	125	45	41	40	59	66	40	53	33	81	44	83	43
All delivered at first attempt	98 79%	36 80%	33 82%	29 74%	48 81%	51 77%	33 84%	36 69%	29 88%	62 76%	36 83%	60 73%	39 90%
All left a card to say the parcel could not be delivered	12 10%	2 5%	5 12%	5 13%	5 8%	8 11%	5 11%	5 10%	2 6%	10 12%	2 5%	11 13%	1 3%
Experience of both in the last week	12 10%	6 13%	2 6%	4 10%	5 9%	7 11%	1 1%	10 19%	2 5%	9 12%	3 7%	10 12%	3 6%
Don't know	2 2%	1 2%	- -%	1 3%	1 2%	1 1%	1 4%	1 2%	* *%	* *%	2 5%	2 3%	* *%
SUMMARY CODES													
TOTAL DELIVERED AT FIRST ATTEMPT	111 89%	42 93%	36 88%	33 84%	53 90%	58 87%	34 85%	47 88%	31 93%	72 88%	39 90%	70 84%	41 96%
TOTAL LEFT CARD TO SAY COULD NOT BE DELIVERED	24 20%	8 18%	7 18%	9 23%	10 17%	15 22%	5 13%	16 30%	4 11%	19 24%	5 12%	20 25%	4 10%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 50

QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally received any items of post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	35	24	11	-	18	17	12	8	15	21	14	20	15
Effective Weighted Sample	33	23	11	-	17	16	12	8	15	20	14	19	15
Total	4	3	1	-	2	2	1	1	1	2	1	2	1
None - not received any items from the R.O.I. last week	3	2	1	-	1	2	1	1	1	2	1	2	1
	89%	84%	100%	-%	82%	95%	93%	100%	77%	90%	87%	100%	71%
1 or 2 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
3 or 4 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
SUMMARY CODES													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	89%	84%	100%	-%	82%	95%	93%	100%	77%	90%	87%	100%	71%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
1-10 ITEMS	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
RECEIVED ANY ITEMS IN THE LAST MONTH	*	*	-	-	*	-	-	-	*	*	-	-	*
	7%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
Don't know	*	*	-	-	*	*	*	-	*	-	*	-	*
	5%	6%	-%	-%	4%	5%	7%	-%	6%	-%	13%	-%	12%
Mean number of items received from the Republic of Ireland in the last month	.2	.2	-	-	.4	-	-	-	.5	.2	-	-	.5
Standard deviation	.88	1.14	-	-	1.60	-	-	-	2.37	1.15	-	-	2.59
Standard error	.15	.24	-	-	.39	-	-	-	.63	.25	-	-	.72

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 51

QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
None - not received any items from the R.O.I. last week	3	2	1	-	1	2	1	1	1	2	1	2	1
	86%	84%	91%	-%	82%	90%	93%	91%	77%	86%	87%	96%	71%
1 or 2 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
3 or 4 items received from the R.O.I. last week	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
SUMMARY CODES													
NONE	3	2	1	-	1	2	1	1	1	2	1	2	1
	86%	84%	91%	-%	82%	90%	93%	91%	77%	86%	87%	96%	71%
LESS THAN 3 ITEMS (1-2 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%
LESS THAN 5 ITEMS (1-4 ITEMS)	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
1-10 ITEMS	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
RECEIVED ANY ITEMS IN THE LAST MONTH	*	*	-	-	*	-	-	-	*	*	-	-	*
	6%	9%	-%	-%	13%	-%	-%	-%	17%	10%	-%	-%	17%
Don't know	*	*	*	-	*	*	*	*	*	*	*	*	*
	7%	6%	9%	-%	4%	10%	7%	9%	6%	4%	13%	4%	12%
Mean number of items received from the Republic of Ireland in the last month	.2	.2	-	-	.4	-	-	-	.5	.2	-	-	.5
Standard deviation	.86	1.14	-	-	1.60	-	-	-	2.37	1.12	-	-	2.59
Standard error	.15	.24	-	-	.39	-	-	-	.63	.24	-	-	.72

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 52

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Bills/ invoices/ statements	345 85%	132 86%	103 83%	110 85%	164 84%	181 86%	104 78%	129 91%	112 84%	192 86%	153 83%	203 89%	142 79%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	220 54%	81 53%	80 64%	59 45%	98 50%	122 58%	56 42%	86 61%	77 58%	132 59%	88 48%	129 57%	91 51%
Letters from organisations you do have a relationship with	194 48%	71 47%	58 47%	65 50%	96 49%	99 47%	61 46%	76 54%	57 43%	125 56%	69 37%	120 53%	74 41%
Addressed direct mail from organisations you don't have a relationship with	167 41%	68 45%	55 44%	44 34%	73 37%	94 45%	42 32%	62 44%	63 48%	96 43%	71 39%	95 42%	73 41%
Catalogues/ brochures	137 34%	53 35%	44 36%	40 31%	62 32%	76 36%	30 23%	48 34%	59 44%	77 35%	60 33%	74 32%	64 36%
Invitations/ greetings cards/ postcards	136 33%	66 43%	30 24%	41 31%	70 36%	66 31%	34 26%	48 34%	54 41%	82 37%	55 30%	78 34%	58 32%
Larger parcels - that will not fit through a letterbox	128 31%	46 30%	41 33%	41 31%	59 30%	69 32%	41 31%	53 37%	34 25%	83 37%	45 24%	83 36%	45 25%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 52

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Smaller parcels - that will fit through a letterbox	115 28%	49 32%	29 23%	37 28%	57 29%	58 27%	45 34%	43 30%	27 20%	71 32%	44 24%	69 30%	46 25%
Personal letters (e.g. from a friend)	91 22%	35 23%	25 20%	31 24%	45 23%	46 22%	29 22%	27 19%	35 26%	50 22%	41 22%	37 16%	54 30%
Magazines you subscribe to	50 12%	18 12%	17 14%	15 11%	26 14%	24 11%	15 11%	16 11%	20 15%	39 17%	12 6%	26 11%	25 14%
Items requiring a signature (FROM Q3 2014)	45 11%	22 15%	8 7%	14 11%	17 9%	27 13%	19 14%	14 10%	12 9%	24 11%	21 11%	32 14%	13 7%
SUMMARY CODES													
ANY DIRECT MAIL	267 66%	98 64%	93 74%	76 59%	119 61%	148 70%	71 53%	104 74%	92 70%	154 69%	113 62%	159 70%	109 61%
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	247 61%	89 58%	74 59%	84 65%	123 63%	124 59%	77 58%	93 66%	77 58%	153 69%	94 51%	143 63%	104 58%
ANY PERSONAL	183 45%	79 52%	48 39%	57 44%	93 47%	91 43%	52 39%	64 45%	68 51%	106 48%	77 42%	97 43%	86 48%
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	158 39%	59 39%	51 41%	47 36%	73 38%	85 40%	38 29%	55 39%	64 48%	91 41%	67 36%	82 36%	76 42%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 52

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
ANY PARCELS (SMALL OR LARGE)	155 38%	62 41%	44 35%	49 38%	75 39%	80 38%	56 42% h	60 42% h	39 29%	97 44% j	58 32%	93 41%	62 35%
Any other type of addressed mail received	1 *% 1%	1 *% 1%	- -% *% 1%	- -% *% 1%	1 *% 1%	- -% 1%	- -% 1%	1 *% *% 1%	- -% 1%	1 *% *% 1%	- -% 1%	* *% *% 1%	1 *% 2 1%
Don't know	2 1%	2 1%	* *% 1%	1 *% 1%	* *% 1%	2 1%	1 1%	* *% 1%	1 1%	* *% 1%	2 1%	* *% 1%	2 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 53

QD5. SHOWCARD Compared with two years ago, would you say that the number of addressed letters, cards and parcels you personally receive through the post has... (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Increased greatly	(5.0)	24 6%	16 11%	4 3%	5 4%	13 7%	12 9%	5 4%	7 5%	15 7%	10 5%	12 5%	13 7%	
Increased slightly	(4.0)	76 19%	32 21%	22 18%	21 16%	44 22%	32 15%	34 26%	27 19%	15 11%	44 20%	32 17%	46 20%	30 17%
TOTAL INCREASED	100 25%	49 32%	26 21%	26 20%	56 29%	44 21%	47 35%	32 22%	22 16%	59 26%	41 23%	58 25%	42 24%	
Stayed the same	(3.0)	225 55%	78 51%	73 58%	74 57%	102 52%	123 58%	63 47%	79 56%	84 63%	117 52%	108 59%	131 58%	94 52%
Decreased slightly	(2.0)	58 14%	18 12%	18 15%	21 16%	26 14%	31 15%	17 13%	19 14%	21 16%	34 15%	23 13%	26 11%	32 18%
Decreased greatly	(1.0)	17 4%	5 3%	6 4%	6 5%	6 3%	11 5%	3 2%	9 6%	5 4%	9 4%	8 4%	8 4%	8 5%
TOTAL DECREASED	74 18%	23 15%	24 19%	27 21%	32 17%	42 20%	20 15%	28 20%	26 20%	44 20%	31 17%	34 15%	41 23%	
Don't know	7 2%	2 2%	2 2%	3 2%	4 2%	3 1%	4 3%	3 2%	1 1%	4 2%	4 2%	5 2%	2 1%	
Mean score	3.1	3.2 bc	3.0	3.0	3.2	3.0	3.3 gh	3.0	3.0	3.1	3.1	3.1	3.0	
Standard deviation	.86	.92	.80	.82	.86	.86	.89	.86	.81	.89	.83	.82	.91	
Standard error	.04	.06	.06	.06	.05	.05	.07	.06	.05	.05	.05	.05	.06	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 54

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	130	57	37	36	77	53	52	42	36	83	47	77	53
Effective Weighted Sample	83	31	30	28	50	34	36	23	29	55	29	47	35
Total	100	49	26	26	56	44	47	32	22	59	41	58	42
Smaller parcels - that will fit through a letterbox	37	16	8	13	24	13	19	11	6	21	17	20	18
	37%	33%	31%	51%	42%	31%	42%	36%	29%	35%	40%	34%	41%
Bills/ invoices/ statements	34	15	7	12	22	12	22	6	7	20	14	25	9
	34%	31%	26%	47%	38%	28%	46%	17%	30%	33%	34%	43%	21%
Addressed direct mail from organisations you don't have a relationship with	31	15	11	5	12	19	8	14	9	20	11	16	15
	31%	31%	43%	19%	22%	43%	17%	46%	39%	34%	26%	27%	36%
Larger parcels - that will not fit through a letterbox	28	13	8	7	18	10	13	10	5	17	11	18	10
	28%	27%	32%	26%	32%	23%	29%	32%	22%	29%	27%	32%	23%
Letters from organisations you do have a relationship with	26	11	6	9	14	12	13	8	5	18	8	16	10
	26%	23%	22%	37%	25%	28%	27%	26%	24%	31%	19%	28%	24%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	24	7	11	6	13	11	8	7	9	14	10	14	10
	24%	14%	43%	25%	23%	26%	18%	23%	40%	24%	24%	24%	24%
Catalogues/ brochures	14	6	6	2	6	8	4	4	5	7	7	7	7
	14%	12%	23%	9%	10%	19%	10%	14%	23%	12%	17%	12%	17%
Personal letters (e.g. from a friend)	7	4	2	1	6	1	5	1	1	2	5	2	5
	7%	8%	6%	5%	11%	2%	11%	4%	3%	3%	13%	4%	11%
Items requiring a signature (FROM Q3 2014)	6	3	2	1	3	3	3	2	1	3	3	3	3
	6%	7%	10%	2%	5%	8%	7%	6%	6%	6%	7%	6%	7%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 54

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	130	57	37	36	77	53	52	42	36	83	47	77	53
Effective Weighted Sample	83	31	30	28	50	34	36	23	29	55	29	47	35
Total	100	49	26	26	56	44	47	32	22	59	41	58	42
Magazines you subscribe to	5 5%	1 2%	3 10%	2 7%	3 4%	3 6%	2 5%	2 5%	1 5%	5 9%	* **%	3 5%	2 5%
Invitations/ greetings cards/ postcards	4 4%	2 5%	1 2%	1 2%	2 4%	1 3%	1 2%	2 5%	1 5%	1 1%	3 7%	2 4%	1 3%
SUMMARY CODES													
ALL RECEIVING MORE FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	74 74%	37 76%	19 75%	18 72%	38 68%	36 83%	35 76%	22 69%	17 79%	45 78%	29 70%	45 77%	30 70%
ALL RECEIVING MORE PARCELS (SMALL OR LARGE)	40 40%	16 33%	9 35%	14 56%	25 44%	15 35%	20 44%	13 41%	7 30%	23 39%	17 41%	22 38%	18 42%
LETTERS/ CIRCULARS FROM KNOWN ORGANISATIONS	37 37%	14 29%	12 48%	10 40%	21 38%	15 36%	17 37%	9 29%	10 47%	25 42%	12 29%	21 36%	16 38%
ALL RECEIVING MORE LETTERS (PERSONAL OR FROM ORGANISATIONS)	33 33%	15 31%	7 28%	10 40%	20 35%	13 30%	18 39%	9 30%	5 24%	20 34%	13 30%	18 32%	14 34%
ALL RECEIVING MORE PUBLICATIONS (MAGAZINES OR CATALOGUES)	16 16%	6 12%	6 25%	4 16%	8 13%	9 20%	6 13%	5 16%	5 23%	9 16%	7 17%	8 14%	8 20%
ALL RECEIVING MORE FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	10 10%	6 13%	2 9%	1 5%	8 14%	2 5%	6 13%	3 9%	1 5%	2 4%	8 19%	5 9%	5 12%
TOTAL DIRECT MAIL	44 44%	20 40%	15 57%	10 39%	20 35%	25 57%	13 29%	19 62%	12 53%	28 47%	17 41%	26 45%	18 43%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 55

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
Bills/ invoices/ statements	43 58%	13 58%	16 67%	13 49%	14 42%	29 70% d	11 57%	21 74% h	11 41%	27 61%	16 52%	22 65%	21 52%
Personal letters (e.g. from a friend)	30 40%	5 23%	10 43%	14 52% a	14 43%	16 37%	8 40%	10 35%	12 45%	18 41%	12 38%	14 42%	16 38%
Invitations/ greetings cards/ postcards	25 33%	10 41%	9 36%	6 23%	15 45%	10 24%	6 33%	8 27%	10 39%	12 27%	13 41%	12 34%	13 32%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	14 19%	4 17%	8 32% c	2 9%	8 26%	6 14%	4 22%	8 30% h	1 5%	6 13%	8 27%	8 24%	6 15%
Addressed direct mail from organisations you don't have a relationship with	12 15%	2 9%	5 20%	5 17%	7 20%	5 12%	2 10%	5 16%	5 19%	7 17%	4 13%	4 13%	7 17%
Letters from organisations you do have a relationship with	10 13%	1 6%	3 14%	5 18%	5 14%	5 13%	2 10%	4 14%	4 14%	6 15%	4 11%	3 10%	6 16%
Catalogues/ brochures	7 9%	1 3%	3 14%	3 11%	6 20% e	1 1%	4 20%	1 2%	3 9%	4 9%	3 9%	3 8%	4 10%
Smaller parcels - that will fit through a letterbox	3 4%	2 7%	- -%	2 6%	2 6%	1 3%	1 7%	1 4%	1 3%	2 4%	2 5%	2 5%	2 4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 55

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	~f	g	h	i	j	k	l
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
Larger parcels - that will not fit through a letterbox	2 3%	1 4%	- -%	1 5%	2 7%	* *%	1 7%	* 1%	1 3%	2 4%	1 2%	2 5%	1 2%
Magazines you subscribe to	2 2%	1 4%	1 3%	- -%	2 5%	- -%	- -%	1 3%	1 3%	- -%	2 6%	1 3%	1 2%
Items requiring a signature (FROM Q3 2014)	1 1%	- -%	1 4%	- -%	- -%	1 2%	- -%	- -%	1 4%	- -%	1 3%	- -%	1 2%
SUMMARY CODES													
ALL RECEIVING LESS FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	55 73%	16 70%	17 71%	21 78%	22 68%	33 78%	16 80%	23 82%	16 59%	35 80%	20 63%	27 79%	28 69%
ALL RECEIVING LESS FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	42 57%	14 60%	13 56%	15 55%	22 66%	21 50%	10 51%	14 50%	18 69%	24 54%	19 60%	20 59%	23 56%
ALL RECEIVING FEWER LETTERS (PERSONAL OR FROM ORGANISATIONS)	35 47%	6 25%	13 52%	17 61%	16 48%	20 47%	9 43%	13 45%	14 53%	21 48%	14 46%	16 47%	19 48%
LETTERS/ CIRCULARS FROM KNOWN ORGANISATIONS	20 27%	5 20%	9 37%	7 25%	11 35%	9 22%	6 33%	10 34%	4 17%	11 25%	10 31%	10 30%	10 25%
ALL RECEIVING FEWER PUBLICATIONS (MAGAZINES OR CATALOGUES)	8 11%	2 7%	3 14%	3 11%	7 23%	1 1%	4 20%	2 5%	3 9%	4 9%	4 13%	4 11%	4 10%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 55

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	114	30	44	40	51	63	26	43	45	71	43	52	62
Effective Weighted Sample	79	17	32	35	37	42	17	36	28	51	29	40	40
Total	74	23	24	27	32	42	20	28	26	44	31	34	41
ALL RECEIVING FEWER PARCELS (SMALL OR LARGE)	3	2	-	2	2	1	1	1	1	2	2	2	2
	4%	8%	-%	6%	7%	3%	7%	4%	3%	4%	5%	5%	4%
Don't know	1	1	-	-	-	1	1	-	-	-	1	-	1
	1%	3%	-%	-%	-%	2%	4%	-%	-%	-%	2%	-%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 56

QD8. Do you ever order items to be delivered to you through the post? IF YES Have you ever had to return any goods you bought which were delivered to you by post? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Do not order items for delivery by post	114	50	28	36	60	54	28	29	57	44	70	50	64
	28%	33%	23%	28%	31%	26%	21%	21%	43%	20%	38%	22%	36%
									fg		i		k
Yes, and have returned some goods	154	54	52	49	65	89	54	63	38	94	60	98	56
	38%	35%	42%	38%	33%	42%	40%	44%	28%	42%	33%	43%	31%
							h	h		j		l	
Yes, but have not returned any goods	134	49	45	40	68	66	49	48	38	83	51	79	55
	33%	32%	36%	31%	35%	31%	37%	34%	28%	37%	28%	35%	31%
										j			
TOTAL - ORDERED ITEMS TO BE DELIVERED BY POST	288	103	96	89	133	155	103	110	75	177	111	177	111
	71%	67%	77%	68%	68%	73%	77%	78%	57%	80%	60%	78%	62%
							h	h		j		l	
Don't know	5	-	-	5	3	2	2	1	1	1	3	1	4
	1%	-%	-%	4%	1%	1%	2%	1%	1%	1%	2%	*%	2%
				ab									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 57

QD25. SHOWCARD When you place an order for an item for yourself (either ordering in person, online or by telephone) where do you usually get the item delivered to? (MULTI CODE)

Base : Those who ever order items to be delivered (FROM Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	425	143	150	132	199	226	133	156	136	277	148	251	174
Effective Weighted Sample	294	81	117	108	140	154	93	106	103	194	102	177	118
Total	288	103	96	89	133	155	103	110	75	177	111	177	111
To your home address	271	96	91	85	129	142	99	99	73	165	106	164	107
	94%	93%	94%	95%	97%	92%	97%	89%	97%	93%	96%	92%	97%
							g		g				
To your work address	8	4	2	2	2	6	1	6	1	6	2	7	1
	3%	4%	2%	2%	1%	4%	1%	6%	1%	3%	2%	4%	1%
To the store using a 'collect from store' option	6	1	4	1	1	5	1	4	1	5	1	4	2
	2%	1%	4%	2%	1%	3%	1%	4%	1%	3%	1%	2%	2%
To the address of a friend/ family member	1	1	-	1	1	1	-	1	-	1	1	1	1
	*%	1%	-%	1%	*%	1%	-%	1%	-%	*%	1%	*%	*%
Somewhere else	2	1	-	1	1	1	1	-	1	1	1	1	1
	1%	1%	-%	1%	*%	1%	1%	-%	1%	*%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 58

QD19. SHOWCARD When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your delivery person may leave a 'Sorry you were out' card. Have you received a card like this from the deliverer? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Pick up the item from the delivery/ enquiry office	208 51%	75 49%	79 63% ac	55 42%	110 56%	99 47%	67 50%	80 57%	62 46%	129 58% j	79 43%	133 58%	75 42%
Arrange for delivery to a neighbour	79 20%	26 17%	27 22%	27 21%	39 20%	40 19%	28 21%	30 21%	22 16%	39 17%	41 22%	47 21%	32 18%
Arrange for redelivery to your home	55 14%	17 11%	24 19% c	14 11%	26 13%	29 14%	22 17% h	25 18% h	8 6%	36 16%	19 11%	41 18%	14 8%
Arrange for the item to be left in a safe place outside of your home	36 9%	6 4%	21 17% ac	9 7%	17 9%	18 9%	13 10%	12 9%	10 8%	22 10%	14 8%	21 9%	15 8%
Get a friend/ family member to pick up the item from the delivery/ enquiry office	17 4%	4 3%	6 5%	7 5%	8 4%	9 4%	5 4%	9 6%	3 2%	14 6% j	3 1%	13 6%	4 2%
Arrange for the item to be delivered to a local Post Office branch from which you pick it up	12 3%	2 1%	5 4%	4 3%	5 3%	7 3%	* *% f	4 3%	8 6% f	8 3%	4 2%	5 2%	7 4%
Arrange for redelivery to an alternative address (perhaps work or a relative's home)	8 2%	4 2%	3 3%	1 1%	3 1%	6 3%	2 1%	6 4% h	1 1%	7 3%	2 1%	8 3%	1 *% l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 58

QD19. SHOWCARD When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your delivery person may leave a 'Sorry you were out' card. Have you received a card like this from the deliverer? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Arrange to pick up at the operator's depot	7 2%	2 2%	1 *%	4 3%	2 1%	5 2%	2 2%	3 2%	1 1%	3 1%	4 2%	4 2%	3 1%
Arrange to pick it up from a collection point/ box	6 1%	1 1%	4 3%	1 1%	3 1%	3 1%	3 2%	3 2%	- -%	5 2%	1 1%	4 2%	1 1%
Don't rearrange delivery or collection, send the item back to the sender	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%
Any other way	3 1%	1 1%	1 1%	* *%	2 1%	1 *%	1 1%	- -%	2 1%	1 *%	2 1%	2 1%	1 1%
Not applicable - don't receive 'Sorry you were out' cards	110 27%	54 36%	16 13%	40 31%	50 25%	61 29%	35 27%	31 22%	44 33%	48 21%	62 34%	48 21%	63 35%
Don't know	1 *%	1 1%	- -%	1 *%	- -%	1 1%	- -%	1 1%	1 *%	1 *%	1 *%	- -%	1 1%
TOTAL ITEM LEFT WITH NEIGHBOUR/ OUTSIDE OF THE HOME	99 24%	28 18%	40 32%	32 24%	49 25%	50 24%	36 27%	36 26%	27 20%	53 24%	46 25%	59 26%	41 23%
TOTAL ARRANGE REDELIVERY/ DELIVERY TO BRANCH	70 17%	23 15%	28 22%	20 15%	31 16%	39 19%	24 18%	31 22%	16 12%	45 20%	25 14%	51 22%	20 11%
TOTAL PICK UP FROM DELIVERY/ ENQUIRY OFFICE/ COLLECTION POINT/ BOX/ DEPOT	217 53%	76 50%	80 64%	62 47%	112 57%	105 50%	70 53%	84 59%	63 48%	134 60%	83 45%	138 60%	80 44%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 59

QD21. SHOWCARD In the last month have any of these happened as a result of a Royal Mail delivery to your home while you were out? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
A card was left with instructions to collect the item from Royal Mail or rearrange delivery	96 24%	41 27%	25 20%	31 24%	57 29% e	39 19%	32 24%	37 26%	27 20%	60 27%	36 20%	67 30% l	29 16%
A card was left to say the item had been left with a neighbour	55 14%	22 14%	16 13%	17 13%	31 16%	25 12%	18 14%	26 19% h	11 8%	30 13%	26 14%	36 16%	19 11%
A card was left to say where the item could be found outside of your home	18 5%	2 2%	7 6%	9 7% a	9 5%	9 4%	8 6% h	9 6% h	2 1%	13 6%	6 3%	13 6%	6 3%
The item was left outside of your home for you to find	9 2%	- -%	3 2%	6 5% a	3 2%	6 3%	* *% f	6 4%	3 2%	6 3%	2 1%	6 3%	3 2%
ANY LEFT A CARD BY ROYAL MAIL	138 34%	56 37%	39 32%	42 32%	79 40% e	59 28%	48 36%	54 39% h	35 26%	81 36%	57 31%	93 41% l	45 25%
None of these	261 64%	94 62%	83 67%	84 65%	114 58%	147 69% d	84 63%	85 60%	93 70%	138 62%	122 67%	133 58%	128 71% k
Don't know	4 1%	2 1%	* *%	1 1%	2 1%	2 1%	1 *%	1 1%	2 2%	2 1%	2 1%	1 *%	3 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 60

QD22. SHOWCARD When you most recently received a 'Sorry you were out' card with options to collect the item from Royal Mail or rearrange delivery, what action did you take? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	142	62	37	43	82	60	38	60	44	93	49	97	45
Effective Weighted Sample	102	37	32	34	56	47	25	47	36	68	34	69	33
Total	96	41	25	31	57	39	32	37	27	60	36	67	29
Collected the item from the sorting office/ delivery office	56	22	16	19	35	21	16	26	14	36	20	39	17
	59%	54%	64%	61%	62%	54%	50%	70%	53%	61%	55%	58%	60%
Rearranged delivery to the same address	18	11	5	2	12	6	8	6	5	11	7	16	3
	19%	28%	21%	6%	21%	16%	26%	15%	18%	19%	20%	23%	10%
		c											
Collected the item from the Post Office	17	6	2	9	8	9	5	5	7	10	7	9	8
	18%	14%	8%	31%	14%	24%	17%	12%	27%	17%	20%	13%	29%
				b									
Rearranged delivery to a different address	3	1	1	1	1	2	2	1	-	1	2	3	-
	3%	2%	3%	3%	2%	4%	6%	2%	-%	1%	5%	4%	-%
Another action	1	1	-	-	-	1	1	-	-	1	-	-	1
	1%	1%	-%	-%	-%	1%	2%	-%	-%	1%	-%	-%	2%
Don't know	1	-	1	-	1	*	-	*	1	1	*	1	-
	1%	-%	4%	-%	1%	*%	-%	*%	3%	1%	*%	1%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 61

QD23A. SHOWCARD How satisfied were you with that recent experience where a card was left with instructions to collect the item from Royal Mail or rearrange delivery? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month with instructions to collect the item from Royal Mail or rearrange delivery

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	142	62	37	43	82	60	38	60	44	93	49	97	45
Effective Weighted Sample	102	37	32	34	56	47	25	47	36	68	34	69	33
Total	96	41	25	31	57	39	32	37	27	60	36	67	29
Very satisfied	65	26	16	24	41	24	24	23	18	41	24	45	21
	68%	63%	65%	77%	72%	62%	76%	62%	68%	68%	67%	66%	73%
Fairly satisfied	23	10	7	6	12	11	5	11	7	14	9	18	5
	24%	24%	30%	20%	21%	29%	16%	31%	24%	24%	25%	27%	16%
TOTAL SATISFIED	88	35	23	30	53	36	29	34	25	55	33	63	25
	92%	87%	94%	96%	93%	91%	92%	92%	92%	92%	92%	93%	89%
Neither satisfied nor dissatisfied	4	3	1	1	2	2	2	2	1	3	2	2	2
	4%	6%	3%	2%	3%	6%	6%	4%	3%	4%	4%	4%	6%
Fairly dissatisfied	3	2	1	-	2	1	1	1	1	2	1	2	1
	3%	6%	2%	-%	3%	3%	2%	3%	4%	3%	4%	3%	4%
Very dissatisfied	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	1%	1%	-%	-%	-%	1%	1%	-%	-%	1%
TOTAL DISSATISFIED	3	2	1	*	2	1	1	1	1	2	1	2	1
	4%	6%	2%	1%	4%	3%	2%	3%	5%	4%	4%	3%	5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 62

QD23B. SHOWCARD How satisfied were you with that recent experience where a card was left to say the item had been left with a neighbour? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say the item had been left with a neighbour

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	76	29	24	23	44	32	23	31	22	46	30	48	28
Effective Weighted Sample	54	18	19	18	35	20	18	21	17	33	22	37	17
Total	55	22	16	17	31	25	18	26	11	30	26	36	19
Very satisfied	50	20	13	16	28	22	17	24	9	27	22	32	18
	89%	91%	83%	93%	90%	89%	93%	91%	80%	91%	87%	87%	94%
Fairly satisfied	3	2	1	-	1	2	-	2	2	1	2	2	1
	6%	9%	8%	-%	4%	9%	-%	6%	15%	4%	8%	6%	6%
TOTAL SATISFIED	53	22	15	16	29	24	17	25	10	28	24	34	19
	95%	100%	91%	93%	93%	98%	93%	97%	95%	95%	95%	93%	100%
Neither satisfied nor dissatisfied	1	-	-	1	1	1	1	-	1	-	1	1	-
	2%	-%	-%	7%	2%	2%	3%	-%	5%	-%	5%	3%	-%
Don't know	1	-	1	-	1	-	1	1	-	1	-	1	-
	3%	-%	9%	-%	5%	-%	3%	3%	-%	5%	-%	4%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 63

QD23C. SHOWCARD How satisfied were you with that recent experience where a card was left to say where the item could be found outside of your home? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month to say where the item could be found outside their home

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	26	5	11	10	12	14	9	13	4	17	9	19	7
Effective Weighted Sample	18	4	9	7	10	8	7	9	3	12	6	12	5
Total	18	2	7	9	9	9	8	9	2	13	6	13	6
Very satisfied	11	2	2	7	5	6	3	6	2	7	4	5	6
	59%	66%	31%	82%	52%	67%	44%	65%	100%	54%	72%	42%	100%
Fairly satisfied	1	-	1	-	-	1	-	1	-	1	-	1	-
	4%	-%	11%	-%	-%	9%	-%	9%	-%	6%	-%	6%	-%
TOTAL SATISFIED	12	2	3	7	5	7	3	7	2	8	4	6	6
	64%	66%	41%	82%	52%	75%	44%	74%	100%	60%	72%	48%	100%
Neither satisfied nor dissatisfied	1	-	1	-	-	1	-	1	-	-	1	1	-
	4%	-%	10%	-%	-%	8%	-%	8%	-%	-%	13%	6%	-%
Fairly dissatisfied	2	-	-	2	-	2	2	-	-	2	-	2	-
	8%	-%	-%	18%	-%	17%	19%	-%	-%	12%	-%	12%	-%
TOTAL DISSATISFIED	2	-	-	2	-	2	2	-	-	2	-	2	-
	8%	-%	-%	18%	-%	17%	19%	-%	-%	12%	-%	12%	-%
Don't know	4	1	4	-	4	-	3	2	-	4	1	4	-
	24%	34%	49%	-%	48%	-%	37%	18%	-%	28%	14%	35%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 64

QD23D. SHOWCARD How satisfied were you with that recent experience where the item was left outside of your home for you to find? (SINGLE CODE)

Base : Those who have been left with an item to find outside their home by Royal Mail in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	12	-	5	7	3	9	1	8	3	9	3	9	3
Effective Weighted Sample	9	-	4	5	3	6	1	5	3	6	2	6	3
Total	9	-	3	6	3	6	*	6	3	6	2	6	3
Very satisfied	1	-	1	*	1	*	*	1	-	1	*	1	-
	13%	-%	35%	4%	27%	6%	100%	19%	-%	17%	5%	20%	-%
TOTAL SATISFIED	1	-	1	*	1	*	*	1	-	1	*	1	-
	13%	-%	35%	4%	27%	6%	100%	19%	-%	17%	5%	20%	-%
Fairly dissatisfied	2	-	*	2	2	*	-	2	-	2	-	2	-
	26%	-%	5%	35%	73%	2%	-%	40%	-%	36%	-%	39%	-%
Very dissatisfied	4	-	2	3	-	4	-	2	2	3	1	2	2
	46%	-%	60%	41%	-%	70%	-%	41%	58%	48%	43%	40%	58%
TOTAL DISSATISFIED	6	-	2	5	2	4	-	5	2	5	1	5	2
	72%	-%	65%	76%	73%	72%	-%	81%	58%	83%	43%	80%	58%
Don't know	1	-	-	1	-	1	-	-	1	-	1	-	1
	14%	-%	-%	20%	-%	21%	-%	-%	42%	-%	52%	-%	42%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 65

QD24. When you have had a card left behind by Royal Mail in the last month, was there someone at home that could have received the Royal Mail delivery item? (SINGLE CODE)

Base : Those who have been left with a 'Sorry you were out' card by Royal Mail in the last month (ADDED FROM MAY 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	204	83	60	61	114	90	59	82	63	129	75	134	70
Effective Weighted Sample	139	48	48	46	79	60	40	56	49	90	51	93	46
Total	138	56	39	42	79	59	48	54	35	81	57	93	45
Yes, someone <u>could</u> have received the item at my home	10	2	4	4	6	4	2	5	3	8	2	8	2
	8%	4%	10%	9%	8%	7%	5%	10%	8%	10%	4%	9%	5%
No, no-one was at home	120	52	33	35	67	53	42	47	30	68	52	79	41
	87%	93%	83%	83%	85%	89%	88%	87%	85%	84%	91%	85%	91%
Don't know	8	2	3	3	6	2	4	2	2	5	3	6	2
	6%	3%	7%	8%	7%	3%	7%	3%	7%	6%	5%	6%	4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 66

QD20. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Before 8.00am	1	1	-	-	-	1	-	1	-	*	1	1	-
	*%	1%	-%	-%	-%	*%	-%	1%	-%	*%	*%	*%	-%
8.00am - noon	199	77	74	48	107	93	73	71	55	101	97	120	79
	49%	50%	60%	37%	55%	44%	55%	50%	42%	45%	53%	53%	44%
		c	c		e		h						
12.01pm - 3.00pm	132	29	42	61	56	75	39	45	48	77	55	68	64
	32%	19%	33%	47%	29%	36%	29%	32%	36%	34%	30%	30%	36%
			a	ab									
3.01pm - 6.00pm	4	2	-	2	1	3	-	1	3	3	1	4	*
	1%	1%	-%	2%	1%	1%	-%	1%	2%	1%	*%	2%	*%
6.01pm or later	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
SUMMARY CODES													
BEFORE MIDDAY	200	78	74	48	107	94	73	72	55	101	98	121	79
	49%	51%	60%	37%	55%	44%	55%	51%	42%	46%	53%	53%	44%
		c	c		e		h						
MIDDAY OR LATER	136	31	42	63	57	78	39	46	51	80	56	72	64
	33%	20%	33%	49%	29%	37%	29%	33%	38%	36%	30%	31%	36%
			a	ab									
Don't know	11	6	1	4	9	1	4	2	4	4	7	6	5
	3%	4%	1%	3%	5%	1%	3%	2%	3%	2%	4%	2%	3%
					e								
It varies too much to say	60	38	8	14	22	38	17	21	22	38	23	30	31
	15%	25%	6%	11%	11%	18%	13%	15%	17%	17%	12%	13%	17%
		bc											

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 68

QE6. SHOWCARD How reliant would you say you are on post in terms of letters and cards as a way of communicating? (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very reliant	(5.0)	94	31	24	39	41	53	22	29	43	44	50	48	46
		23%	20%	19%	30%	21%	25%	16%	21%	32%	20%	27%	21%	26%
				b					fg					
Fairly reliant	(4.0)	149	48	49	53	70	79	46	62	41	88	61	92	57
		37%	31%	39%	41%	36%	37%	35%	44%	31%	40%	33%	41%	32%
								h						
TOTAL RELIANT		244	79	73	92	112	132	68	91	84	132	111	141	103
		60%	52%	58%	71%	57%	62%	51%	65%	63%	59%	61%	62%	57%
				ab				f	f					
Neither reliant nor not reliant	(3.0)	39	14	14	11	18	21	9	13	17	24	15	18	21
		10%	9%	11%	8%	9%	10%	6%	10%	13%	11%	8%	8%	12%
Not very reliant	(2.0)	74	36	23	16	41	33	27	22	25	43	31	42	32
		18%	23%	18%	12%	21%	16%	20%	16%	19%	19%	17%	18%	18%
			c											
Not at all reliant	(1.0)	48	24	15	9	24	24	27	14	7	23	25	27	22
		12%	16%	12%	7%	12%	12%	21%	10%	5%	10%	14%	12%	12%
			c					gh						
TOTAL NOT RELIANT		122	60	38	25	65	57	54	36	32	66	56	69	53
		30%	39%	30%	19%	33%	27%	41%	26%	24%	30%	30%	30%	30%
			c	c				gh						
Don't know		2	-	-	2	1	1	2	-	-	-	2	-	2
		1%	-%	-%	2%	1%	1%	2%	-%	-%	-%	1%	-%	1%
Mean score		3.4	3.2	3.4	3.8	3.3	3.5	3.1	3.5	3.7	3.4	3.4	3.4	3.4
				ab				f	f					
Standard deviation		1.34	1.40	1.31	1.22	1.35	1.33	1.44	1.26	1.26	1.29	1.41	1.32	1.37
Standard error		.06	.10	.09	.09	.08	.08	.11	.09	.08	.07	.09	.07	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 69

QE7. SHOWCARD How reliant would you say you are on post in terms of parcels as a way of communicating? (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very reliant	(5.0)	84	32	17	35	36	48	26	30	27	47	37	47	37
		21%	21%	13%	27%	18%	23%	20%	21%	21%	21%	20%	21%	21%
				b										
Fairly reliant	(4.0)	151	48	57	45	73	78	55	58	38	93	58	91	60
		37%	32%	46%	35%	37%	37%	41%	41%	29%	42%	32%	40%	33%
				ac				h	h		j			
TOTAL RELIANT		235	80	74	80	109	126	82	88	66	139	95	138	96
		58%	52%	60%	62%	56%	60%	61%	62%	49%	63%	52%	61%	54%
								h	h		j			
Neither reliant nor not reliant	(3.0)	37	12	8	17	17	20	8	13	16	22	15	21	16
		9%	8%	7%	13%	8%	9%	6%	9%	12%	10%	8%	9%	9%
Not very reliant	(2.0)	58	28	20	10	27	31	17	17	24	26	31	30	28
		14%	19%	16%	7%	14%	14%	13%	12%	18%	12%	17%	13%	15%
			c	c										
Not at all reliant	(1.0)	64	31	21	12	35	30	23	20	21	28	37	32	32
		16%	20%	17%	10%	18%	14%	17%	14%	16%	13%	20%	14%	18%
			c	c							i			
TOTAL NOT RELIANT		123	59	41	22	62	60	40	37	46	54	68	63	60
		30%	39%	33%	17%	32%	28%	30%	26%	34%	24%	37%	28%	33%
			c	c							i			
Don't know		13	2	1	11	8	5	4	3	6	7	6	6	7
		3%	1%	*%	8%	4%	2%	3%	2%	5%	3%	3%	3%	4%
				ab										
Mean score		3.3	3.1	3.2	3.7	3.3	3.4	3.3	3.4	3.2	3.5	3.2	3.4	3.2
				ab							j			
Standard deviation		1.39	1.47	1.35	1.27	1.41	1.37	1.41	1.35	1.41	1.31	1.47	1.35	1.44
Standard error		.06	.10	.10	.09	.08	.08	.11	.10	.10	.07	.10	.08	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 70

QE2. SHOWCARD Thinking about your experience of using the postal service to send and receive mail, how would you rate your overall satisfaction with the postal service? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied (5.0)	172 42%	53 35%	50 40%	69 53% ab	91 47%	80 38%	56 42%	49 35%	67 50% g	86 39%	85 46%	92 40%	80 45%
Fairly satisfied (4.0)	184 45%	73 48%	58 47%	52 40%	80 41%	104 49%	61 46%	70 50%	53 40%	107 48%	76 41%	105 46%	79 44%
TOTAL SATISFIED	355 87%	126 83%	108 87%	121 93% a	171 88%	184 87%	117 88%	119 84%	120 90%	194 87%	161 88%	196 86%	159 89%
Neither satisfied nor dissatisfied (3.0)	32 8%	14 9%	12 10% c	5 4%	14 7%	18 9%	11 9%	16 11% h	4 3%	21 9%	11 6%	23 10%	9 5%
Fairly dissatisfied (2.0)	11 3%	6 4%	3 2%	2 1%	5 2%	6 3%	- -%	3 2%	8 6% f	7 3%	4 2%	3 1%	8 4%
Very dissatisfied (1.0)	4 1%	3 2%	2 1%	- -%	2 1%	2 1%	- -%	3 2%	1 1%	1 1%	3 1%	3 1%	2 1%
TOTAL DISSATISFIED	15 4%	9 6%	4 3%	2 1%	7 3%	8 4%	- -%	6 4% f	9 6% f	8 4%	6 3%	5 2%	9 5%
Don't know	5 1%	3 2%	- -%	2 2%	4 2%	1 1%	5 4%	- -%	1 *% i	- -%	5 3%	3 1%	2 1%
Mean score	4.3	4.1	4.2	4.5 ab	4.3	4.2	4.3 g	4.1	4.3 g	4.2	4.3	4.2	4.3
Standard deviation	.80	.87	.80	.64	.80	.79	.64	.86	.85	.79	.81	.78	.82
Standard error	.03	.06	.06	.05	.05	.05	.05	.06	.06	.04	.05	.04	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 71

QE4. SHOWCARD How satisfied are you overall with the postal service in terms of the value for money of sending mail? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	117 29%	45 30%	29 23%	43 33%	63 32%	54 26%	43 32%	38 27%	36 27%	54 24%	62 34%	63 27%	54 30%
Fairly satisfied	(4.0)	163 40%	47 30%	60 48%	57 44%	81 41%	82 39%	51 39%	60 43%	52 39%	97 43%	66 36%	100 44%	63 35%
TOTAL SATISFIED	280 69%	92 60%	88 71%	100 77%	144 74%	136 64%	94 71%	98 69%	88 66%	151 68%	129 70%	163 72%	117 65%	
Neither satisfied nor dissatisfied	(3.0)	52 13%	25 16%	15 12%	12 9%	25 13%	27 13%	19 14%	15 11%	18 13%	30 14%	22 12%	28 12%	24 14%
Fairly dissatisfied	(2.0)	44 11%	21 14%	13 11%	10 8%	15 8%	30 14%	10 7%	18 13%	16 12%	26 12%	17 9%	21 9%	23 13%
Very dissatisfied	(1.0)	20 5%	8 6%	6 5%	6 5%	5 3%	15 7%	4 3%	8 6%	8 6%	12 5%	8 5%	11 5%	10 5%
TOTAL DISSATISFIED	65 16%	29 19%	19 16%	16 12%	20 10%	45 21%	14 11%	27 19%	24 18%	38 17%	26 14%	32 14%	33 18%	
Don't know	10 3%	7 5%	1 1%	2 2%	7 4%	3 2%	5 4%	1 1%	4 3%	3 1%	7 4%	5 2%	5 3%	
Mean score	3.8	3.7	3.7	3.9	4.0	3.6	3.9	3.7	3.7	3.7	3.9	3.8	3.7	
Standard deviation	1.14	1.22	1.08	1.08	1.01	1.22	1.05	1.17	1.17	1.13	1.14	1.09	1.19	
Standard error	.05	.09	.08	.08	.06	.07	.08	.08	.08	.06	.07	.06	.07	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 72

QE5. SHOWCARD How would you rate your overall satisfaction with Royal Mail? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	162 40%	53 35%	44 36%	65 50% ab	85 43%	77 37%	57 43%	50 36%	54 41%	77 35%	85 46% i	85 37%	77 43%
Fairly satisfied	(4.0)	187 46%	70 46%	64 52%	53 41%	86 44%	101 48%	62 47%	64 46%	60 45%	113 51% j	73 40%	110 48%	77 43%
TOTAL SATISFIED		349 86%	123 80%	108 87%	118 91% a	171 87%	178 84%	119 90%	115 81%	115 86%	191 86%	158 86%	195 86%	154 86%
Neither satisfied nor dissatisfied	(3.0)	39 10%	20 13%	11 9%	8 7%	16 8%	22 11%	8 6%	22 16% fh	9 7%	22 10%	16 9%	24 11%	15 8%
Fairly dissatisfied	(2.0)	9 2%	4 3%	3 2%	2 1%	2 1%	6 3%	- -%	1 1%	7 5% fg	6 3%	3 1%	2 1%	6 4%
Very dissatisfied	(1.0)	6 1%	3 2%	3 2%	1 *% %	3 1%	3 1%	1 1%	3 2%	2 1%	4 2%	2 1%	3 1%	3 1%
TOTAL DISSATISFIED		14 4%	7 4%	5 4%	2 2%	5 3%	10 5%	1 1%	4 3%	9 7% f	10 4%	5 3%	6 2%	9 5%
Don't know		5 1%	3 2%	- -%	1 1%	3 2%	1 1%	5 4% gh	- -%	- -%	- -%	5 3% i	3 1%	1 1%
Mean score	4.2	4.1	4.2	4.4 ab	4.3	4.2	4.4 g	4.1	4.2	4.1	4.3 i	4.2	4.2	
Standard deviation	.82	.87	.83	.72	.79	.84	.66	.86	.89	.83	.80	.79	.86	
Standard error	.03	.06	.06	.05	.05	.05	.05	.06	.06	.04	.05	.04	.05	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 73

QE8. SHOWCARD Thinking about the Royal Mail post boxes you use to send items through the post, how would you rate your satisfaction with how often the items are collected from the post boxes? (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	163 40%	56 36%	50 40%	58 44%	77 40%	86 40%	56 42%	54 39%	53 40%	76 34%	86 47%	85 37%	77 43%
Fairly satisfied	(4.0)	164 40%	63 41%	52 42%	48 37%	82 42%	82 39%	55 41%	56 40%	52 39%	95 43%	69 37%	98 43%	65 37%
TOTAL SATISFIED		326 80%	119 78%	102 82%	106 81%	159 81%	167 79%	111 83%	111 78%	105 79%	171 77%	155 84%	183 80%	143 80%
Neither satisfied nor dissatisfied	(3.0)	34 8%	14 9%	11 9%	9 7%	15 8%	19 9%	13 10%	14 10%	7 5%	22 10%	12 6%	22 10%	12 7%
Fairly dissatisfied	(2.0)	9 2%	1 *%	3 2%	6 5%	7 4%	2 1%	- -%	4 3%	6 4%	3 3%	3 2%	4 2%	5 3%
Very dissatisfied	(1.0)	7 2%	2 2%	2 1%	3 2%	2 1%	5 3%	1 1%	2 2%	4 3%	5 2%	2 1%	3 1%	4 2%
TOTAL DISSATISFIED		16 4%	3 2%	4 3%	9 7%	9 4%	8 4%	1 1%	6 4%	9 7%	10 5%	6 3%	7 3%	9 5%
Don't use post boxes to send		4 1%	1 1%	1 1%	2 2%	2 1%	2 1%	1 1%	2 1%	4 2%	1 *%	1 *%	1 *%	3 2%
Don't know		26 6%	16 10%	7 5%	4 3%	10 5%	16 7%	7 5%	10 7%	10 7%	15 7%	11 6%	15 6%	12 6%
Mean score	4.2	4.2	4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.1	4.4 i	4.2	4.3	
Standard deviation	.86	.80	.82	.95	.83	.89	.72	.88	.96	.89	.80	.82	.90	
Standard error	.04	.06	.06	.07	.05	.05	.06	.06	.07	.05	.05	.05	.06	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 74

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	187 46%	69 45%	56 45%	62 48%	95 48%	92 43%	64 48%	60 42%	63 47%	90 40%	97 53%	101 44%	85 48%
Fairly satisfied	(4.0)	134 33%	43 28%	50 40%	41 31%	64 33%	70 33%	44 33%	48 34%	42 32%	79 35%	54 30%	78 34%	56 31%
TOTAL SATISFIED		320 79%	113 74%	105 85%	102 79%	158 81%	162 76%	108 81%	107 76%	105 79%	168 76%	151 82%	179 79%	141 79%
Neither satisfied nor dissatisfied	(3.0)	43 10%	21 14%	11 9%	10 8%	17 9%	25 12%	11 8%	18 13%	13 10%	27 12%	16 9%	26 12%	16 9%
Fairly dissatisfied	(2.0)	27 7%	12 8%	6 5%	9 7%	13 7%	14 7%	9 7%	8 6%	10 7%	16 7%	11 6%	13 6%	14 8%
Very dissatisfied	(1.0)	12 3%	6 4%	2 1%	5 4%	4 2%	8 4%	3 2%	5 4%	5 3%	10 4%	3 2%	7 3%	5 3%
TOTAL DISSATISFIED		40 10%	18 12%	8 6%	14 11%	17 9%	22 10%	11 9%	14 10%	14 11%	25 11%	14 8%	20 9%	20 11%
Don't know		4 1%	1 1%	- -%	3 3%	2 1%	2 1%	3 2%	2 1%	- -%	2 1%	2 1%	2 1%	2 1%
Mean score	4.1	4.0	4.2	4.1	4.2	4.1	4.2	4.1	4.1	4.0	4.3	4.1	4.1	
Standard deviation	1.05	1.12	.90	1.10	1.01	1.08	.99	1.07	1.08	1.10	.97	1.03	1.07	
Standard error	.04	.08	.07	.08	.06	.06	.08	.08	.07	.06	.06	.06	.07	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 75

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

		NORMAL DELIVERY TIME		
		Total	BEFORE MIDDAY	MIDDAY ONWARDS
Significance Level: 95%			a	b
Unweighted total		588	314	198
Effective Weighted Sample		407	219	147
Total		407	200	136
Very satisfied	(5.0)	187 46%	118 59% b	49 36%
Fairly satisfied	(4.0)	134 33%	70 35%	50 37%
TOTAL SATISFIED		320 79%	187 94% b	99 73%
Neither satisfied nor dissatisfied	(3.0)	43 10%	10 5%	16 12% a
Fairly dissatisfied	(2.0)	27 7%	2 1%	13 10% a
Very dissatisfied	(1.0)	12 3%	1 1%	5 4% a
TOTAL DISSATISFIED		40 10%	3 2%	19 14% a
Don't know		4 1%	- -%	1 1%
Mean score		4.1	4.5 b	3.9
Standard deviation		1.05	.69	1.11
Standard error		.04	.04	.08
Columns Tested: a,b				

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 76

QE3B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The security of the service (i.e. assurance that it will arrive at its destination safely) (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied (5.0)	211 52%	78 51%	60 48%	73 57%	104 53%	107 51%	74 56%	66 47%	71 53%	107 48%	104 57%	117 51%	94 52%
Fairly satisfied (4.0)	153 38%	51 33%	54 44%	48 37%	71 36%	83 39%	47 35%	62 44%	45 34%	93 42%	59 32%	93 41%	61 34%
TOTAL SATISFIED	364 90%	128 84%	114 92%	122 94%	175 89%	190 90%	121 91%	127 90%	116 87%	201 90%	163 89%	210 92%	155 86%
Neither satisfied nor dissatisfied (3.0)	20 5%	16 10%	2 2%	2 2%	12 6%	8 4%	6 4%	3 2%	11 8%	12 5%	8 5%	8 4%	12 7%
Fairly dissatisfied (2.0)	12 3%	6 4%	5 4%	1 1%	4 2%	8 4%	3 2%	6 4%	3 2%	4 2%	9 5%	6 2%	7 4%
Very dissatisfied (1.0)	6 1%	1 1%	1 1%	3 3%	3 1%	3 1%	1 1%	3 2%	2 1%	4 2%	2 1%	4 2%	2 1%
TOTAL DISSATISFIED	18 4%	7 5%	6 5%	4 3%	7 4%	11 5%	4 3%	9 7%	5 4%	7 3%	11 6%	9 4%	9 5%
Don't know	4 1%	1 1%	1 1%	2 1%	2 1%	3 1%	2 2%	1 1%	1 1%	3 1%	1 1%	1 *%	3 2%
Mean score	4.4	4.3	4.4	4.5	4.4	4.4	4.5	4.3	4.4	4.3	4.4	4.4	4.4
Standard deviation	.83	.88	.79	.81	.82	.84	.74	.89	.85	.80	.87	.81	.87
Standard error	.03	.06	.06	.06	.05	.05	.06	.06	.06	.04	.06	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 77

QE3C. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The length of time it takes to reach its destination after it's sent (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Very satisfied	(5.0)	192 47%	62 50%	71 55%	98 50%	94 45%	63 48%	64 46%	65 49%	96 43%	96 52%	106 47%	86 48%
				a									
Fairly satisfied	(4.0)	154 38%	49 39%	45 35%	73 38%	80 38%	53 40%	55 39%	45 34%	90 40%	63 35%	93 41%	61 34%
TOTAL SATISFIED		346 85%	111 89%	116 89%	171 88%	175 83%	117 88%	119 84%	110 83%	186 83%	160 87%	199 87%	147 82%
			a	a									
Neither satisfied nor dissatisfied	(3.0)	38 9%	9 7%	6 5%	16 8%	22 10%	10 8%	11 7%	17 13%	20 9%	18 10%	15 7%	23 13%
			bc										k
Fairly dissatisfied	(2.0)	4 1%	1 1%	3 2%	3 1%	2 1%	3 2%	1 1%	1 1%	3 1%	2 1%	3 1%	1 1%
Very dissatisfied	(1.0)	9 2%	2 1%	3 2%	3 1%	6 3%	- -%	6 5%	2 2%	7 3%	2 1%	6 3%	2 1%
							f						
TOTAL DISSATISFIED		13 3%	2 2%	6 4%	5 3%	8 4%	3 2%	7 5%	3 2%	9 4%	4 2%	9 4%	4 2%
Don't know		10 2%	2 2%	2 2%	3 1%	7 4%	3 3%	4 3%	3 2%	8 3%	2 1%	5 2%	5 3%
Mean score	4.3	4.1	4.4	4.4	4.4	4.3	4.4	4.2	4.3	4.2	4.4	4.3	4.3
			a	a									
Standard deviation	.86	.91	.76	.86	.81	.90	.72	.97	.85	.90	.79	.88	.83
Standard error	.04	.06	.06	.06	.05	.05	.06	.07	.06	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 80

QE3G. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of post boxes (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	219 54%	74 48%	71 57%	75 58%	112 57%	108 51%	69 52%	69 49%	81 61% g	109 49%	110 60% i	116 51%	103 57%
Fairly satisfied	(4.0)	134 33%	59 39% c	43 35%	32 24%	61 31%	73 34%	48 36% h	54 38% h	33 25%	80 36%	53 29%	79 35%	55 31%
TOTAL SATISFIED		353 87%	132 87%	114 91% c	107 82%	173 88%	180 85%	116 87%	123 87%	114 86%	190 85%	163 89%	195 86%	158 88%
Neither satisfied nor dissatisfied	(3.0)	30 7%	13 8%	9 7%	8 6%	12 6%	18 8%	9 7%	9 6%	12 9%	17 8%	13 7%	18 8%	11 6%
Fairly dissatisfied	(2.0)	12 3%	5 3%	1 1%	7 5% b	4 2%	9 4%	3 2%	6 4%	4 3%	8 3%	5 3%	9 4%	3 2%
Very dissatisfied	(1.0)	6 2%	1 1%	- -%	5 4% b	5 2%	1 1%	3 2%	2 2%	4 2%	2 1%	4 2%	2 1%	
TOTAL DISSATISFIED		19 5%	6 4%	1 1%	12 9% b	9 4%	10 5%	4 3%	9 6%	6 4%	12 5%	7 4%	14 6%	5 3%
Don't know		6 1%	2 1%	1 1%	3 2%	2 1%	4 2%	3 2%	1 1%	2 1%	4 2%	1 1%	1 *% k	5 3%
Mean score	4.4	4.3	4.5	4.3	4.4	4.3	4.4	4.3	4.4	4.3	4.4	4.3	4.5	
Standard deviation	.87	.81	.66	1.08	.89	.85	.81	.91	.88	.90	.82	.92	.79	
Standard error	.04	.06	.05	.08	.05	.05	.06	.07	.06	.05	.05	.05	.05	
Columns Tested:	a,b,c - d,e - f,g,h - i,j - k,l													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 81

QE3H. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The availability of Post Offices (SINGLE CODE)

Base : All respondents (FROM Q3 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	190	71	49	70	96	94	68	64	59	95	95	104	86
		47%	47%	39%	54%	49%	45%	51%	45%	44%	43%	52%	46%	48%
				b										
Fairly satisfied	(4.0)	134	53	44	37	62	72	49	45	41	78	56	76	58
		33%	35%	35%	28%	32%	34%	37%	32%	30%	35%	30%	33%	32%
TOTAL SATISFIED		324	124	93	107	158	166	116	109	99	173	150	180	144
		80%	81%	75%	83%	81%	78%	88%	77%	75%	78%	82%	79%	80%
							gh							
Neither satisfied nor dissatisfied	(3.0)	34	19	11	4	12	22	7	14	13	23	11	22	12
		8%	12%	9%	3%	6%	10%	5%	10%	10%	11%	6%	10%	7%
			c	c										
Fairly dissatisfied	(2.0)	32	7	16	9	16	16	4	13	15	16	16	16	16
		8%	4%	13%	7%	8%	8%	3%	9%	11%	7%	9%	7%	9%
				a					f	f				
Very dissatisfied	(1.0)	14	3	4	7	8	5	4	5	5	9	5	8	6
		3%	2%	3%	6%	4%	3%	3%	4%	4%	4%	3%	4%	3%
TOTAL DISSATISFIED		46	10	20	17	24	22	8	18	20	25	21	24	22
		11%	6%	16%	13%	12%	10%	6%	13%	15%	11%	11%	11%	12%
				a						f				
Don't know		3	-	1	2	1	2	2	-	1	1	1	1	1
		1%	-%	*%	2%	*%	1%	2%	-%	*%	1%	1%	1%	1%
Mean score		4.1	4.2	4.0	4.2	4.1	4.1	4.3	4.1	4.0	4.1	4.2	4.1	4.1
								gh						
Standard deviation		1.08	.95	1.13	1.16	1.12	1.04	.93	1.12	1.15	1.09	1.07	1.07	1.09
Standard error		.04	.07	.08	.08	.07	.06	.07	.08	.08	.06	.07	.06	.07
Columns Tested:		a,b,c - d,e - f,g,h - i,j - k,l												

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 82

QE3F. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The cost of postage (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very satisfied	(5.0)	105 26%	42 28%	31 25%	33 25%	59 30%	46 22%	42 32%	38 27%	25 19%	47 21%	59 32%	66 29%	39 22%
Fairly satisfied	(4.0)	126 31%	36 24%	42 34%	48 37%	69 36%	56 27%	43 32%	39 28%	44 33%	72 32%	53 29%	69 30%	57 32%
TOTAL SATISFIED		231 57%	78 51%	72 58%	80 62%	129 66%	102 48%	85 64%	77 55%	69 52%	119 53%	112 61%	135 59%	96 53%
Neither satisfied nor dissatisfied	(3.0)	69 17%	26 17%	26 21%	16 13%	27 14%	42 20%	23 17%	24 17%	22 17%	42 19%	27 15%	43 19%	26 14%
Fairly dissatisfied	(2.0)	64 16%	29 19%	16 13%	19 14%	23 12%	41 20%	16 12%	23 16%	25 19%	36 16%	27 15%	29 13%	35 19%
Very dissatisfied	(1.0)	28 7%	10 7%	8 6%	10 8%	9 4%	20 9%	3 2%	13 9%	12 9%	19 9%	9 5%	15 6%	14 8%
TOTAL DISSATISFIED		93 23%	39 26%	24 19%	29 22%	31 16%	61 29%	19 14%	36 25%	38 28%	56 25%	36 20%	44 19%	48 27%
Don't know		15 4%	9 6%	2 2%	4 3%	9 4%	6 3%	6 5%	5 3%	4 3%	6 3%	9 5%	5 2%	9 5%
Mean score		3.5	3.5	3.6	3.6	3.8	3.3	3.8	3.5	3.3	3.4	3.7	3.6	3.4
Standard deviation		1.25	1.30	1.18	1.25	1.15	1.29	1.11	1.31	1.26	1.25	1.23	1.22	1.27
Standard error		.05	.09	.09	.09	.07	.07	.09	.09	.09	.07	.08	.07	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 83

SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
The security of the service (i.e.assurance that it will arrive at its destination safely)	364 90%	128 84%	114 92% a	122 94% a	175 89%	190 90%	121 91%	127 90%	116 87%	201 90%	163 89%	210 92%	155 86%
The availability of post boxes (FROM Q3 2014)	353 87%	132 87%	114 91% c	107 82%	173 88%	180 85%	116 87%	123 87%	114 86%	190 85%	163 89%	195 86%	158 88%
The length of time it takes to reach its destination after it's sent	346 85%	119 78%	111 89% a	116 89% a	171 88%	175 83%	117 88%	119 84%	110 83%	186 83%	160 87%	199 87%	147 82%
The availability of Post Offices (FROM Q3 2014)	324 80%	124 81%	93 75%	107 83%	158 81%	166 78%	116 88% gh	109 77%	99 75%	173 78%	150 82%	180 79%	144 80%
The time of day your post is delivered to you	320 79%	113 74%	105 85% a	102 79%	158 81%	162 76%	108 81%	107 76%	105 79%	168 76%	151 82%	179 79%	141 79%
The cost of postage	231 57%	78 51%	72 58%	80 62%	129 66% e	102 48%	85 64% h	77 55%	69 52%	119 53%	112 61%	135 59%	96 53%
SATISFIED WITH ANY ASPECTS	398 98%	149 97%	124 100% c	125 96%	191 98%	207 98%	129 97%	139 99%	129 97%	216 97%	182 99%	223 98%	175 98%
SATISFIED WITH ALL ASPECTS	271 67%	100 65%	83 66%	89 69%	143 73% e	129 61%	100 75% h	93 66%	79 59%	144 65%	127 69%	160 70%	112 62%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 83

SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
DISSATISFIED WITH ANY ASPECTS	130	49	42	39	51	79	29	49	52	74	55	65	65
	32%	32%	34%	30%	26%	37%	22%	34%	39%	33%	30%	29%	36%
						d		f	f				
DISSATISFIED WITH ALL ASPECTS	3	-	-	3	3	1	-	2	2	3	1	2	2
	1%	-%	-%	3%	1%	*%	-%	1%	1%	1%	*%	1%	1%
				b									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 84

QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)

Base : All respondents in Northern Ireland (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15	
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15	
Total	4	3	1	-	2	2	1	1	1	3	1	2	1	
Fairly satisfied	(4.0)	1	*	1	-	1	1	*	*	*	1	*	1	*
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%	
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*	
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%	
Neither satisfied nor dissatisfied	(3.0)	*	*	*	-	*	*	-	*	*	-	*	*	
	10%	10%	9%	-%	7%	12%	-%	23%	9%	15%	-%	10%	8%	
Don't do this	2	2	-	-	1	1	1	*	1	2	1	2	1	
	59%	85%	-%	-%	55%	63%	77%	40%	57%	61%	55%	64%	51%	
Don't know	*	-	*	-	*	-	-	-	*	-	*	-	*	
	2%	-%	7%	-%	5%	-%	-%	-%	6%	-%	7%	-%	6%	
Mean score	3.8	3.3	3.9	-	3.8	3.7	4.0	3.6	3.8	3.6	4.0	3.7	3.8	
Standard deviation	.76	-	.99	-	-	-	-	-	-	-	-	-	-	
Standard error	.20	-	.30	-	-	-	-	-	-	-	-	-	-	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 85

QE9A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes to receive items sent from the Republic of Ireland (SINGLE CODE)

Base : All respondents in Northern Ireland, excluding those saying they don't know or don't receive items sent from the Republic of Ireland (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	14	3	11	-	7	7	3	6	5	9	5	8	6
Effective Weighted Sample	14	3	11	-	7	7	3	6	5	9	5	8	6
Total	1	*	1	-	1	1	*	1	1	1	*	1	1
Fairly satisfied	(4.0)	1	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
Neither satisfied nor dissatisfied	(3.0)	*	*	-	*	*	-	*	*	*	-	*	*
	25%	69%	9%	-%	17%	33%	-%	38%	23%	37%	-%	29%	20%
Mean score	3.8	3.3	3.9	-	3.8	3.7	4.0	3.6	3.8	3.6	4.0	3.7	3.8
Standard deviation	.76	-	.99	-	-	-	-	-	-	-	-	-	-
Standard error	.20	-	.30	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 86

QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)

Base : All respondents in Northern Ireland (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15	
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15	
Total	4	3	1	-	2	2	1	1	1	3	1	2	1	
Fairly satisfied	(4.0)	1	*	1	-	1	1	*	*	*	1	*	1	*
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%	
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*	
	29%	5%	84%	-%	34%	25%	23%	37%	29%	25%	38%	26%	35%	
Neither satisfied nor dissatisfied	(3.0)	*	*	*	-	-	*	-	*	-	*	-	*	-
	6%	6%	9%	-%	-%	12%	-%	23%	-%	10%	-%	10%	-%	
Fairly dissatisfied	(2.0)	*	*	-	-	*	-	*	*	*	-	-	*	
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%	
TOTAL DISSATISFIED	*	*	-	-	*	-	-	-	*	*	-	-	*	
	3%	5%	-%	-%	7%	-%	-%	-%	9%	5%	-%	-%	8%	
Don't do this	2	2	-	-	1	1	1	*	1	2	1	2	1	
	59%	85%	-%	-%	55%	63%	77%	40%	57%	61%	55%	64%	51%	
Don't know	*	-	*	-	*	-	-	-	*	-	*	-	*	
	2%	-%	7%	-%	5%	-%	-%	-%	6%	-%	7%	-%	6%	
Mean score	3.7	3.0	3.9	-	3.7	3.7	4.0	3.6	3.5	3.5	4.0	3.7	3.6	
Standard deviation	1.09	-	.99	-	-	-	-	-	-	-	-	-	-	
Standard error	.29	-	.30	-	-	-	-	-	-	-	-	-	-	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 87

QE9B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time it takes for items you send to reach the Republic of Ireland (SINGLE CODE)

Base : All respondents in Northern Ireland, excluding those saying they don't know or don't send items to the Republic of Ireland (FROM Q3 2014)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	14	3	11	-	7	7	3	6	5	9	5	8	6
Effective Weighted Sample	14	3	11	-	7	7	3	6	5	9	5	8	6
Total	1	*	1	-	1	1	*	1	1	1	*	1	1
Fairly satisfied	(4.0)	1	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
TOTAL SATISFIED	1	*	1	-	1	1	*	*	*	1	*	1	*
	75%	31%	91%	-%	83%	67%	100%	62%	77%	63%	100%	71%	80%
Neither satisfied nor dissatisfied	(3.0)	*	*	-	-	*	-	*	-	*	-	*	-
	17%	37%	9%	-%	-%	33%	-%	38%	-%	25%	-%	29%	-%
Fairly dissatisfied	(2.0)	*	-	-	*	-	-	-	*	*	-	-	*
	8%	31%	-%	-%	17%	-%	-%	-%	23%	12%	-%	-%	20%
TOTAL DISSATISFIED	*	*	-	-	*	-	-	-	*	*	-	-	*
	8%	31%	-%	-%	17%	-%	-%	-%	23%	12%	-%	-%	20%
Mean score	3.7	3.0	3.9	-	3.7	3.7	4.0	3.6	3.5	3.5	4.0	3.7	3.6
Standard deviation	1.09	-	.99	-	-	-	-	-	-	-	-	-	-
Standard error	.29	-	.30	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 88

QF9A. In the last three months, have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l	
Significance Level: 95%	Total													
	Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
	Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
	Total	407	153	124	130	195	212	133	141	133	223	184	228	179
	Yes	6	-	2	3	1	4	-	1	4	3	3	1	4
		1%	-%	2%	3%	1%	2%	-%	1%	3%	1%	2%	1%	2%
	No	401	153	122	127	194	207	133	140	129	220	181	226	175
		99%	100%	98%	97%	99%	98%	100%	99%	97%	99%	98%	99%	98%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 89

QF9B. In the last three months, have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l	
Significance Level: 95%	Total													
	Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
	Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
	Total	407	153	124	130	195	212	133	141	133	223	184	228	179
	Yes	1 *%	- -%	1 *%	1 1%	- -%	1 1%	- -%	1 *%	1 1%	- -%	1 1%	1 *%	1 *%
	No	406 100%	153 100%	124 100%	129 99%	195 100%	210 99%	133 100%	141 100%	132 99%	223 100%	183 99%	227 100%	178 100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 90

SUMMARY OF AFFORDABILITY OF POSTAL SERVICES

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
REDUCED USE OF POSTAGE STAMPS TO AFFORD ESSENTIALS	6	-	2	3	1	4	-	1	4	3	3	1	4
	1%	-%	2%	3%	1%	2%	-%	1%	3%	1%	2%	1%	2%
CUT BACK ON ESSENTIALS TO AFFORD POSTAGE STAMPS	1	-	1	1	-	1	-	1	1	-	1	1	1
	*%	-%	*%	1%	-%	1%	-%	*%	1%	-%	1%	*%	*%
EITHER OF THESE	6	-	2	3	1	4	-	1	4	3	3	1	4
	1%	-%	2%	3%	1%	2%	-%	1%	3%	1%	2%	1%	2%
BOTH OF THESE	1	-	1	1	-	1	-	1	1	-	1	1	1
	*%	-%	*%	1%	-%	1%	-%	*%	1%	-%	1%	*%	*%
NEITHER OF THESE	401	153	122	127	194	207	133	140	129	220	181	226	175
	99%	100%	98%	97%	99%	98%	100%	99%	97%	99%	98%	99%	98%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 91

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 62P, RISE FROM 60P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1P-59P	56	19	15	22	32	24	19	19	17	33	23	31	25
	14%	12%	12%	17%	16%	11%	15%	14%	13%	15%	13%	14%	14%
60P	62	24	24	14	34	27	15	24	23	32	30	34	27
	15%	15%	19%	11%	18%	13%	11%	17%	17%	14%	16%	15%	15%
			c										
61P	2	*	1	1	*	1	1	*	1	2	-	*	1
	*%	*%	1%	1%	*%	1%	1%	*%	1%	1%	-%	*%	1%
62P	47	14	16	17	20	27	9	16	22	23	23	24	23
	12%	9%	13%	13%	10%	13%	7%	11%	17%	10%	13%	10%	13%
								f					
63P OR MORE	106	34	31	41	40	66	40	37	30	68	38	63	43
	26%	22%	25%	31%	21%	31%	30%	26%	22%	30%	21%	28%	24%
						d				j			
SUMMARY CODES													
ANY INCORRECT PRICE	225	76	72	77	107	119	75	80	71	134	91	129	96
	55%	50%	58%	59%	55%	56%	56%	57%	53%	60%	49%	57%	54%
										j			
INCORRECT PRICE - BELOW 62P	119	43	40	36	66	53	35	43	41	66	53	66	54
	29%	28%	32%	28%	34%	25%	26%	30%	31%	30%	29%	29%	30%
INCORRECT PRICE - ABOVE 62P	106	34	31	41	40	66	40	37	30	68	38	63	43
	26%	22%	25%	31%	21%	31%	30%	26%	22%	30%	21%	28%	24%
						d				j			
Don't know	135	63	37	35	69	66	49	46	40	65	70	75	59
	33%	41%	30%	27%	35%	31%	37%	32%	30%	29%	38%	33%	33%
		c											
Refused	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 91

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 62P, RISE FROM 60P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED

Base : All respondents

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	287	301	168	197	223	341	246	318	270	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Mean price of a first class stamp in £s	.63	.62	.64	.63	.62	.64	.68 gh	.62	.61	.64	.63	.65 l	.61
Standard deviation	.16	.16	.14	.19	.17	.16	.24	.10	.12	.15	.18	.17	.15
Standard error	.01	.01	.01	.02	.01	.01	.02	.01	.01	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 92

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 53P, RISE FROM 50P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1P-49P	74	27	20	26	40	34	25	30	19	42	32	43	30
	18%	18%	16%	20%	20%	16%	18%	21%	15%	19%	17%	19%	17%
50P	61	26	21	13	29	32	21	16	24	36	24	34	26
	15%	17%	17%	10%	15%	15%	16%	11%	18%	16%	13%	15%	15%
51P-52P	19	4	9	5	7	12	2	8	9	11	8	9	10
	5%	3%	7%	4%	4%	6%	1%	6%	7%	5%	4%	4%	5%
									f				
53P	21	8	4	10	6	15	1	6	14	13	9	7	14
	5%	5%	3%	7%	3%	7%	1%	4%	11%	6%	5%	3%	8%
									fg				k
54P OR MORE	47	11	12	23	18	28	18	14	15	30	16	28	18
	11%	7%	10%	18%	9%	13%	13%	10%	11%	14%	8%	12%	10%
				ab									
SUMMARY CODES													
ANY INCORRECT PRICE	199	68	63	68	94	105	65	67	67	119	80	114	85
	49%	45%	51%	52%	48%	50%	49%	48%	51%	54%	43%	50%	47%
									j				
INCORRECT PRICE - BELOW 53P	153	57	51	45	75	77	47	53	52	89	64	86	66
	38%	37%	41%	35%	39%	37%	35%	38%	39%	40%	35%	38%	37%
INCORRECT PRICE - ABOVE 53P	47	11	12	23	18	28	18	14	15	30	16	28	18
	11%	7%	10%	18%	9%	13%	13%	10%	11%	14%	8%	12%	10%
				ab									
Don't know	187	77	57	52	95	91	67	68	51	91	96	106	80
	46%	50%	46%	40%	49%	43%	51%	48%	38%	41%	52%	47%	45%
							h			i			
Refused	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 92

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 53P, RISE FROM 50P ON 31 MARCH 2014) (SINGLE CODE) UNPROMPTED

Base : All respondents

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Mean price of a second class stamp in £s	.48	.47	.49	.49	.46	.50	.47	.48	.49	.49	.47	.49	.47
Standard deviation	.11	.12	.08	.13	.12	.11	.15	.10	.09	.10	.13	.11	.12
Standard error	.01	.01	.01	.01	.01	.01	.02	.01	.01	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 93

QF3. SHOWCARD It currently costs 62p to send a standard letter first class within the UK. How would you rate the Royal Mail's first class service in terms of value for money (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Very good	(5.0)	65 16%	15 10%	25 20%	25 19%	30 15%	35 16%	28 21%	18 13%	19 14%	31 14%	34 18%	36 16%	29 16%
			a	a										
Fairly good	(4.0)	163 40%	60 39%	52 42%	51 39%	93 47%	71 33%	61 46%	54 38%	48 36%	91 41%	72 39%	100 44%	64 36%
					e									
TOTAL GOOD		228 56%	75 49%	77 62%	76 59%	123 63%	106 50%	88 67%	72 51%	68 51%	122 55%	106 58%	136 60%	92 52%
				a	e		gh							
Neither good nor poor	(3.0)	77 19%	31 20%	25 20%	21 16%	32 16%	45 21%	21 16%	31 22%	25 19%	44 20%	34 18%	49 21%	29 16%
Fairly poor	(2.0)	53 13%	17 11%	15 12%	21 16%	19 10%	34 16%	12 9%	23 16%	18 14%	33 15%	19 11%	24 11%	29 16%
Very poor	(1.0)	48 12%	29 19%	7 6%	12 9%	21 11%	26 12%	12 9%	15 11%	21 16%	23 11%	24 13%	19 8%	29 16%
			bc										k	
TOTAL POOR		101 25%	46 30%	22 18%	33 25%	40 21%	60 28%	23 17%	38 27%	39 29%	56 25%	44 24%	43 19%	57 32%
			b					f					k	
Don't know		1 *% 1%	1 *% 1%	- *% -%	* *% *%	* *% *%	1 *% *%	* *% *%	- *% -%	1 *% 1%	* *% *%	1 *% *%	* *% *%	1 *% *%
Mean score		3.4	3.1	3.6	3.4	3.5	3.3	3.6	3.3	3.2	3.3	3.4	3.5	3.2
			a	a			gh					l		
Standard deviation		1.23	1.29	1.11	1.23	1.19	1.26	1.17	1.19	1.30	1.20	1.27	1.13	1.33
Standard error		.05	.09	.08	.09	.07	.07	.09	.09	.09	.07	.08	.06	.08
Columns Tested:		a,b,c - d,e - f,g,h - i,j - k,l												

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 94

QF4. SHOWCARD It currently costs 53p to send a standard letter second class within the UK. How would you rate the Royal Mail's second class service in terms of value for money? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Very good	(5.0)	57	21	23	25	32	25	18	14	29	28	36	21
		14%	9%	17%	13%	15%	19%	13%	10%	13%	15%	16%	12%
				a			h						
Fairly good	(4.0)	152	49	44	85	67	56	43	53	83	69	90	63
		37%	39%	34%	44%	32%	42%	31%	40%	37%	38%	39%	35%
					e		g						
TOTAL GOOD		210	70	67	110	99	82	61	67	113	97	126	84
		52%	56%	52%	56%	47%	62%	43%	50%	51%	53%	55%	47%
							g						
Neither good nor poor	(3.0)	75	22	22	35	40	19	30	25	41	34	43	32
		18%	18%	17%	18%	19%	15%	22%	19%	18%	19%	19%	18%
Fairly poor	(2.0)	65	21	24	24	41	18	28	19	42	22	36	29
		16%	17%	19%	12%	20%	14%	20%	14%	19%	12%	16%	16%
						d							
Very poor	(1.0)	54	10	15	24	29	13	20	20	25	29	22	32
		13%	8%	12%	13%	14%	10%	14%	15%	11%	16%	10%	18%
			b									k	
TOTAL POOR		119	31	40	48	70	32	48	39	67	51	57	61
		29%	25%	31%	25%	33%	24%	34%	30%	30%	28%	25%	34%
												k	
Don't know		4	1	1	1	2	*	1	2	2	1	2	2
		1%	1%	1%	1%	1%	*%	1%	2%	1%	1%	1%	1%
Mean score		3.2	3.4	3.3	3.3	3.2	3.5	3.1	3.2	3.2	3.2	3.4	3.1
			a				gh					l	
Standard deviation		1.26	1.20	1.29	1.22	1.29	1.23	1.27	1.26	1.23	1.30	1.20	1.31
Standard error		.05	.09	.09	.07	.08	.10	.09	.09	.07	.08	.07	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 95

QF5. SHOWCARD It currently costs 97p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (SINGLE CODE)

Base : All respondents in Northern Ireland

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	36	24	12	-	18	18	12	9	15	22	14	21	15
Effective Weighted Sample	34	23	12	-	17	17	12	9	15	21	14	20	15
Total	4	3	1	-	2	2	1	1	1	3	1	2	1
Very good	(5.0)	*	*	-	*	*	*	-	-	*	*	*	*
		6%	9%	-%	8%	5%	18%	-%	-%	6%	7%	6%	6%
Fairly good	(4.0)	1	1	1	1	1	1	*	*	1	*	1	*
		34%	19%	67%	28%	39%	44%	37%	22%	36%	30%	37%	28%
TOTAL GOOD		2	1	1	1	1	1	*	*	1	*	1	*
		40%	28%	67%	36%	44%	62%	37%	22%	42%	37%	43%	34%
Neither good nor poor	(3.0)	*	-	*	*	*	*	-	*	-	*	*	*
		5%	-%	17%	6%	5%	8%	-%	7%	-%	16%	4%	7%
Fairly poor	(2.0)	*	*	*	*	*	-	*	*	*	*	*	*
		7%	3%	16%	9%	5%	-%	9%	12%	7%	7%	7%	6%
Very poor	(1.0)	1	1	-	1	1	*	1	1	1	*	1	1
		39%	56%	-%	40%	38%	24%	53%	42%	51%	14%	41%	35%
TOTAL POOR		2	2	*	1	1	*	1	1	1	*	1	1
		46%	59%	16%	49%	43%	24%	63%	54%	58%	21%	49%	41%
Don't know		*	*	-	*	*	*	*	*	-	*	*	*
		9%	13%	-%	9%	9%	7%	-%	18%	-%	26%	4%	17%
Mean score		2.6	2.1	3.5	2.5	2.6	3.3	2.2	2.1	2.4	3.1	2.6	2.6
Standard deviation		1.78	2.07	1.93	2.40	2.21	3.35	4.82	3.53	1.96	-	2.00	3.79
Standard error		.31	.46	.56	.60	.55	1.01	1.61	1.02	.42	-	.45	1.09

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 96

QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
First class all the time	135 33%	39 25%	45 36%	52 40%	75 39%	60 28%	55 41%	44 31%	37 28%	72 32%	63 34%	77 34%	59 33%
First class most of the time	66 16%	23 15%	27 22%	16 12%	29 15%	37 18%	17 13%	31 22%	18 14%	38 17%	28 15%	46 20%	20 11%
First class and second class in equal amounts	107 26%	43 28%	26 21%	38 29%	44 22%	63 30%	32 24%	44 31%	31 23%	67 30%	40 22%	62 27%	44 25%
Second class most of the time	51 12%	20 13%	19 15%	12 9%	21 11%	29 14%	10 8%	12 8%	29 22%	27 12%	24 13%	23 10%	28 16%
Second class all the time	19 5%	10 6%	2 2%	7 5%	5 3%	14 7%	7 5%	2 1%	10 8%	9 4%	10 5%	7 3%	12 7%
Never send letters or cards	18 4%	13 9%	4 3%	1 1%	16 8%	2 1%	8 6%	4 3%	6 4%	4 2%	14 8%	10 4%	8 5%
SUMMARY CODES													
ANY MENTION OF FIRST CLASS (NOT SECOND CLASS ALL THE TIME)	359 88%	124 81%	117 94%	118 91%	169 87%	190 90%	114 86%	130 92%	115 87%	204 92%	155 84%	208 91%	151 85%
ANY MENTION OF SECOND CLASS (NOT FIRST CLASS ALL THE TIME)	243 60%	95 62%	75 60%	73 56%	99 51%	144 68%	66 50%	88 62%	88 66%	141 63%	102 55%	138 60%	105 59%
MIX OF FIRST AND SECOND CLASS	224 55%	86 56%	72 58%	66 51%	94 48%	130 61%	60 45%	86 61%	78 59%	132 59%	92 50%	131 58%	93 52%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 96

QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Don't know	11	5	1	4	5	6	4	5	2	6	5	4	7
	3%	4%	1%	3%	2%	3%	3%	4%	1%	3%	3%	2%	4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 97

QF10. SHOWCARD Which, if any, of these describe your reasons for using first class postage all or most of the time? (MULTI CODE)

Base : Those who use first class all or most of the time

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	306	95	103	108	155	151	99	112	95	178	127	187	119
Effective Weighted Sample	236	64	86	89	124	113	78	83	78	137	100	146	90
Total	202	62	72	68	104	97	72	74	55	110	91	123	79
Speed of delivery	169	52	56	61	90	79	58	63	48	97	72	104	65
	84%	85%	78%	89%	86%	82%	81%	85%	87%	88%	79%	85%	83%
What stamps I have to hand	33	8	16	10	13	20	11	11	11	19	15	21	13
	17%	13%	22%	14%	13%	21%	16%	15%	20%	17%	16%	17%	16%
Security	20	7	6	7	10	11	5	10	5	14	6	15	5
	10%	12%	9%	10%	9%	11%	7%	14%	10%	13%	7%	12%	7%
Value of the item to be sent	10	3	3	4	4	6	3	3	3	7	3	7	2
	5%	5%	4%	5%	3%	6%	5%	4%	5%	6%	3%	6%	3%
Cost of postage	8	6	2	1	4	5	3	2	3	5	3	5	4
	4%	9%	3%	1%	4%	5%	4%	3%	5%	5%	4%	4%	5%
I don't want others to think that I'm unwilling to use a first class stamp	3	-	1	3	3	1	1	1	1	2	1	3	1
	2%	-%	1%	4%	3%	1%	2%	2%	1%	2%	2%	2%	1%
None of these	5	2	2	2	3	2	1	4	1	2	4	3	2
	3%	3%	2%	3%	3%	2%	1%	6%	1%	2%	4%	2%	3%
Don't know	2	1	1	-	1	1	1	1	*	-	2	2	*
	1%	2%	1%	-%	1%	1%	1%	1%	1%	-%	2%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 98

QF11. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : Those who use second class equally or all or most of the time

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	247	92	80	75	108	139	58	72	117	149	98	115	132
Effective Weighted Sample	161	50	60	63	71	91	41	46	79	94	67	74	90
Total	177	72	48	56	70	107	49	57	70	103	73	92	85
Speed of delivery	80	33	24	23	34	46	24	27	29	52	28	42	38
	45%	46%	50%	41%	48%	43%	49%	47%	41%	50%	38%	46%	45%
Cost of postage	75	35	18	22	30	45	24	16	36	40	35	35	40
	43%	49%	38%	38%	43%	42%	48%	28%	51%	39%	48%	38%	47%
What stamps I have to hand	66	21	18	27	27	39	19	21	27	41	25	33	33
	37%	29%	38%	48%	39%	37%	38%	36%	38%	40%	34%	36%	38%
Value of the item to be sent	20	7	5	7	6	14	5	8	7	12	8	12	8
	11%	10%	11%	13%	9%	13%	11%	13%	9%	11%	11%	13%	10%
Security	5	1	2	2	3	2	1	2	1	5	-	4	1
	3%	1%	4%	4%	4%	2%	2%	4%	2%	5%	-%	4%	2%
Don't know	5	4	*	-	*	4	*	4	1	4	*	4	1
	3%	6%	1%	-%	-%	4%	-%	6%	1%	4%	-%	4%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 99

QF11. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : Those who use second class equally or all or most of the time

	Total	SERVICE USED MOST		
		1ST CLASS ~a	EQUAL b	2ND CLASS c
Significance Level: 95%				
Unweighted total	247	-	147	100
Effective Weighted Sample	161	-	91	71
Total	177	-	107	70
Speed of delivery	80 45%	- -%	64 60%	16 23%
			c	
Cost of postage	75 43%	- -%	24 23%	51 73%
				b
What stamps I have to hand	66 37%	- -%	57 54%	9 12%
				c
Value of the item to be sent	20 11%	- -%	14 13%	6 8%
Security	5 3%	- -%	4 3%	1 2%
Don't know	5 3%	- -%	5 4%	- -%

Columns Tested: a,b,c

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 100

QF12. SHOWCARD As you may know, the price of sending parcels using first and second class postage increased in April 2013. Which of these statements best describes the impact on you, if any, of the price rise in sending parcels since then?
(MULTI CODE)

Base : All respondents (PRE Q4 2014)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 101

QG1A. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Lost mail? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	44	22	11	11	21	23	15	17	12	19	26	25	19
	11%	15%	9%	8%	11%	11%	12%	12%	9%	8%	14%	11%	11%
No	358	128	112	118	169	189	118	121	119	201	156	200	157
	88%	84%	90%	91%	86%	89%	88%	86%	89%	90%	85%	88%	88%
Don't know	5	2	2	1	5	*	-	3	2	3	2	2	3
	1%	2%	1%	1%	3%	*%	-%	2%	2%	1%	1%	1%	2%
					e								

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 102

QG1B. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Damaged mail? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	41	15	12	13	16	25	9	18	13	23	17	21	20
	10%	10%	10%	10%	8%	12%	7%	13%	10%	11%	10%	9%	11%
No	365	137	111	116	178	187	123	122	120	198	166	206	159
	90%	90%	89%	90%	91%	88%	93%	86%	90%	89%	90%	90%	89%
Don't know	1	-	1	1	1	-	-	1	-	1	-	1	1
	*%	-%	1%	*%	1%	-%	-%	1%	-%	1%	-%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 103

QG1C. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Delayed mail? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	49	16	14	19	19	30	15	18	15	25	23	25	24
	12%	10%	11%	14%	10%	14%	12%	13%	11%	11%	13%	11%	13%
No	350	134	107	109	172	179	116	118	116	193	157	198	152
	86%	87%	86%	84%	88%	84%	88%	83%	87%	86%	86%	87%	85%
Don't know	8	3	3	2	5	3	1	5	2	5	3	5	3
	2%	2%	2%	1%	2%	2%	1%	3%	1%	2%	2%	2%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 104

QG1D. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mis-delivered mail - so mail that has been incorrectly delivered to your address, or your mail has been delivered to someone else's address? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	103 25%	36 23%	33 27%	34 26%	41 21%	62 29%	23 17%	40 28% f	41 31% f	64 29%	39 21%	58 26%	45 25%
No	301 74%	116 76%	90 72%	95 73%	153 78%	148 70%	110 83% gh	99 70%	92 69%	157 70%	144 78%	168 74%	134 75%
Don't know	3 1%	1 *%	2 1%	1 *%	1 1%	1 1%	- -%	2 1%	1 *%	2 1%	1 *%	2 1%	1 *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 105

QG1E. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mail that has been tampered with? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	15 4%	4 3%	5 4%	6 4%	5 2%	10 5%	3 2%	7 5%	5 4%	7 3%	7 4%	6 3%	8 5%
No	390 96%	148 97%	119 96%	124 95%	189 97%	201 95%	130 98%	132 94%	127 96%	213 96%	177 96%	221 97%	169 95%
Don't know	2 1%	1 *%	1 1%	1 *%	2 1%	- -%	- -%	1 1%	1 1%	2 1%	- -%	1 *%	1 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 106

QG1F. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - A card from Royal Mail to say that an item could not be delivered, when someone was in your home and could have received the item? (SINGLE CODE)

Base : All respondents (FROM MAY 2014)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	35 9%	19 13%	7 6%	9 7%	16 8%	19 9%	14 10%	15 10%	7 5%	18 8%	17 9%	20 9%	15 8%
No	368 91%	133 87%	117 94%	119 92%	177 91%	191 90%	119 89%	125 89%	125 94%	203 91%	165 90%	207 91%	161 90%
Don't know	3 1%	1 *%	1 1%	2 1%	2 1%	1 1%	1 1%	1 1%	1 1%	2 1%	1 1%	1 *%	3 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 107

SUMMARY - EXPERIENCE OF PROBLEMS WITH ROYAL MAIL'S SERVICE IN THE LAST 12 MONTHS

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
MIS-DELIVERED MAIL	103	36	33	34	41	62	23	40	41	64	39	58	45
	25%	23%	27%	26%	21%	29%	17%	28%	31%	29%	21%	26%	25%
DELATED MAIL	49	16	14	19	19	30	15	18	15	25	23	25	24
	12%	10%	11%	14%	10%	14%	12%	13%	11%	11%	13%	11%	13%
LOST MAIL	44	22	11	11	21	23	15	17	12	19	26	25	19
	11%	15%	9%	8%	11%	11%	12%	12%	9%	8%	14%	11%	11%
DAMAGED MAIL	41	15	12	13	16	25	9	18	13	23	17	21	20
	10%	10%	10%	10%	8%	12%	7%	13%	10%	11%	10%	9%	11%
CARD FROM ROYAL MAIL WHEN SOMEONE IN TO RECEIVE ITEM (MAY 2014 ONWARDS)	35	19	7	9	16	19	14	15	7	18	17	20	15
	9%	13%	6%	7%	8%	9%	10%	10%	5%	8%	9%	9%	8%
MAIL THAT HAS BEEN TAMPERED WITH	15	4	5	6	5	10	3	7	5	7	7	6	8
	4%	3%	4%	4%	2%	5%	2%	5%	4%	3%	4%	3%	5%
EXPERIENCED ANY OF THESE IN THE LAST 12 MONTHS	164	64	49	51	67	97	48	63	53	95	70	91	73
	40%	42%	40%	39%	34%	46%	36%	45%	40%	42%	38%	40%	41%
NONE OF THESE	234	85	72	78	122	113	85	73	77	123	111	131	103
	58%	56%	58%	60%	62%	53%	64%	51%	58%	55%	60%	58%	58%
NOT SURE	8	4	4	1	7	1	-	5	3	5	3	5	3
	2%	2%	3%	1%	4%	1%	-%	4%	2%	2%	2%	2%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 108

QG2. In the last 12 months, have you had cause to complain to Royal Mail about its services? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes - and made any complaints	23	10	8	5	9	14	7	11	5	14	9	13	10
	6%	6%	7%	4%	4%	7%	5%	8%	4%	6%	5%	6%	6%
Yes - but did not make any complaints	19	4	5	10	10	9	6	8	5	12	7	15	5
	5%	3%	4%	8%	5%	4%	5%	6%	4%	5%	4%	7%	3%
No	360	138	111	111	175	185	118	120	121	193	166	198	162
	88%	90%	89%	85%	89%	87%	89%	85%	91%	87%	90%	87%	90%
ANY CAUSE TO COMPLAIN TO ROYAL MAIL IN THE LAST 12 MONTHS	42	14	13	15	19	23	13	20	10	26	16	28	15
	10%	9%	11%	12%	10%	11%	10%	14%	8%	12%	9%	12%	8%
Don't know	5	*	*	4	2	3	2	1	2	3	2	3	2
	1%	*%	*%	3%	1%	2%	1%	1%	1%	2%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 109

QG3A. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the response to your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16	
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15	
Total	23	10	8	5	9	14	7	11	5	14	9	13	10	
Base for %	22	9	8	5	9	14	6	11	5	14	9	13	9	
Very satisfied	(5.0)	5	2	3	*	1	4	2	2	*	2	3	2	3
		22%	16%	35%	8%	15%	26%	37%	19%	8%	16%	30%	17%	28%
Fairly satisfied	(4.0)	2	-	1	1	2	1	2	-	1	1	2	-	
		11%	-%	14%	25%	6%	13%	11%	15%	-%	9%	13%	18%	-%
TOTAL SATISFIED		7	2	4	2	5	3	4	*	3	4	5	3	
		32%	16%	49%	34%	21%	39%	48%	34%	8%	25%	43%	35%	28%
Neither satisfied nor dissatisfied	(3.0)	5	3	-	2	3	2	1	2	2	5	*	2	3
		22%	35%	-%	36%	32%	16%	15%	16%	45%	33%	5%	14%	34%
Fairly dissatisfied	(2.0)	3	1	2	-	1	2	1	1	1	3	1	2	1
		16%	15%	25%	-%	13%	17%	14%	13%	23%	21%	6%	18%	12%
Very dissatisfied	(1.0)	7	3	2	1	3	4	1	4	1	3	4	4	3
		30%	33%	27%	30%	34%	27%	23%	36%	24%	20%	46%	32%	27%
TOTAL DISSATISFIED		10	4	4	1	4	6	2	6	2	6	5	7	4
		46%	48%	51%	30%	47%	45%	38%	49%	47%	41%	52%	51%	39%
Don't know		1	1	-	-	-	1	1	-	-	1	-	1	
Mean score	2.8	2.5	3.0	2.8	2.5	2.9	3.2	2.7	2.5	2.8	2.7	2.7	2.9	
Standard deviation	1.55	1.46	1.80	1.50	1.49	1.62	1.77	1.62	1.23	1.36	1.89	1.57	1.60	
Standard error	.28	.40	.52	.61	.43	.37	.67	.41	.44	.32	.52	.39	.41	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 110

QG3B. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the time taken to resolve your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Base for %	22	9	8	5	9	14	6	11	5	14	9	13	9
Very satisfied	(5.0)	4	2	1	*	3	2	1	*	2	1	2	1
		16%	19%	17%	8%	7%	22%	29%	12%	8%	17%	14%	18%
Fairly satisfied	(4.0)	4	1	2	1	4	1	3	*	2	2	3	1
		19%	11%	23%	25%	6%	27%	22%	22%	8%	15%	25%	11%
TOTAL SATISFIED		8	3	3	2	7	3	4	1	4	3	5	2
		35%	30%	40%	34%	13%	49%	50%	34%	16%	32%	39%	24%
Neither satisfied nor dissatisfied	(3.0)	3	1	-	2	*	-	1	2	2	*	-	3
		12%	11%	-%	36%	26%	3%	-%	9%	35%	16%	5%	28%
Fairly dissatisfied	(2.0)	4	2	2	-	2	2	2	1	2	2	2	3
		19%	24%	24%	-%	21%	18%	27%	13%	23%	17%	23%	27%
Very dissatisfied	(1.0)	8	3	3	1	4	1	5	1	5	3	6	2
		34%	34%	36%	30%	40%	31%	23%	44%	26%	33%	44%	21%
TOTAL DISSATISFIED		12	5	5	1	7	3	7	2	7	5	7	4
		53%	59%	60%	30%	61%	48%	50%	57%	49%	52%	56%	48%
Don't know		1	1	-	-	1	1	-	-	-	1	-	1
Mean score	2.6	2.6	2.6	2.8	2.2	2.9	3.1	2.5	2.5	2.6	2.6	2.6	2.7
Standard deviation	1.53	1.60	1.66	1.50	1.29	1.65	1.75	1.59	1.33	1.56	1.59	1.71	1.35
Standard error	.28	.44	.48	.61	.37	.38	.66	.40	.47	.37	.44	.43	.35

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 111

QG4. SHOWCARD Who did you make your complaint to? (MULTI CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
By phone/ email/ letter to Royal Mail	12	5	5	2	5	7	4	7	2	6	7	6	6
	54%	52%	56%	54%	63%	48%	54%	59%	43%	42%	73%	50%	59%
The postman/ woman	5	3	1	1	*	4	2	2	*	4	1	4	1
	21%	30%	15%	14%	6%	30%	33%	18%	10%	30%	7%	28%	11%
By phone/ email/ letter to The Post Office	5	4	-	1	1	4	1	3	1	4	1	3	2
	20%	36%	-%	24%	13%	25%	13%	23%	23%	29%	7%	22%	18%
Over the counter at a Post Office	4	1	3	*	3	1	-	2	2	2	2	2	2
	17%	6%	36%	8%	31%	9%	-%	20%	35%	16%	19%	18%	17%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 112

QG5. SHOWCARD How did you make the complaint about Royal Mail? (MULTI CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
In person	11	4	5	2	4	6	3	5	3	8	2	7	4
	47%	44%	57%	34%	50%	45%	46%	43%	57%	61%	26%	53%	40%
By phone	11	5	3	3	5	6	2	6	2	5	6	6	5
	46%	50%	31%	66%	55%	41%	31%	55%	46%	37%	59%	45%	47%
By letter	3	2	1	-	1	3	1	2	-	2	1	2	1
	13%	17%	17%	-%	7%	18%	12%	20%	-%	17%	9%	18%	8%
By email	3	1	1	1	1	1	1	1	*	1	2	1	1
	11%	13%	9%	12%	15%	9%	11%	12%	8%	6%	18%	11%	11%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 113

QG6. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Didn't need this information	7	2	4	2	4	4	2	4	2	5	2	4	3
	32%	18%	43%	45%	44%	25%	24%	32%	43%	40%	21%	32%	33%
On the company's website	7	4	2	1	2	5	3	3	1	3	4	4	3
	30%	38%	19%	30%	23%	34%	43%	26%	20%	23%	40%	30%	29%
From asking someone who works for the company in person	5	2	1	1	2	3	1	2	1	3	2	3	2
	20%	21%	16%	25%	21%	20%	20%	18%	27%	21%	19%	21%	20%
From speaking with someone who works for the company on the phone	2	2	1	-	1	2	-	2	-	1	1	1	1
	9%	16%	7%	-%	7%	11%	-%	19%	-%	11%	7%	11%	7%
Another way	2	*	1	-	*	1	-	1	*	1	1	1	1
	8%	5%	15%	-%	6%	9%	-%	11%	10%	8%	7%	5%	12%
Don't know	3	2	1	-	-	3	1	2	-	2	1	3	-
	11%	20%	7%	-%	-%	18%	13%	15%	-%	15%	6%	20%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 114

QG7. SHOWCARD How easy or difficult did you find it to make a complaint about Royal Mail? (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Very easy	13	6	5	2	4	9	5	5	3	9	4	6	7
	56%	59%	59%	46%	50%	60%	69%	43%	70%	67%	40%	48%	67%
Fairly easy	7	3	2	2	4	4	2	4	1	3	4	5	2
	31%	26%	23%	54%	41%	25%	31%	34%	22%	24%	40%	37%	23%
TOTAL EASY	20	8	7	5	8	12	7	9	4	13	7	11	9
	87%	85%	82%	100%	91%	85%	100%	77%	92%	92%	80%	85%	89%
Neither easy nor difficult	2	1	1	-	1	1	-	2	-	1	1	2	-
	8%	11%	10%	-%	9%	8%	-%	17%	-%	8%	9%	15%	-%
Fairly difficult	1	*	1	-	-	1	-	1	*	-	1	-	1
	5%	4%	8%	-%	-%	8%	-%	6%	8%	-%	12%	-%	11%
TOTAL DIFFICULT	1	*	1	-	-	1	-	1	*	-	1	-	1
	5%	4%	8%	-%	-%	8%	-%	6%	8%	-%	12%	-%	11%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 115

QG8. Please tell me what was difficult about making the complaint about Royal Mail? (MULTI CODE)

Base : All who found it difficult to make a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	1	1	-	-	2	-	1	1	-	2	-	2
Effective Weighted Sample	2	1	1	-	-	2	-	1	1	-	2	-	2
Total	1	*	1	-	-	1	-	1	*	-	1	-	1
Finding out how to make a complaint	*	*	-	-	-	*	-	-	*	-	*	-	*
	36%	100%	-%	-%	-%	36%	-%	-%	100%	-%	36%	-%	36%
Other	1	-	1	-	-	1	-	1	-	-	1	-	1
	64%	-%	100%	-%	-%	64%	-%	100%	-%	-%	64%	-%	64%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 116

QG9. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators including Royal Mail can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Royal Mail? (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	32	14	12	6	12	20	8	16	8	18	14	16	16
Effective Weighted Sample	29	13	12	5	11	19	7	15	7	17	12	15	15
Total	23	10	8	5	9	14	7	11	5	14	9	13	10
Yes, was made aware of POSTRS	1 3%	1 7%	- -%	- -%	- -%	1 5%	1 10%	- -%	- -%	- -%	1 7%	- -%	1 7%
No, was not made aware of POSTRS	21 91%	8 82%	8 100%	4 92%	9 100%	12 85%	6 90%	10 90%	4 92%	13 92%	8 89%	12 91%	9 90%
Don't know	2 7%	1 11%	- -%	* 8%	- -%	2 11%	- -%	1 10%	* 8%	1 8%	* 4%	1 9%	* 4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 117

QG10. Why didn't you make a complaint about Royal Mail? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Royal Mail about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	24	6	6	12	12	12	7	9	8	15	9	18	6
Effective Weighted Sample	21	5	6	10	10	11	6	8	6	13	8	15	5
Total	19	4	5	10	10	9	6	8	5	12	7	15	5
Not worth the hassle	11	2	4	5	6	5	4	5	3	7	5	9	2
	59%	56%	82%	50%	62%	56%	62%	61%	53%	56%	65%	62%	48%
Didn't have the time	6	*	2	4	2	4	*	4	2	4	3	4	2
	32%	10%	38%	39%	21%	45%	7%	50%	33%	29%	37%	30%	38%
Not a major issue	5	1	1	3	4	1	3	1	-	5	-	5	-
	23%	25%	16%	26%	38%	7%	53%	17%	-%	37%	-%	31%	-%
Wouldn't change anything anyway	3	*	1	2	3	1	1	-	2	2	1	2	2
	17%	8%	12%	24%	28%	6%	22%	-%	40%	18%	16%	13%	33%
Didn't know where to go/ who to complain to	1	-	1	-	-	1	-	1	-	-	1	1	-
	5%	-%	20%	-%	-%	10%	-%	11%	-%	-%	13%	6%	-%
Other reasons	2	2	-	-	1	1	2	-	-	-	2	2	-
	10%	43%	-%	-%	7%	12%	31%	-%	-%	-%	26%	13%	-%
Don't know	1	-	-	1	1	1	-	-	1	1	1	*	1
	7%	-%	-%	14%	6%	9%	-%	-%	28%	6%	11%	1%	29%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 118

QH1A. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your bank or building society? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	404	153	122	129	194	210	132	140	131	221	182	226	178
Post	160	63	44	53	72	87	42	55	63	79	81	90	70
	40%	41%	36%	41%	37%	42%	31%	39%	48%	36%	45%	40%	40%
									f				
Email/ online	109	39	37	34	64	45	38	50	21	75	35	74	35
	27%	25%	30%	26%	33%	21%	29%	35%	16%	34%	19%	33%	20%
					e		h	h		j		l	
Phone call	63	24	19	20	29	34	24	20	19	39	24	35	27
	16%	15%	16%	15%	15%	16%	18%	14%	14%	18%	13%	16%	15%
Text message	6	3	2	1	4	2	2	3	1	2	3	3	3
	1%	2%	1%	1%	2%	1%	2%	2%	*%	1%	2%	1%	2%
Other	48	15	19	15	21	26	17	8	23	21	27	19	29
	12%	10%	15%	11%	11%	13%	13%	5%	18%	9%	15%	8%	16%
							g		g				k
No preference	18	10	2	7	4	15	9	5	5	6	12	6	13
	5%	6%	1%	5%	2%	7%	6%	4%	4%	3%	7%	2%	7%
		b				d				i			k
Don't know	3	*	2	1	2	2	1	1	2	2	2	2	2

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 119

QH1B. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your gas or electricity provider? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	397	152	123	122	190	207	123	141	132	217	179	226	170
Post	153	60	46	47	69	83	32	55	66	67	85	81	72
	38%	40%	37%	38%	37%	40%	26%	39%	50%	31%	48%	36%	42%
								f	f		i		
Email/ online	131	52	42	37	67	64	42	55	34	93	38	86	44
	33%	34%	34%	31%	35%	31%	34%	39%	26%	43%	21%	38%	26%
								h		j		l	
Phone call	78	20	31	28	35	43	33	21	24	40	38	41	37
	20%	13%	25%	23%	18%	21%	27%	15%	18%	19%	21%	18%	22%
			a	a			g						
Text message	2	1	-	1	1	1	1	1	-	1	1	1	1
	*%	1%	-%	1%	1%	*%	1%	1%	-%	*%	1%	1%	*%
Other	5	2	1	2	2	3	2	*	2	2	2	2	3
	1%	1%	1%	1%	1%	1%	2%	*%	2%	1%	1%	1%	2%
No preference	28	17	4	8	16	12	13	9	6	14	14	15	14
	7%	11%	3%	6%	8%	6%	11%	6%	4%	7%	8%	6%	8%
		b					h						
Don't know	10	1	2	8	5	5	10	-	1	5	5	2	9

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 120

QH1C. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your local council or tax office? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	396	149	123	124	191	205	127	136	133	216	179	222	174
Post	188	76	55	57	90	98	48	65	75	95	93	105	83
	47%	51%	45%	46%	47%	48%	38%	48%	57%	44%	52%	47%	48%
Email/ online	95	39	32	25	52	43	36	39	20	61	34	64	30
	24%	26%	26%	20%	27%	21%	28%	29%	15%	28%	19%	29%	18%
							h	h		j		l	
Phone call	75	17	31	28	33	43	27	21	27	43	32	34	41
	19%	11%	25%	22%	17%	21%	21%	16%	21%	20%	18%	15%	24%
			a	a									k
Text message	3	1	-	2	1	1	1	1	1	1	2	2	1
	1%	*%	-%	2%	1%	1%	1%	1%	*%	*%	1%	1%	*%
Other	11	4	4	4	4	7	6	1	4	4	6	7	4
	3%	2%	3%	3%	2%	3%	5%	1%	3%	2%	4%	3%	2%
							g						
No preference	25	13	1	10	11	13	10	8	6	12	12	10	14
	6%	9%	1%	8%	6%	7%	8%	6%	5%	6%	7%	5%	8%
		b		b									
Don't know	11	3	2	6	4	7	6	5	*	6	4	5	5

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 121

SUMMARY TO SHOW PREFERENCE FOR RECEIVING COMMUNICATION BY POST FROM ORGANISATIONS HAVE A RELATIONSHIP WITH

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
LOCAL COUNCIL OR TAX OFFICE	188	76	55	57	90	98	48	65	75	95	93	105	83
	46%	50%	44%	44%	46%	46%	36%	46%	57%	43%	50%	46%	47%
BANK OR BUILDING SOCIETY	160	63	44	53	72	87	42	55	63	79	81	90	70
	39%	41%	35%	41%	37%	41%	31%	39%	47%	35%	44%	39%	39%
GAS OR ELECTRICITY PROVIDER	153	60	46	47	69	83	32	55	66	67	85	81	72
	38%	39%	37%	36%	36%	39%	24%	39%	50%	30%	46%	36%	40%
ALL OF THESE	122	48	33	41	51	71	24	42	56	53	68	65	57
	30%	31%	27%	31%	26%	33%	18%	30%	42%	24%	37%	29%	32%
ANY OF THESE	212	86	61	64	103	109	59	73	81	108	104	119	93
	52%	57%	49%	50%	53%	51%	44%	52%	61%	49%	57%	52%	52%
NONE OF THESE	195	66	63	65	92	103	74	68	52	115	80	109	86
	48%	43%	51%	50%	47%	49%	56%	48%	39%	51%	43%	48%	48%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 122

QH2A. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I love to send and receive letters and cards (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Base for %	406	153	124	129	195	212	133	140	133	223	183	227	179	
Strongly disagree	(5.0)	34 8%	21 14%	8 6%	6 5%	23 12%	11 5%	16 12%	9 6%	9 6%	18 8%	16 9%	20 9%	14 8%
Slightly disagree	(4.0)	41 10%	19 13%	11 9%	11 8%	23 12%	18 8%	14 10%	20 15%	7 5%	22 10%	19 10%	26 12%	15 8%
TOTAL DISAGREE		75 19%	40 26%	19 15%	17 13%	46 24%	29 14%	30 23%	29 21%	16 12%	40 18%	35 19%	46 20%	29 16%
Neither agree nor disagree	(3.0)	112 27%	47 31%	31 25%	34 26%	62 32%	49 23%	46 35%	38 27%	28 21%	62 28%	50 27%	74 33%	37 21%
Slightly agree	(2.0)	103 25%	31 20%	41 33%	31 24%	47 24%	56 27%	31 23%	33 23%	40 30%	60 27%	43 23%	55 24%	48 27%
Strongly agree	(1.0)	116 29%	35 23%	35 28%	47 36%	39 20%	77 36%	26 20%	40 29%	50 37%	60 27%	55 30%	51 22%	65 36%
TOTAL AGREE		219 54%	66 43%	75 61%	78 61%	86 44%	133 63%	57 43%	73 52%	90 68%	121 54%	98 54%	106 47%	113 63%
Don't know		1	-	-	1	1	-	-	1	-	-	1	1	-
Mean score	2.4	2.7 bc	2.3	2.2	2.7 e	2.2	2.7 h	2.5 h	2.1	2.4	2.4	2.6 l	2.2	
Standard deviation	1.24	1.31	1.15	1.16	1.25	1.17	1.25	1.23	1.17	1.22	1.26	1.21	1.25	
Standard error	.05	.09	.08	.08	.07	.07	.10	.09	.08	.07	.08	.07	.08	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 123

QH2B. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send emails rather than letters whenever possible (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total		588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample		407	117	153	157	199	208	118	136	160	237	171	219	188
Total		407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %		407	153	124	130	195	212	133	141	133	223	184	228	179
Strongly disagree	(5.0)	60	18	20	22	25	35	6	13	42	19	41	13	47
		15%	12%	16%	17%	13%	17%	4%	9%	31%	8%	22%	6%	26%
										fg		i		k
Slightly disagree	(4.0)	50	20	15	15	21	29	6	20	24	25	25	23	27
		12%	13%	12%	12%	11%	14%	5%	14%	18%	11%	13%	10%	15%
									f	f				
TOTAL DISAGREE		110	38	35	37	46	64	12	33	65	44	66	36	75
		27%	25%	28%	29%	24%	30%	9%	24%	49%	20%	36%	16%	42%
									f	fg		i		k
Neither agree nor disagree	(3.0)	79	28	24	27	31	48	25	29	24	43	35	53	26
		19%	18%	19%	21%	16%	23%	19%	21%	18%	19%	19%	23%	15%
													l	
Slightly agree	(2.0)	75	31	19	25	43	32	27	28	20	46	29	46	29
		18%	21%	15%	19%	22%	15%	20%	20%	15%	21%	16%	20%	16%
Strongly agree	(1.0)	143	56	47	41	76	68	69	50	23	89	54	93	50
		35%	36%	37%	31%	39%	32%	52%	36%	18%	40%	29%	41%	28%
								gh	h		j		l	
TOTAL AGREE		218	87	66	66	118	100	96	78	43	135	83	140	79
		54%	57%	53%	50%	61%	47%	73%	56%	33%	61%	45%	61%	44%
						e		gh	h		j		l	
Mean score		2.5	2.4	2.5	2.6	2.4	2.7	1.9	2.4	3.3	2.3	2.8	2.2	3.0
							d		f	fg		i		k
Standard deviation		1.45	1.40	1.49	1.46	1.41	1.46	1.12	1.35	1.49	1.32	1.53	1.24	1.58
Standard error		.06	.10	.11	.11	.08	.08	.09	.10	.10	.07	.10	.07	.10

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 124

QH2C. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send letters or emails to companies rather than make a phone call, so that I have a written record (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
	Total	a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	404	152	124	129	194	211	132	141	132	221	182	227	177
Strongly disagree	(5.0)	39	10	11	18	21	10	7	22	15	24	13	26
		10%	7%	9%	14%	11%	7%	5%	17%	7%	13%	6%	14%
									fg		i		k
Slightly disagree	(4.0)	37	11	15	11	14	7	17	13	21	16	23	14
		9%	7%	12%	9%	7%	5%	12%	10%	9%	9%	10%	8%
								f					
TOTAL DISAGREE		76	21	26	29	35	16	24	36	36	40	36	40
		19%	14%	21%	22%	18%	12%	17%	27%	16%	22%	16%	22%
									fg				
Neither agree nor disagree	(3.0)	71	31	24	17	30	19	26	26	33	39	41	31
		18%	20%	19%	13%	16%	14%	19%	20%	15%	21%	18%	17%
Slightly agree	(2.0)	116	47	30	38	56	41	41	34	69	47	69	47
		29%	31%	24%	30%	29%	31%	29%	26%	31%	26%	30%	27%
Strongly agree	(1.0)	141	53	43	45	73	55	49	37	84	57	81	60
		35%	35%	35%	35%	37%	42%	35%	28%	38%	31%	36%	34%
							h						
TOTAL AGREE		257	100	73	84	128	96	90	71	153	104	150	107
		64%	66%	59%	65%	66%	73%	64%	53%	69%	57%	66%	60%
							h			j			
Don't know		3	1	1	1	2	1	1	1	1	1	1	2
Mean score		2.3	2.2	2.4	2.4	2.3	2.0	2.2	2.6	2.2	2.5	2.2	2.4
									fg		i		
Standard deviation		1.29	1.19	1.31	1.39	1.32	1.20	1.19	1.42	1.22	1.36	1.20	1.40
Standard error		.05	.08	.10	.10	.08	.09	.09	.10	.07	.09	.07	.09

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 125

QH2D. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only use post if there is no alternative (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Base for %	403	150	124	129	193	210	133	140	130	221	181	227	176	
Strongly disagree	(5.0)	64	19	20	25	26	38	14	16	33	30	33	24	40
		16%	13%	16%	20%	13%	18%	11%	12%	26%	14%	18%	10%	23%
									fg					k
Slightly disagree	(4.0)	85	33	33	20	33	53	18	32	35	49	37	45	41
		21%	22%	26%	16%	17%	25%	14%	23%	27%	22%	20%	20%	23%
				c		d			f					
TOTAL DISAGREE	149	52	52	45	58	91	33	49	68	79	70	68	81	
	37%	34%	42%	35%	30%	43%	25%	35%	52%	36%	39%	30%	46%	
						d			fg				k	
Neither agree nor disagree	(3.0)	55	23	12	21	29	27	16	25	14	32	24	34	22
		14%	15%	9%	16%	15%	13%	12%	18%	11%	14%	13%	15%	12%
Slightly agree	(2.0)	89	36	25	28	53	35	37	30	22	46	43	56	32
		22%	24%	20%	22%	28%	17%	28%	21%	17%	21%	24%	25%	18%
					e			h						
Strongly agree	(1.0)	110	40	35	35	53	57	47	37	26	65	45	69	41
		27%	27%	28%	27%	27%	27%	35%	26%	20%	29%	25%	30%	23%
								h						
TOTAL AGREE	198	76	60	63	106	92	84	67	48	111	88	125	73	
	49%	51%	48%	48%	55%	44%	63%	47%	37%	50%	48%	55%	42%	
					e		gh					l		
Don't know		4	2	1	1	3	1	-	1	3	1	2	1	3
Mean score	2.8	2.7	2.8	2.8	2.6	2.9	2.4	2.7	3.2	2.7	2.8	2.6	3.0	
					d	f		f	fg				k	
Standard deviation	1.45	1.40	1.49	1.48	1.39	1.49	1.37	1.38	1.49	1.44	1.46	1.37	1.51	
Standard error	.06	.10	.11	.11	.08	.09	.11	.10	.10	.08	.09	.08	.09	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 126

QH2E. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I would feel cut off from society if I can't send or don't receive post (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Base for %	398	147	123	127	190	207	131	136	131	218	179	221	177
Strongly disagree	(5.0)	54	17	17	20	34	28	17	9	36	18	37	17
		14%	12%	14%	16%	18%	21%	12%	7%	17%	10%	17%	10%
					e		h					l	
Slightly disagree	(4.0)	59	22	19	18	39	21	25	12	35	24	41	18
		15%	15%	16%	14%	21%	16%	19%	9%	16%	14%	19%	10%
					e		h					l	
TOTAL DISAGREE	113	39	36	38	73	40	49	42	21	71	42	78	35
	28%	26%	29%	30%	38%	19%	37%	31%	16%	33%	23%	35%	20%
					e		h	h		j		l	
Neither agree nor disagree	(3.0)	57	26	18	13	27	25	17	16	31	27	37	20
		14%	18%	15%	10%	14%	19%	12%	12%	14%	15%	17%	12%
Slightly agree	(2.0)	112	46	30	37	50	37	38	38	55	57	57	56
		28%	31%	24%	29%	27%	28%	28%	29%	25%	32%	26%	32%
Strongly agree	(1.0)	115	36	38	40	40	21	39	55	61	53	49	65
		29%	25%	31%	32%	21%	16%	28%	42%	28%	30%	22%	37%
					d			f	fg			k	
TOTAL AGREE	227	82	68	77	91	137	58	76	93	117	110	106	121
	57%	56%	56%	60%	48%	66%	44%	56%	71%	53%	62%	48%	69%
					d			f	fg			k	
Don't know	9	5	2	3	5	4	1	6	2	4	5	7	2
Mean score	2.6	2.6	2.6	2.5	2.9	2.3	3.0	2.6	2.1	2.7	2.4	2.8	2.2
					e		gh	h				l	
Standard deviation	1.39	1.32	1.42	1.45	1.42	1.30	1.39	1.40	1.25	1.45	1.31	1.41	1.31
Standard error	.06	.09	.10	.11	.08	.08	.11	.10	.08	.08	.08	.08	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 127

QH2F. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only send my mail first class if it needs to get there the next day (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Base for %	396	144	124	129	189	207	130	136	130	219	177	224	173	
Strongly disagree	(5.0)	69	22	23	24	30	38	22	24	23	34	35	32	37
		17%	15%	18%	19%	16%	19%	17%	18%	18%	15%	20%	14%	21%
Slightly disagree	(4.0)	56	13	25	18	33	22	17	21	17	39	17	31	25
		14%	9%	20%	14%	18%	11%	13%	16%	13%	18%	9%	14%	15%
				a		e				j				
TOTAL DISAGREE	125	36	47	42	64	61	39	46	40	73	52	62	62	
	31%	25%	38%	33%	34%	29%	30%	33%	31%	33%	29%	28%	36%	
			a											
Neither agree nor disagree	(3.0)	43	20	14	8	18	24	13	17	13	24	19	25	17
		11%	14%	12%	6%	10%	12%	10%	12%	10%	11%	10%	11%	10%
			c											
Slightly agree	(2.0)	93	36	29	28	46	47	38	25	30	47	46	62	31
		23%	25%	23%	22%	24%	23%	29%	18%	23%	21%	26%	28%	18%
							g						l	
Strongly agree	(1.0)	136	53	33	50	61	75	40	49	47	75	60	74	62
		34%	37%	27%	39%	32%	36%	31%	36%	36%	35%	34%	33%	36%
				b										
TOTAL AGREE	229	89	62	78	107	122	78	74	77	122	107	136	93	
	58%	61%	50%	61%	57%	59%	60%	55%	59%	56%	60%	61%	54%	
Don't know	11	8	1	1	6	4	3	5	3	4	7	4	6	
Mean score	2.6	2.4	2.8	2.5	2.6	2.5	2.6	2.6	2.5	2.6	2.5	2.5	2.7	
			a											
Standard deviation	1.50	1.45	1.49	1.57	1.49	1.52	1.47	1.53	1.52	1.49	1.52	1.43	1.59	
Standard error	.06	.10	.11	.11	.09	.09	.11	.11	.10	.08	.10	.08	.10	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 128

QH2G. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I send fewer letters by post now due to the cost (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Base for %	400	147	124	129	192	208	130	137	133	219	181	224	176	
Strongly disagree	(5.0)	109 27%	32 22%	34 28%	42 33%	61 32% e	48 23%	39 30%	35 26%	35 26%	62 28%	47 26%	57 25%	52 29%
Slightly disagree	(4.0)	87 22%	20 14%	31 25% a	36 28% a	44 23%	43 20%	25 19%	37 27%	25 19%	54 25%	33 18%	49 22%	38 21%
TOTAL DISAGREE		196 49%	53 36%	66 53% a	78 60% a	106 55% e	90 43%	64 49%	72 52%	60 45%	116 53%	80 44%	107 47%	89 51%
Neither agree nor disagree	(3.0)	79 20%	32 22%	26 21%	21 16%	41 21%	38 18%	29 22%	28 20%	23 17%	38 18%	41 22%	53 23% l	27 15%
Slightly agree	(2.0)	67 17%	32 22% c	20 16%	15 11%	27 14%	40 19%	22 17%	17 12%	28 21% g	32 15%	34 19%	37 16%	30 17%
Strongly agree	(1.0)	58 15%	30 21% b	12 10%	15 12%	19 10%	39 19% d	16 12%	21 15%	21 16%	33 15%	26 14%	29 13%	29 17%
TOTAL AGREE		125 31%	62 42% bc	32 26%	30 23%	45 24%	80 38% d	38 29%	38 27%	50 37%	65 30%	60 33%	65 29%	60 34%
Don't know		7	6	-	1	3	4	3	4	-	4	3	3	3
Mean score	3.3	2.9	3.4 a	3.6 a	3.5 e	3.1	3.4	3.4	3.2	3.4	3.2	3.3	3.3	
Standard deviation	1.40	1.44	1.32	1.36	1.33	1.44	1.38	1.38	1.44	1.41	1.39	1.35	1.47	
Standard error	.06	.10	.10	.10	.08	.08	.11	.10	.10	.08	.09	.08	.09	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 129

QH2H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I trust second class post to get there in a reasonable timeframe (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING	
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270	
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188	
Total	407	153	124	130	195	212	133	141	133	223	184	228	179	
Base for %	383	140	121	122	179	204	126	128	129	210	173	215	168	
Strongly disagree	(5.0)	32 8%	13 9%	8 7%	12 9%	18 10%	14 7%	14 11%	13 11%	5 3%	14 7%	19 11%	16 7%	17 10%
Slightly disagree	(4.0)	38 10%	13 9%	15 12%	10 8%	20 11%	18 9%	11 9%	19 15%	8 6%	12 7%	28 13%	10 6%	
TOTAL DISAGREE		70 18%	26 19%	23 19%	21 17%	38 21%	32 16%	26 20%	32 25%	12 9%	39 19%	31 18%	44 20%	26 16%
Neither agree nor disagree	(3.0)	61 16%	22 16%	18 15%	20 16%	29 16%	31 15%	19 15%	12 9%	29 23%	32 14%	29 18%	32 13%	32 19%
Slightly agree	(2.0)	131 34%	53 38%	42 35%	36 29%	62 35%	68 34%	41 33%	43 34%	47 36%	80 38%	50 29%	79 37%	52 31%
Strongly agree	(1.0)	121 32%	39 28%	37 31%	45 37%	50 28%	72 35%	40 32%	40 32%	41 32%	61 29%	60 35%	63 29%	58 34%
TOTAL AGREE		252 66%	92 65%	80 66%	81 66%	112 63%	140 69%	81 64%	83 65%	88 68%	141 67%	110 64%	142 66%	110 65%
Don't know		24	13	3	8	16	8	7	14	4	13	11	13	11
Mean score	2.3	2.3	2.3	2.2	2.4	2.2	2.4	2.4	2.1	2.3	2.3	2.3	2.3	
Standard deviation	1.25	1.24	1.21	1.29	1.28	1.21	1.32	1.35	1.04	1.20	1.31	1.23	1.27	
Standard error	.05	.09	.09	.10	.08	.07	.10	.10	.07	.07	.09	.07	.08	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 130

QH3A. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Post? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	200	74	64	62	80	120	57	70	73	111	89	107	93
	49%	49%	51%	48%	41%	57%	43%	49%	55%	50%	49%	47%	52%
						d			f				
No	204	76	60	68	114	90	73	71	59	111	93	120	84
	50%	50%	49%	52%	58%	42%	55%	50%	45%	50%	51%	53%	47%
					e								
Don't know	3	2	*	1	1	2	2	*	1	1	1	1	2
	1%	1%	*%	*%	1%	1%	2%	*%	*%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 131

QH3B. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a mobile phone? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	340	125	100	115	168	172	128	127	85	192	148	208	132
	84%	82%	81%	88%	86%	81%	97%	90%	64%	86%	80%	91%	74%
							gh	h				l	
No	66	27	24	15	28	38	3	15	48	31	35	19	47
	16%	18%	19%	12%	14%	18%	3%	10%	36%	14%	19%	8%	26%
								f	fg				k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 132

QH3C. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Mobile phone text messages? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	314	121	88	105	152	162	125	122	67	177	136	198	115
	77%	79%	70%	81%	78%	77%	94%	86%	50%	80%	74%	87%	64%
				b			gh	h				l	
No	92	31	37	24	44	49	7	19	66	45	47	28	64
	23%	20%	30%	19%	22%	23%	5%	14%	50%	20%	25%	12%	36%
			c					f	fg				k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 133

QH3D. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a landline? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	287	110	98	79	138	149	72	106	110	155	132	153	135
	71%	72%	79%	61%	71%	70%	54%	75%	83%	70%	72%	67%	75%
			c					f	f				
No	117	41	26	50	56	61	60	35	23	66	50	74	43
	29%	27%	21%	39%	29%	29%	45%	25%	17%	30%	27%	33%	24%
				ab			gh						
Don't know	2	2	-	1	1	1	2	1	-	1	1	1	1
	1%	1%	-%	*%	1%	1%	1%	*%	-%	1%	1%	*%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 134

QH3E. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Internet/ email/ social networking? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes	288	108	86	93	138	150	119	110	59	173	114	185	103
	71%	71%	69%	72%	70%	71%	89%	78%	45%	78%	62%	81%	57%
							gh	h		j		l	
No	118	43	38	37	58	60	13	31	74	49	68	42	76
	29%	28%	31%	28%	30%	29%	10%	22%	55%	22%	37%	18%	43%
								f	fg		i		k
Don't know	1	1	-	-	-	1	1	-	-	-	1	1	-
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	*%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 135

SUMMARY OF IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
CALLS MADE USING A MOBILE PHONE	340	125	100	115	168	172	128	127	85	192	148	208	132
	84%	82%	81%	88%	86%	81%	97%	90%	64%	86%	80%	91%	74%
							gh	h				l	
MOBILE PHONE TEXT MESSAGES	314	121	88	105	152	162	125	122	67	177	136	198	115
	77%	79%	70%	81%	78%	77%	94%	86%	50%	80%	74%	87%	64%
				b			gh	h				l	
INTERNET/EMAIL/SOCIAL NETWORKING	288	108	86	93	138	150	119	110	59	173	114	185	103
	71%	71%	69%	72%	70%	71%	89%	78%	45%	78%	62%	81%	57%
							gh	h		j		l	
CALLS MADE USING A LANDLINE	287	110	98	79	138	149	72	106	110	155	132	153	135
	71%	72%	79%	61%	71%	70%	54%	75%	83%	70%	72%	67%	75%
			c				f	f					
POST	200	74	64	62	80	120	57	70	73	111	89	107	93
	49%	49%	51%	48%	41%	57%	43%	49%	55%	50%	49%	47%	52%
					d				f				
ANY OF THESE	404	150	124	130	194	210	132	140	132	221	183	226	179
	99%	99%	100%	100%	99%	99%	99%	99%	100%	99%	99%	99%	100%
NONE OF THESE	3	2	*	-	1	2	1	1	*	1	1	2	*
	1%	1%	*%	-%	1%	1%	1%	1%	*%	1%	1%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 136

Q11. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	406	151	124	130	195	210	131	141	133	223	182	228	178
	100%	99%	100%	100%	100%	99%	99%	100%	100%	100%	99%	100%	99%
Parcelforce	332	114	111	107	158	174	100	125	107	193	138	195	137
	81%	75%	89%	82%	81%	82%	75%	89%	80%	87%	75%	86%	76%
			a					fh		j		l	
DHL	296	108	95	93	150	146	99	116	81	183	113	187	110
	73%	70%	77%	72%	77%	69%	74%	82%	61%	82%	61%	82%	61%
							h	h		j		l	
FedEx	291	103	99	89	145	145	100	113	78	179	112	185	106
	71%	68%	79%	69%	74%	69%	75%	80%	58%	81%	61%	81%	59%
			ac				h	h		j		l	
Citilink	269	106	92	71	128	141	76	111	83	151	118	155	115
	66%	69%	74%	55%	66%	67%	57%	79%	62%	68%	64%	68%	64%
		c	c					fh					
TNT Express	253	94	85	74	128	125	83	103	68	150	103	156	97
	62%	62%	68%	57%	65%	59%	62%	73%	51%	68%	56%	69%	54%
			c					h		j		l	
UPS	252	93	73	86	132	120	90	102	60	156	96	164	88
	62%	61%	59%	66%	68%	57%	68%	72%	45%	70%	52%	72%	49%
					e		h	h		j		l	
Yodel	238	91	76	71	116	123	87	97	55	130	108	157	81
	59%	60%	61%	55%	59%	58%	65%	68%	41%	59%	59%	69%	45%
							h	h				l	
Hermes	194	62	72	59	83	111	70	73	51	121	73	120	74
	48%	41%	58%	46%	42%	52%	53%	51%	38%	54%	40%	52%	41%
			ac			d	h	h		j		l	
Interlink DPD	181	74	52	55	86	95	69	73	39	108	72	125	56
	44%	48%	41%	43%	44%	45%	52%	52%	29%	49%	39%	55%	31%
							h	h				l	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 136

Q11. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
	Total	a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Post UK	162	47	66	50	90	72	63	65	35	104	58	108	54
	40%	30%	53%	39%	46%	34%	47%	46%	26%	47%	32%	47%	30%
			ac		e		h	h		j		l	
Collect+ (Collect Plus)	102	26	33	43	47	55	41	41	20	68	34	65	37
	25%	17%	27%	33%	24%	26%	31%	29%	15%	30%	19%	29%	21%
			a				h	h		j			
Citipost	83	24	25	33	48	35	29	35	19	57	26	56	27
	20%	16%	20%	25%	25%	16%	22%	25%	14%	25%	14%	24%	15%
				e				h		j		l	
Any other postal services company	12	4	5	2	4	7	1	6	4	9	2	7	5
	3%	3%	4%	2%	2%	3%	1%	4%	3%	4%	1%	3%	3%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL	388	145	122	122	190	199	126	141	122	216	173	223	165
	95%	95%	98%	94%	97%	94%	95%	100%	92%	97%	94%	98%	92%
								fh				l	
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	381	144	119	119	186	195	126	139	116	214	167	222	159
	94%	94%	95%	91%	95%	92%	95%	99%	87%	96%	91%	98%	89%
							h	h		j		l	
None of these	1	1	-	-	-	1	1	-	-	-	1	-	1
	*%	1%	-%	-%	-%	1%	1%	-%	-%	-%	1%	-%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 137

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	377	135	115	127	181	196	123	134	121	210	167	215	163
	93%	88%	93%	98% ab	93%	93%	92%	95%	91%	94%	91%	94%	91%
Parcelforce	71	21	21	29	29	41	24	35	12	52	19	53	18
	17%	14%	17%	22%	15%	19%	18% h	25% h	9%	23% j	10%	23% l	10%
DHL	39	17	11	11	18	22	18	16	6	24	15	29	11
	10%	11%	9%	9%	9%	10%	13% h	11% h	4%	11% j	8%	13% l	6%
Hermes	38	17	13	8	11	26	18	9	10	21	17	24	14
	9%	11%	10%	6%	6%	12% d	14% g	6%	8%	9% j	9%	10% k	8% l
FedEx	30	11	9	10	17	13	19	8	2	16	14	20	9
	7%	7%	7%	8%	9%	6%	14% gh	6%	2%	7% j	8%	9% k	5% l
UPS	25	11	6	8	9	16	12	11	2	18	7	19	6
	6%	7%	5%	6%	5%	8%	9% h	8% h	1%	8% j	4%	8% k	3% l
Yodel	24	7	7	10	10	14	9	11	4	13	11	19	5
	6%	5%	6%	7%	5%	7%	7% h	8% h	3%	6% j	6%	8% k	3% l
Interlink DPD	21	6	9	6	10	11	6	11	4	12	9	16	4
	5%	4%	7%	4%	5%	5%	4% h	8% h	3%	5% j	5%	7% k	2% l
Collect+ (Collect Plus)	20	4	6	10	10	10	5	11	5	16	4	14	6
	5%	3%	5%	8% a	5%	5%	4% h	8% h	3%	7% j	2%	6% k	3% l
Citilink	16	6	7	3	10	6	5	8	3	10	6	14	2
	4%	4%	5%	3% a	5%	3%	4% h	6% h	2%	5% j	3%	6% k	1% l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 137

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Express	8 2%	1 1%	3 2%	4 3%	6 3%	2 1%	4 3%	3 2%	1 1%	5 2%	3 2%	6 3%	2 1%
Citipost	5 1%	- -%	3 2%	3 2%	4 2%	2 1%	1 1%	3 2%	2 1%	5 2%	1 *%	3 1%	2 1%
TNT Post UK	4 1%	- -%	1 1%	3 2%	2 1%	2 1%	1 1%	3 2%	- -%	3 1%	1 *%	4 2%	- -%
Any other postal services company	3 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	2 1%	1 *%	1 1%	1 1%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	150 37%	56 36%	44 35%	50 39%	65 33%	84 40%	55 41%	61 43%	33 25%	98 44%	51 28%	100 44%	49 27%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	117 29%	44 29%	37 29%	36 28%	51 26%	66 31%	45 34%	47 33%	25 19%	75 34%	42 23%	81 35%	36 20%
None of these	22 5%	15 10%	5 4%	2 1%	10 5%	11 5%	7 5%	3 2%	11 8%	9 4%	12 7%	8 4%	13 7%
Don't know	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 138

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS														
	Total	ROYAL				INTER-LINK				TNT			UPS	YODEL	ANY OTHER
		MAIL	CITI-LINK	CITI-POST	COLLECT+	DHL	FEDEX	HERMES	DPD	PARCEL-FORCE	EXPRESS	POST UK			
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	
Significance Level: 95%															
Unweighted total	588	587	390	126	158	437	424	279	256	497	359	229	354	356	18
Effective Weighted Sample	407	406	271	91	128	311	292	194	171	349	250	175	254	237	15
Total	407	406	269	83	102	296	291	194	181	332	253	162	252	238	12
Royal Mail	377	377	254	79	98	282	275	185	173	315	239	156	242	227	10
	93%	93%	94%	96%	96%	95%	94%	95%	96%	95%	95%	96%	96%	95%	88%
Parcelforce	71	71	53	25	25	61	62	46	42	71	48	36	54	47	4
	17%	17%	20%	30%	25%	21%	21%	24%	23%	21%	19%	22%	21%	20%	35%
				abjm											
DHL	39	39	28	12	13	39	36	24	21	34	30	24	32	30	2
	10%	10%	10%	15%	12%	13%	13%	12%	12%	10%	12%	15%	13%	13%	17%
Hermes	38	38	31	13	14	34	35	38	25	37	29	16	30	28	-
	9%	9%	12%	15%	14%	11%	12%	19%	14%	11%	11%	10%	12%	12%	-%
							abefijklm								
FedEx	30	30	20	10	8	28	30	18	18	24	23	16	26	20	1
	7%	7%	7%	12%	8%	9%	10%	9%	10%	7%	9%	10%	10%	8%	5%
UPS	25	25	17	9	8	24	24	23	18	25	20	16	25	20	1
	6%	6%	6%	11%	8%	8%	8%	12%	10%	7%	8%	10%	10%	8%	12%
								ab							
Yodel	24	24	17	9	10	22	18	15	17	21	18	8	18	24	-
	6%	6%	6%	11%	10%	7%	6%	8%	10%	6%	7%	5%	7%	10%	-%
Interlink DPD	21	21	16	7	10	18	18	14	21	19	15	12	16	16	1
	5%	5%	6%	8%	10%	6%	6%	7%	11%	6%	6%	7%	7%	7%	12%
				a					abefij						
Collect+ (Collect Plus)	20	20	17	7	20	20	20	17	14	19	18	10	16	16	3
	5%	5%	6%	9%	20%	7%	7%	9%	8%	6%	7%	6%	6%	7%	27%
				abcefg hijklm											
Citilink	16	16	16	6	5	13	15	8	11	15	13	10	13	12	1
	4%	4%	6%	8%	5%	4%	5%	4%	6%	5%	5%	6%	5%	5%	10%
TNT Express	8	8	5	4	5	7	7	5	6	7	8	5	7	6	-
	2%	2%	2%	5%	5%	2%	2%	3%	3%	2%	3%	3%	3%	2%	-%
				a											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 138

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS															
	Total	ROYAL MAIL a	CITI-LINK b	CITI-POST c	COLLECT+ d	DHL e	FEDEX f	HERMES g	DPD h	INTER-LINK i	PARCEL- FORCE j	TNT EXPRESS k	TNT POST UK l	UPS m	YODEL n	ANY OTHER ~n
Significance Level: 95%																
Unweighted total	588	587	390	126	158	437	424	279	256	497	359	229	354	356	18	
Effective Weighted Sample	407	406	271	91	128	311	292	194	171	349	250	175	254	237	15	
Total	407	406	269	83	102	296	291	194	181	332	253	162	252	238	12	
Citipost	5 1%	5 1%	2 1%	5 7%	3 3%	4 1%	5 2%	3 1%	2 1%	4 1%	3 1%	2 1%	3 1%	2 1%	- -%	
TNT Post UK	4 1%	4 1%	4 1%	3 4%	3 3%	4 1%	4 1%	3 2%	3 2%	4 1%	4 1%	4 2%	4 1%	4 2%	- -%	
Any other postal services company	3 1%	3 1%	3 1%	1 2%	1 1%	2 1%	3 1%	2 1%	3 2%	3 1%	2 1%	1 1%	3 1%	2 1%	3 25%	
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	150 37%	150 37%	109 41%	42 51%	56 55%	132 45%	134 46%	103 53%	89 49%	137 41%	111 44%	72 45%	112 44%	105 44%	6 56%	
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	117 29%	117 29%	85 32%	36 43%	45 44%	107 36%	107 37%	82 42%	71 39%	105 32%	90 35%	58 36%	89 35%	86 36%	6 50%	
None of these	22 5%	20 5%	9 3%	1 2%	1 1%	7 2%	9 3%	3 1%	3 1%	9 3%	6 2%	3 2%	5 2%	5 2%	1 5%	
Don't know	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	- -%	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 139

Q13. SHOWCARD And which, if any, of these companies have delivered a packet, parcel or letter to you? Please think about you have received personally rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Royal Mail	367	131	114	122	175	192	118	132	116	204	162	207	159
	90%	86%	92%	94%	90%	91%	89%	94%	87%	92%	88%	91%	89%
				a									
Parcelforce	136	43	43	50	62	74	52	54	30	88	48	92	44
	33%	28%	35%	38%	32%	35%	39%	38%	23%	39%	26%	40%	25%
							h	h		j		l	
DHL	97	40	23	33	51	46	38	39	20	59	38	65	32
	24%	26%	19%	26%	26%	22%	29%	28%	15%	26%	21%	28%	18%
							h	h				l	
Yodel	95	35	31	29	43	53	30	44	22	54	42	63	33
	23%	23%	25%	23%	22%	25%	22%	31%	16%	24%	23%	28%	18%
								h				l	
Hermes	84	30	31	23	29	55	30	33	21	51	33	50	34
	21%	20%	25%	18%	15%	26%	22%	23%	16%	23%	18%	22%	19%
						d							
FedEx	65	21	22	22	35	30	27	27	11	44	21	43	22
	16%	14%	18%	17%	18%	14%	20%	19%	8%	20%	12%	19%	13%
							h	h		j			
Citilink	63	24	22	17	33	30	19	29	16	43	20	43	20
	15%	15%	18%	13%	17%	14%	14%	20%	12%	19%	11%	19%	11%
								h		j		l	
UPS	48	21	13	15	25	23	18	19	11	35	13	34	14
	12%	14%	10%	11%	13%	11%	13%	14%	9%	16%	7%	15%	8%
										j		l	
Interlink DPD	48	19	16	12	26	21	19	20	9	29	18	36	11
	12%	13%	13%	9%	13%	10%	14%	14%	6%	13%	10%	16%	6%
							h	h				l	
TNT Express	38	10	15	13	28	10	9	20	9	28	10	28	10
	9%	7%	12%	10%	14%	5%	7%	14%	6%	12%	6%	12%	6%
					e			h		j		l	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 139

Q13. SHOWCARD And which, if any, of these companies have delivered a packet, parcel or letter to you? Please think about you have received personally rather than any use as part of a business. (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
TNT Post UK	29	10	14	6	16	14	9	16	4	25	5	23	6
	7%	6%	11%	5%	8%	6%	7%	12%	3%	11%	3%	10%	3%
			c					h		j		l	
Collect+ (Collect Plus)	21	6	8	7	10	11	6	10	4	14	7	14	6
	5%	4%	6%	6%	5%	5%	5%	7%	3%	6%	4%	6%	3%
Citipost	10	1	5	3	7	3	3	4	2	7	2	7	3
	2%	1%	4%	3%	3%	2%	2%	3%	2%	3%	1%	3%	2%
Any other postal services company	8	3	4	1	4	4	1	4	4	6	2	4	4
	2%	2%	3%	1%	2%	2%	1%	3%	3%	3%	1%	2%	2%
RECEIVED FROM ANY PROVIDERS OTHER THAN ROYAL MAIL	252	97	76	80	117	135	93	94	65	147	105	158	95
	62%	63%	61%	61%	60%	64%	70%	67%	49%	66%	57%	69%	53%
							h	h				l	
RECEIVED FROM ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	229	88	69	72	108	120	85	87	56	133	96	149	80
	56%	58%	55%	55%	56%	57%	64%	62%	42%	60%	52%	66%	44%
							h	h				l	
None of these	17	14	2	1	7	10	6	3	7	8	9	8	9
	4%	9%	1%	1%	3%	5%	5%	2%	5%	3%	5%	3%	5%
		bc											
Don't know	3	*	2	1	1	2	1	1	1	2	1	2	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 140

Q14. Have you had a letter delivered to your home by TNT in the last week? IF NECESSARY - This may have been either TNT Post UK or TNT Express, with the delivery person in TNT uniform, not a delivery by a Royal Mail postman or woman.

Base : Those in London, Manchester or Liverpool

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	120	36	36	48	59	61	43	47	30	86	34	79	41
Effective Weighted Sample	117	35	35	47	58	59	42	46	30	84	33	77	40
Total	80	24	24	31	39	41	29	33	18	55	24	54	25
Yes	8	4	2	1	4	3	3	3	1	6	2	5	3
	10%	17%	10%	4%	11%	8%	12%	9%	7%	11%	8%	9%	12%
		c											
No	67	19	19	30	34	34	26	26	15	46	21	46	21
	85%	78%	79%	94%	86%	83%	88%	80%	87%	83%	88%	85%	84%
				ab									
Don't know	5	1	3	1	1	3	-	3	1	3	1	3	1
	6%	5%	11%	2%	3%	8%	-%	11%	6%	6%	5%	6%	4%
								f					

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 141

Q15. SHOWCARD How would you rate your overall satisfaction with the TNT mail delivery service? (SINGLE CODE)

Base : Those who have had a letter delivered to their home by TNT Post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	12	6	4	2	7	5	5	5	2	9	3	7	5
Effective Weighted Sample	12	6	4	2	7	5	5	5	2	9	3	7	5
Total	8	4	2	1	4	3	3	3	1	6	2	5	3
Very satisfied	1	1	1	-	1	1	1	1	-	1	-	1	1
	17%	20%	22%	-%	12%	24%	23%	17%	-%	23%	-%	17%	17%
Fairly satisfied	6	3	2	1	4	2	3	3	1	4	1	3	3
	75%	65%	78%	100%	88%	57%	77%	83%	46%	77%	67%	69%	83%
TOTAL SATISFIED	7	4	2	1	4	3	3	3	1	6	1	4	3
	92%	85%	100%	100%	100%	82%	100%	100%	46%	100%	67%	87%	100%
Neither satisfied nor dissatisfied	1	1	-	-	-	1	-	-	1	-	1	1	-
	8%	15%	-%	-%	-%	18%	-%	-%	54%	-%	33%	13%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 142

SUMMARY TO SHOW COMPETITORS USED TO SEND OR RECEIVE MAIL

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Parcelforce	152	49	46	57	68	84	56	59	36	98	54	101	50
	37%	32%	37%	44%	35%	40%	42%	42%	27%	44%	29%	45%	28%
			a				h	h		j		l	
DHL	102	43	25	34	52	50	40	40	22	63	39	68	34
	25%	28%	20%	26%	26%	24%	30%	29%	16%	28%	21%	30%	19%
							h	h				l	
Yodel	99	36	34	30	44	55	31	46	23	57	43	66	33
	24%	23%	27%	23%	23%	26%	23%	33%	17%	26%	23%	29%	19%
								h				l	
Hermes	91	34	32	25	30	61	33	34	23	54	37	55	36
	22%	22%	26%	19%	15%	29%	25%	24%	17%	24%	20%	24%	20%
						d							
FedEx	69	21	22	25	37	32	28	29	12	46	23	46	23
	17%	14%	18%	19%	19%	15%	21%	20%	9%	21%	12%	20%	13%
							h	h		j			
Citilink	65	25	23	17	35	30	19	29	17	43	22	44	21
	16%	16%	18%	13%	18%	14%	14%	21%	13%	19%	12%	19%	11%
										j		l	
Interlink DPD	54	21	18	15	29	25	20	23	11	31	22	41	13
	13%	14%	14%	11%	15%	12%	15%	16%	8%	14%	12%	18%	7%
								h				l	
UPS	51	22	13	17	25	26	19	20	12	37	14	34	17
	13%	14%	10%	13%	13%	12%	14%	14%	9%	17%	8%	15%	9%
										j			
TNT Express	40	11	15	14	29	11	11	20	9	29	10	29	11
	10%	7%	12%	11%	15%	5%	8%	14%	6%	13%	6%	13%	6%
					e			h		j		l	
Collect+ (Collect Plus)	31	7	12	13	14	17	8	16	7	22	9	22	9
	8%	4%	9%	10%	7%	8%	6%	11%	5%	10%	5%	10%	5%
								h		j			

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 142

SUMMARY TO SHOW COMPETITORS USED TO SEND OR RECEIVE MAIL

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l	
Significance Level: 95%	Total													
	Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
	Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
	Total	407	153	124	130	195	212	133	141	133	223	184	228	179
	TNT Post UK	30	10	14	7	16	15	9	17	4	25	5	24	6
		7%	6%	11%	5%	8%	7%	7%	12%	3%	11%	3%	11%	3%
	Citipost	12	1	6	4	8	4	3	6	2	9	2	7	4
		3%	1%	5%	3%	4%	2%	2%	4%	2%	4%	1%	3%	2%
	None of these	150	54	48	48	78	72	39	46	65	75	74	67	83
		37%	35%	39%	37%	40%	34%	29%	33%	49%	34%	40%	29%	46%
										fg				k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 143

Q16A. SHOWCARD In the last 12 months, have you experienced any of these problems with the Citilink service? (MULTI CODE)

Base : Those who have used Citilink to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 ~c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Lost mail	1 2%	1 4%	- -%	- -%	1 3%	- -%	1 6%	- -%	- -%	1 3%	- -%	1 2%	- -%
Delayed mail	1 1%	1 3%	- -%	- -%	1 2%	* *%	- -%	1 2%	* 1%	1 2%	- -%	1 1%	* 1%
None of these	63 97%	23 92%	23 100%	17 100%	33 95%	30 99%	18 94%	28 97%	17 99%	41 95%	22 100%	42 96%	20 99%
Don't know	* 1%	* 1%	- -%	- -%	* *%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* 1%	* *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 144

Q16B. SHOWCARD In the last 12 months, have you experienced any of these problems with the Citipost service? (MULTI CODE)

Base : Those who have used Citipost to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Delayed mail	1	-	-	1	1	-	1	-	-	1	-	1	-
	7%	-%	-%	19%	10%	-%	25%	-%	-%	8%	-%	11%	-%
None of these	11	1	6	3	7	4	2	6	2	8	2	6	4
	93%	100%	100%	81%	90%	100%	75%	100%	100%	92%	100%	89%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 145

Q16C. SHOWCARD In the last 12 months, have you experienced any of these problems with the Collect+ (Collect Plus) service? (MULTI CODE)

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
None of these	31	7	12	13	14	17	8	16	7	22	9	22	9
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 146

Q16D. SHOWCARD In the last 12 months, have you experienced any of these problems with the DHL service? (MULTI CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Damaged mail	2 2%	2 4%	- -%	- -%	1 2%	1 1%	1 3%	- -%	1 3%	1 2%	1 1%	1 2%	1 2%
Delayed mail	1 1%	- -%	- -%	1 4%	1 1%	1 1%	- -%	1 3%	- -%	1 2%	- -%	1 1%	1 2%
Mis-delivered mail	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
None of these	96 94%	38 89%	25 100%	33 96%	50 96%	46 92%	36 90%	39 97%	21 97%	60 96%	36 91%	66 97%	30 88%
Don't know	3 3%	3 7%	- -%	- -%	- -%	3 6%	3 7%	* *%	- -%	* *%	3 7%	- -%	3 9%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 147

Q16E. SHOWCARD In the last 12 months, have you experienced any of these problems with the FedEx service? (MULTI CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Delayed mail	2	-	2	-	1	1	-	2	-	2	-	2	-
	3%	-%	9%	-%	4%	2%	-%	7%	-%	5%	-%	5%	-%
None of these	66	21	20	25	35	31	28	27	11	44	23	44	23
	96%	100%	89%	100%	95%	97%	100%	92%	97%	95%	98%	95%	98%
Don't know	*	*	*	-	*	*	-	*	*	*	*	-	*
	1%	*%	2%	-%	1%	*%	-%	*%	3%	*%	2%	-%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 148

Q16F. SHOWCARD In the last 12 months, have you experienced any of these problems with the Hermes service? (MULTI CODE)

Base : Those who have used Hermes to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Mis-delivered mail	4	4	-	1	-	4	1	4	-	-	4	1	4
	5%	11%	-%	2%	-%	7%	2%	11%	-%	-%	12%	1%	10%
											i		k
Damaged mail	4	-	1	2	-	4	2	1	1	2	2	3	1
	4%	-%	4%	8%	-%	6%	6%	2%	3%	3%	5%	5%	2%
Lost mail	3	-	2	1	1	2	1	2	-	2	1	3	-
	3%	-%	5%	6%	3%	4%	2%	7%	-%	4%	2%	6%	-%
Delayed mail	2	1	1	*	1	1	2	*	-	1	1	2	*
	2%	3%	3%	*%	3%	2%	5%	*%	-%	2%	3%	3%	*%
None of these	80	29	30	21	29	51	30	28	22	50	30	48	31
	88%	85%	93%	85%	97%	83%	88%	82%	96%	93%	81%	89%	86%
					e								
Don't know	*	*	-	-	-	*	-	-	*	-	*	-	*
	*%	1%	-%	-%	-%	1%	-%	-%	2%	-%	1%	-%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 149

Q16G. SHOWCARD In the last 12 months, have you experienced any of these problems with the Interlink DPD service? (MULTI CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ ~h	ABC1 i	C2DE j	WORKING k	NOT WORKING ~l
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Mis-delivered mail	3 6%	3 16%	- -%	* 1%	3 11%	* 1%	3 17%	- -%	* 1%	* 1%	3 14% i	3 8%	* 1%
Delayed mail	3 5%	1 6%	1 5%	1 5%	1 4%	1 6%	2 10%	1 3%	* 1%	1 4%	1 7%	1 3%	2 12%
Lost mail	1 3%	- -%	- -%	1 10%	- -%	1 6%	- -%	1 6%	- -%	1 5%	- -%	1 4%	- -%
Damaged mail	1 1%	1 3%	- -%	- -%	- -%	1 3%	1 3%	- -%	- -%	- -%	1 3%	- -%	1 5%
None of these	46 86%	17 79%	17 95%	12 84%	24 84%	22 88%	15 74%	21 90%	11 99%	29 91%	18 79%	35 85%	12 88%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 150

Q16H. SHOWCARD In the last 12 months, have you experienced any of these problems with the Parcelforce service? (MULTI CODE)

Base : Those who have used Parcelforce to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Delayed mail	2	1	-	1	*	2	1	-	1	1	1	1	1
	1%	2%	-%	2%	*/%	2%	2%	-%	3%	1%	2%	1%	2%
Damaged mail	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
None of these	148	48	45	55	67	81	54	59	35	96	52	99	49
	98%	98%	99%	97%	99%	97%	97%	99%	97%	99%	96%	98%	98%
Don't know	1	*	1	-	*	*	-	1	*	1	-	1	*
	*/%	*/%	1%	-%	1%	*/%	-%	1%	*/%	1%	-%	1%	*/%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 151

Q16I. SHOWCARD In the last 12 months, have you experienced any of these problems with the TNT Express service? (MULTI CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
Mail that has been tampered with	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	4%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
None of these	39	11	14	14	28	11	11	20	9	29	10	28	11
	99%	100%	96%	100%	98%	100%	100%	97%	100%	98%	100%	98%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 152

Q16J. SHOWCARD In the last 12 months, have you experienced any of these problems with the TNT Post UK service? (MULTI CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
Delayed mail	1	-	1	-	1	-	1	-	-	1	-	1	-
	3%	-%	6%	-%	5%	-%	9%	-%	-%	3%	-%	3%	-%
None of these	30	10	13	7	15	15	8	17	4	25	5	23	6
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	97%	100%	94%	100%	95%	100%	91%	100%	100%	97%	100%	97%	100%

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 153

Q16K. SHOWCARD In the last 12 months, have you experienced any of these problems with the UPS service? (MULTI CODE)

Base : Those who have used UPS to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Delayed mail	4	4	-	-	-	4	-	4	-	4	-	4	-
	7%	17%	-%	-%	-%	14%	-%	18%	-%	10%	-%	11%	-%
Lost mail	1	1	-	-	-	1	-	-	1	1	-	1	-
	1%	3%	-%	-%	-%	2%	-%	-%	5%	2%	-%	2%	-%
None of these	47	18	13	17	25	22	19	16	11	33	14	30	17
	92%	81%	100%	100%	100%	84%	100%	82%	95%	89%	100%	88%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 154

Q16L. SHOWCARD In the last 12 months, have you experienced any of these problems with the Yodel service? (MULTI CODE)

Base : Those who have used Yodel to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Delayed mail	5 5%	1 4%	2 5%	2 6%	3 6%	2 4%	1 4%	2 5%	1 5%	3 6%	2 4%	4 7%	* 1%
Mis-delivered mail	3 3%	1 2%	- -%	2 6%	- -%	3 5%	1 5%	1 1%	1 3%	- -%	3 6%	3 4%	- -%
Lost mail	1 1%	1 2%	- -%	1 2%	1 2%	1 1%	- -%	* *%	1 5%	1 1%	1 1%	1 1%	1 2%
Damaged mail	1 1%	- -%	1 2%	1 2%	- -%	1 2%	1 2%	- -%	1 3%	1 1%	1 1%	1 1%	1 2%
None of these	91 92%	33 92%	31 93%	27 91%	41 92%	51 92%	27 89%	43 93%	21 93%	52 92%	39 92%	60 90%	32 95%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 155

Q17A. SHOWCARD In the last 12 months, have you had cause to complain to Citilink about its services? (SINGLE CODE)

Base : Those who have used Citilink to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 ~c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%		a	b	~c	d	e	~f	g	h	i	j	k	l
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Yes - and made any complaints	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
Yes - but did not make any complaints	1	1	-	-	1	-	-	1	-	1	-	1	-
	1%	2%	-%	-%	2%	-%	-%	2%	-%	1%	-%	1%	-%
No	62	23	22	17	33	29	19	27	16	41	21	42	20
	96%	93%	96%	100%	96%	96%	100%	94%	95%	96%	97%	95%	99%
Don't know	2	1	1	-	1	1	-	1	1	1	1	2	*
	3%	4%	4%	-%	2%	4%	-%	4%	4%	3%	3%	4%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 156

Q17B. SHOWCARD In the last 12 months, have you had cause to complain to Citipost about its services? (SINGLE CODE)

Base : Those who have used Citipost to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Yes - but did not make any complaints	1	-	-	1	1	-	1	-	-	1	-	1	-
	7%	-%	-%	19%	10%	-%	25%	-%	-%	8%	-%	11%	-%
No	11	1	6	3	7	4	2	6	2	8	2	6	4
	93%	100%	100%	81%	90%	100%	75%	100%	100%	92%	100%	89%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 157

Q17C. SHOWCARD In the last 12 months, have you had cause to complain to Collect+ (Collect Plus) about its services? (SINGLE CODE)

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
No	31	7	12	13	14	17	8	16	7	22	9	22	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 158

Q17D. SHOWCARD In the last 12 months, have you had cause to complain to DHL about its services? (SINGLE CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Yes - and made any complaints	2	1	-	1	1	1	-	1	1	1	1	1	1
	2%	1%	-%	4%	1%	2%	-%	3%	3%	2%	1%	1%	3%
Yes - but did not make any complaints	*	-	*	-	-	*	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
No	96	39	24	33	50	46	37	39	20	61	35	66	30
	94%	90%	97%	96%	96%	91%	91%	96%	93%	96%	89%	96%	88%
Don't know	5	4	1	-	1	3	3	*	1	1	4	2	3
	4%	9%	3%	-%	3%	6%	9%	1%	3%	2%	9%	2%	9%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 159

Q17E. SHOWCARD In the last 12 months, have you had cause to complain to FedEx about its services? (SINGLE CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Yes - but did not make any complaints	2	-	2	-	1	1	-	2	-	2	-	2	-
	2%	-%	7%	-%	2%	2%	-%	5%	-%	3%	-%	3%	-%
No	65	20	20	24	34	31	27	27	11	42	23	43	22
	94%	96%	90%	96%	94%	95%	94%	93%	95%	91%	100%	93%	95%
Don't know	3	1	1	1	2	1	2	*	1	3	-	1	1
	4%	4%	3%	4%	4%	3%	6%	1%	5%	6%	-%	3%	5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 160

Q17F. SHOWCARD In the last 12 months, have you had cause to complain to Hermes about its services? (SINGLE CODE)

Base : Those who have used Hermes to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Yes - and made any complaints	5 6%	3 9%	2 5%	1 3%	1 3%	4 7%	2 5%	4 11%	- -%	1 2%	4 12% i	2 4%	3 8%
Yes - but did not make any complaints	2 2%	2 5%	- -%	- -%	- -%	2 3%	1 3%	1 2%	- -%	- -%	2 5%	1 2%	1 2%
No	81 90%	28 82%	30 92%	24 97%	29 97%	52 86%	30 90%	29 84%	23 98%	51 94%	31 83%	49 90%	32 89%
Don't know	2 3%	2 5%	1 3%	- -%	- -%	2 4%	1 3%	1 3%	1 2%	2 4%	- -%	2 4%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 161

Q17G. SHOWCARD In the last 12 months, have you had cause to complain to Interlink DPD about its services? (SINGLE CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Yes - and made any complaints	5 9%	4 19%	- -%	1 5%	4 14%	1 3%	4 19%	1 3%	* 1%	1 3%	4 17%	4 10%	1 6%
Yes - but did not make any complaints	1 2%	* 2%	1 5%	- -%	* 1%	1 3%	1 6%	- -%	- -%	* 1%	1 4%	* 1%	1 6%
No	47 87%	16 75%	17 95%	14 95%	24 82%	23 94%	15 74%	22 96%	10 92%	30 96%	17 76%	35 87%	12 88%
Don't know	1 2%	1 4%	- -%	- -%	1 3%	* *%	- -%	* 1%	1 7%	* *%	1 3%	1 2%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 162

Q17H. SHOWCARD In the last 12 months, have you had cause to complain to Parcelforce about its services? (SINGLE CODE)

Base : Those who have used Parcelforce to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Yes - but did not make any complaints	2	-	-	2	-	2	1	-	1	-	2	1	1
	1%	-%	-%	3%	-%	2%	1%	-%	3%	-%	3%	1%	2%
											i		
No	148	47	45	56	66	82	55	59	34	97	51	99	49
	98%	98%	99%	97%	98%	97%	97%	99%	95%	99%	95%	98%	98%
Don't know	2	1	1	-	1	*	1	*	1	1	1	2	*
	1%	2%	1%	-%	2%	1%	1%	1%	2%	1%	1%	2%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 163

Q171. SHOWCARD In the last 12 months, have you had cause to complain to TNT Express about its services? (SINGLE CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
No	37	10	14	13	27	11	9	20	8	28	10	27	10
	93%	91%	96%	93%	92%	98%	84%	99%	91%	94%	93%	95%	90%
Don't know	3	1	1	1	2	*	2	*	1	2	1	1	1
	7%	9%	4%	7%	8%	2%	16%	1%	9%	6%	7%	5%	10%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 164

Q17J. SHOWCARD In the last 12 months, have you had cause to complain to TNT Post UK about its services? (SINGLE CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
No	30	10	13	7	15	15	8	17	4	25	5	24	6
	98%	100%	95%	100%	96%	100%	93%	100%	100%	98%	100%	97%	100%
Don't know	1	-	1	-	1	-	1	-	-	1	-	1	-
	2%	-%	5%	-%	4%	-%	7%	-%	-%	2%	-%	3%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 165

Q17K. SHOWCARD In the last 12 months, have you had cause to complain to UPS about its services? (SINGLE CODE)

Base : Those who have used UPS to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Yes - and made any complaints	4	4	-	-	-	4	-	4	1	4	-	4	-
	8%	19%	-%	-%	-%	16%	-%	18%	5%	11%	-%	12%	-%
						d							
No	45	17	12	16	24	21	19	16	10	32	13	28	17
	88%	77%	95%	96%	95%	81%	97%	81%	84%	87%	90%	82%	100%
Don't know	2	1	1	1	1	1	1	*	1	1	1	2	-
	4%	4%	5%	4%	5%	3%	3%	1%	11%	2%	10%	6%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 166

Q17L. SHOWCARD In the last 12 months, have you had cause to complain to Yodel about its services? (SINGLE CODE)

Base : Those who have used Yodel to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Yes - and made any complaints	3	2	-	2	1	3	1	1	1	1	3	3	1
	3%	4%	-%	6%	2%	5%	5%	2%	5%	1%	6%	4%	2%
Yes - but did not make any complaints	3	1	1	-	2	1	1	1	*	3	-	2	1
	3%	4%	4%	-%	4%	2%	3%	3%	2%	5%	-%	3%	3%
No	92	32	32	28	42	50	28	43	20	52	40	60	32
	92%	90%	94%	94%	94%	91%	92%	93%	90%	91%	94%	91%	95%
Don't know	2	1	1	-	-	2	-	1	1	2	-	2	-
	2%	2%	2%	-%	-%	3%	-%	2%	3%	3%	-%	2%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 167

Q18A. SHOWCARD Thinking of Citilink's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Fairly dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%
TOTAL DISSATISFIED	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 170

Q18D. SHOWCARD Thinking of DHL's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Very satisfied	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
Fairly dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Very dissatisfied	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
TOTAL DISSATISFIED	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 172

Q18F. SHOWCARD Thinking of Hermes's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Fairly satisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
TOTAL SATISFIED	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
Very dissatisfied	5	3	2	*	1	4	1	4	-	1	4	2	3
	89%	100%	100%	17%	100%	87%	62%	100%	-%	100%	87%	75%	100%
TOTAL DISSATISFIED	5	3	2	*	1	4	1	4	-	1	4	2	3
	89%	100%	100%	17%	100%	87%	62%	100%	-%	100%	87%	75%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 173

Q18G. SHOWCARD Thinking of Interlink DPD's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Significance Level: 95%													
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Very satisfied	1	1	-	-	-	1	1	-	-	-	1	-	1
	14%	17%	-%	-%	-%	100%	17%	-%	-%	-%	17%	-%	86%
Fairly satisfied	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%
TOTAL SATISFIED	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%
Fairly dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Very dissatisfied	3	3	-	-	3	-	3	-	-	-	3	3	-
	68%	81%	-%	-%	79%	-%	83%	-%	-%	-%	83%	81%	-%
TOTAL DISSATISFIED	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 177

Q18K. SHOWCARD Thinking of UPS's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Very satisfied	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Neither satisfied nor dissatisfied	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 178

Q18L. SHOWCARD Thinking of Yodel's response to your complaint, how satisfied were you with the response to your complaint? (SINGLE CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very satisfied	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
TOTAL SATISFIED	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
Fairly dissatisfied	1	1	-	1	1	1	-	1	1	1	1	1	1
	33%	38%	-%	30%	83%	21%	-%	70%	48%	71%	22%	20%	100%
Very dissatisfied	2	1	-	1	*	2	1	*	1	*	2	2	-
	63%	62%	-%	63%	17%	75%	100%	14%	52%	14%	78%	76%	-%
TOTAL DISSATISFIED	3	2	-	2	1	3	1	1	1	1	3	3	1
	96%	100%	-%	93%	100%	95%	100%	84%	100%	85%	100%	96%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 179

Q19A. SHOWCARD And thinking again of Citilink's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Neither satisfied nor dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 182

Q19D. SHOWCARD And thinking again of DHL's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Very satisfied	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%
Neither satisfied nor dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Very dissatisfied	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
TOTAL DISSATISFIED	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 184

Q19F. SHOWCARD And thinking again of Hermes's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Fairly satisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
TOTAL SATISFIED	1	-	-	1	-	1	1	-	-	-	1	1	-
	11%	-%	-%	83%	-%	13%	38%	-%	-%	-%	13%	25%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	*	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	2%	-%	3%	-%	11%	-%	4%	-%
Very dissatisfied	5	3	2	*	1	4	1	4	-	1	4	2	3
	87%	100%	94%	17%	100%	85%	62%	97%	-%	89%	87%	71%	100%
TOTAL DISSATISFIED	5	3	2	*	1	4	1	4	-	1	4	2	3
	87%	100%	94%	17%	100%	85%	62%	97%	-%	89%	87%	71%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 185

Q19G. SHOWCARD And thinking again of Interlink DPD's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Neither satisfied nor dissatisfied	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Fairly dissatisfied	3	3	-	-	3	-	3	-	-	-	3	3	-
	68%	81%	-%	-%	79%	-%	83%	-%	-%	-%	83%	81%	-%
Very dissatisfied	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%
TOTAL DISSATISFIED	4	4	-	-	3	1	4	-	*	*	4	3	1
	84%	100%	-%	-%	82%	100%	100%	-%	100%	12%	100%	81%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 189

Q19K. SHOWCARD And thinking again of UPS's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Fairly satisfied	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
TOTAL SATISFIED	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Very dissatisfied	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
TOTAL DISSATISFIED	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 190

Q19L. SHOWCARD And thinking again of Yodel's response to your complaint, how satisfied were you with the time taken to resolve your complaint? (SINGLE CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very satisfied	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
TOTAL SATISFIED	*	-	-	*	-	*	-	*	-	*	-	*	-
	4%	-%	-%	7%	-%	5%	-%	16%	-%	15%	-%	4%	-%
Fairly dissatisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	17%	-%	-%	30%	-%	21%	41%	-%	-%	-%	22%	20%	-%
Very dissatisfied	3	2	-	1	1	2	1	1	1	1	2	2	1
	80%	100%	-%	63%	100%	74%	59%	84%	100%	85%	78%	75%	100%
TOTAL DISSATISFIED	3	2	-	2	1	3	1	1	1	1	3	3	1
	96%	100%	-%	93%	100%	95%	100%	84%	100%	85%	100%	96%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 191

Q110A. SHOWCARD Who did you complain to about Citilink? (MULTI CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
The courier/ delivery person working for the delivery company	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 194

Q110D. SHOWCARD Who did you complain to about DHL? (MULTI CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
By phone/ email to the delivery company	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%
Somewhere else	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 196

Q110F. SHOWCARD Who did you complain to about Hermes? (MULTI CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
By phone/ email to the delivery company	4	3	1	1	-	4	1	4	-	*	4	1	3
	82%	100%	52%	83%	-%	100%	38%	100%	-%	11%	97%	64%	96%
The courier/ delivery person working for the delivery company	*	-	-	*	*	-	*	-	-	-	*	-	*
	2%	-%	-%	17%	12%	-%	8%	-%	-%	-%	3%	-%	4%
Somewhere else	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 197

Q110G. SHOWCARD Who did you complain to about Interlink DPD? (MULTI CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
By phone/ email to the delivery company	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%
Somewhere else	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 201

Q110K. SHOWCARD Who did you complain to about UPS? (MULTI CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
The courier/ delivery person working for the delivery company	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
Somewhere else	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 202

Q110L. SHOWCARD Who did you complain to about Yodel? (MULTI CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
By phone/ email to the delivery company	3	1	-	1	1	2	1	1	1	1	2	2	1
	75%	93%	-%	60%	83%	73%	100%	70%	48%	71%	76%	70%	100%
The courier/ delivery person working for the delivery company	1	-	-	1	-	1	-	*	1	*	1	1	-
	22%	-%	-%	40%	-%	27%	-%	16%	52%	15%	24%	26%	-%
By phone/ email to Royal Mail	*	*	-	-	*	-	-	*	-	*	-	*	-
	3%	7%	-%	-%	17%	-%	-%	14%	-%	14%	-%	4%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 203

Q12A. SHOWCARD How did you make the complaint about Citilink? (MULTI CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
In person	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 206

Q12D. SHOWCARD How did you make the complaint about DHL? (MULTI CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
By phone	1	-	-	1	1	1	-	1	-	1	-	1	1
	69%	-%	-%	100%	100%	48%	-%	100%	-%	100%	-%	100%	48%
By email	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 208

Q12F. SHOWCARD How did you make the complaint about Hermes? (MULTI CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
By phone	4	3	1	1	*	4	1	4	-	-	4	1	3
	83%	100%	46%	100%	12%	98%	46%	97%	-%	-%	100%	60%	100%
Via social media (Facebook, Twitter etc.)	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%
By email	*	-	*	-	-	*	-	*	-	*	-	*	-
	2%	-%	6%	-%	-%	2%	-%	3%	-%	11%	-%	4%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 209

Q12G. SHOWCARD How did you make the complaint about Interlink DPD? (MULTI CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
By phone	5	4	-	1	4	1	4	1	*	1	4	4	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Another way	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 213

Q12K. SHOWCARD How did you make the complaint about UPS? (MULTI CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
By phone	4	4	-	-	-	4	-	4	1	4	-	4	-
	100%	100%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 214

Q12L. SHOWCARD How did you make the complaint about Yodel? (MULTI CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
By phone	3	1	-	2	1	3	1	1	1	1	3	3	1
	97%	93%	-%	100%	83%	100%	100%	86%	100%	86%	100%	96%	100%
By email	1	*	-	1	*	1	-	1	-	*	1	1	-
	24%	7%	-%	37%	17%	25%	-%	100%	-%	29%	22%	28%	-%
By letter	*	*	-	-	*	-	-	*	-	*	-	*	-
	3%	7%	-%	-%	17%	-%	-%	14%	-%	14%	-%	4%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 215

Q113A. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
From asking someone who works for the company in person	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 218

Q113D. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
On the company's website	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Another way	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
Don't know	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 220

Q13F. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
On the company's website	5	3	1	1	*	4	1	4	-	*	4	1	3
	85%	100%	52%	100%	12%	100%	46%	100%	-%	11%	100%	64%	100%
Another way	1	-	1	-	1	-	1	-	-	1	-	1	-
	15%	-%	48%	-%	88%	-%	54%	-%	-%	89%	-%	36%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 221

Q113G. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
From asking someone who works for the company in person	4	3	-	1	4	-	3	1	-	1	3	4	-
	84%	81%	-%	100%	97%	-%	83%	100%	-%	88%	83%	100%	-%
On the company's website	1	1	-	-	*	1	1	-	*	*	1	-	1
	16%	19%	-%	-%	3%	100%	17%	-%	100%	12%	17%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 225

Q113K. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
On the company's website	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%
Another way	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 226

Q13L. Where did you find information about how to make a complaint, or did you not need this information? (MULTI CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
On the company's website	2	1	-	1	*	2	1	1	-	*	1	2	-
	48%	62%	-%	37%	17%	56%	59%	100%	-%	29%	54%	58%	-%
From speaking with someone who works for the company on the phone	1	1	-	-	1	-	-	-	1	1	-	-	1
	17%	38%	-%	-%	83%	-%	-%	-%	48%	71%	-%	-%	100%
Another way	1	-	-	1	-	1	1	-	1	-	1	1	-
	35%	-%	-%	63%	-%	44%	41%	-%	52%	-%	46%	42%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 227

Q114A. SHOWCARD How easy or difficult did you find it to make a complaint about Citilink? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
Very easy	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 230

Q114D. SHOWCARD How easy or difficult did you find it to make a complaint about DHL? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
Fairly easy	1	-	-	1	1	-	-	1	-	1	-	1	-
	41%	-%	-%	59%	100%	-%	-%	59%	-%	59%	-%	100%	-%
Neither easy nor difficult	1	-	-	1	-	1	-	1	-	1	-	-	1
	29%	-%	-%	41%	-%	48%	-%	41%	-%	41%	-%	-%	48%
Don't know	1	1	-	-	-	1	-	-	1	-	1	-	1
	31%	100%	-%	-%	-%	52%	-%	-%	100%	-%	100%	-%	52%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 232

Q14F. SHOWCARD How easy or difficult did you find it to make a complaint about Hermes? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	6	1	3	2	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	1	4	2	4	-	1	4	2	3
Very easy	4	3	*	1	-	4	1	3	-	*	3	1	3
	68%	100%	6%	83%	-%	82%	38%	79%	-%	11%	79%	29%	96%
Fairly easy	*	-	-	*	*	-	*	-	-	-	*	-	*
	2%	-%	-%	17%	12%	-%	8%	-%	-%	-%	3%	-%	4%
Very difficult	2	-	2	-	1	1	1	1	-	1	1	2	-
	30%	-%	94%	-%	88%	18%	54%	21%	-%	89%	18%	71%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 233

Q114G. SHOWCARD How easy or difficult did you find it to make a complaint about Interlink DPD? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Very easy	4	4	-	-	3	1	4	-	-	-	4	3	1
	82%	97%	-%	-%	79%	100%	100%	-%	-%	-%	100%	81%	86%
Fairly easy	1	-	-	1	1	-	-	1	-	1	-	1	-
	16%	-%	-%	100%	18%	-%	-%	100%	-%	88%	-%	19%	-%
Very difficult	*	*	-	-	*	-	-	-	*	*	-	-	*
	2%	3%	-%	-%	3%	-%	-%	-%	100%	12%	-%	-%	14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 237

Q114K. SHOWCARD How easy or difficult did you find it to make a complaint about UPS? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	4	-	-	-	4	-	4	1	4	-	4	-
Very easy	1	1	-	-	-	1	-	-	1	1	-	1	-
	14%	14%	-%	-%	-%	14%	-%	-%	100%	14%	-%	14%	-%
Fairly difficult	4	4	-	-	-	4	-	4	-	4	-	4	-
	86%	86%	-%	-%	-%	86%	-%	100%	-%	86%	-%	86%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 238

Q114L. SHOWCARD How easy or difficult did you find it to make a complaint about Yodel? (SINGLE CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
Very easy	1 20%	- -%	- -%	1 37%	- -%	1 26%	1 41%	* 16%	- -%	* 15%	1 22%	1 25%	- -%
Fairly easy	1 20%	1 45%	- -%	- -%	1 100%	- -%	- -%	* 14%	1 48%	1 85%	- -%	* 4%	1 100%
Neither easy nor difficult	1 35%	- -%	- -%	1 63%	- -%	1 43%	- -%	1 70%	1 52%	- -%	1 46%	1 42%	- -%
Very difficult	1 25%	1 55%	- -%	- -%	- -%	1 31%	1 59%	- -%	- -%	- -%	1 32%	1 30%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 244

Q115F. Please tell me what was difficult about making the complaint about Hermes? (MULTI CODE)

Base : All who found it difficult to make a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	-	2	-	1	1	1	1	-	1	1	2	-
Effective Weighted Sample	2	-	2	-	1	1	1	1	-	1	1	2	-
Total	2	-	2	-	1	1	1	1	-	1	1	2	-
Something else	2	-	2	-	1	1	1	1	-	1	1	2	-
	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 245

Q115G. Please tell me what was difficult about making the complaint about Interlink DPD? (MULTI CODE)

Base : All who found it difficult to make a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	1	-	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	1	-	-	-	1	1	-	-	1
Total	*	*	-	-	*	-	-	-	*	*	-	-	*
Getting through to the right person to speak with	*	*	-	-	*	-	-	-	*	*	-	-	*
Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l	100%	100%	-%	-%	100%	-%	-%	-%	100%	100%	-%	-%	100%

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 249

Q115K. Please tell me what was difficult about making the complaint about UPS? (MULTI CODE)

Base : All who found it difficult to make a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	-	1	-	1	-	1	-
Effective Weighted Sample	1	1	-	-	-	1	-	1	-	1	-	1	-
Total	4	4	-	-	-	4	-	4	-	4	-	4	-
Getting through to the right person to speak with	4	4	-	-	-	4	-	4	-	4	-	4	-
	100%	100%	-	-	-	100%	-	100%	-	100%	-	100%	-

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 250

Q115L. Please tell me what was difficult about making the complaint about Yodel? (MULTI CODE)

Base : All who found it difficult to make a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	-	1	1	-	-	-	1	1	-
Effective Weighted Sample	1	1	-	-	-	1	1	-	-	-	1	1	-
Total	1	1	-	-	-	1	1	-	-	-	1	1	-
Getting through to the right person to speak with	1	1	-	-	-	1	1	-	-	-	1	1	-
	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 251

Q16A. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Citilink? (SINGLE CODE)

Base : All who have made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	Total	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%													
Unweighted total	1	1	-	-	-	1	-	-	1	1	-	-	1
Effective Weighted Sample	1	1	-	-	-	1	-	-	1	1	-	-	1
Total	*	*	-	-	-	*	-	-	*	*	-	-	*
No, was not made aware of POSTRS	*	*	-	-	-	*	-	-	*	*	-	-	*
	100%	100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 254

Q16D. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about DHL? (SINGLE CODE)

Base : All who have made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l	
Significance Level: 95%													
Unweighted total	3	1	-	2	1	2	-	2	1	2	1	1	2
Effective Weighted Sample	3	1	-	2	1	2	-	2	1	2	1	1	2
Total	2	1	-	1	1	1	-	1	1	1	1	1	1
No, was not made aware of POSTRS	2	1	-	1	1	1	-	1	1	1	1	1	1
	100%	100%	-%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 256

Q116F. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Hermes? (SINGLE CODE)

Base : All who have made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%												
Unweighted total	6	1	3	2	4	3	3	-	2	4	4	2
Effective Weighted Sample	3	1	2	1	2	2	2	-	1	2	3	1
Total	5	3	2	1	4	2	4	-	1	4	2	3
No, was not made aware of POSTRS	5	3	2	1	4	2	4	-	1	4	2	3
	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 257

Q116G. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Interlink DPD? (SINGLE CODE)

Base : All who have made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l	
Significance Level: 95%													
Unweighted total	4	3	-	1	3	1	2	1	1	2	2	2	2
Effective Weighted Sample	2	1	-	1	2	1	1	1	1	1	1	1	1
Total	5	4	-	1	4	1	4	1	*	1	4	4	1
Yes, was made aware of POSTRS	1	1	-	-	-	1	1	-	-	-	1	-	1
	14%	17%	-%	-%	-%	100%	17%	-%	-%	-%	17%	-%	86%
No, was not made aware of POSTRS	4	3	-	1	4	-	3	1	*	1	3	4	*
	86%	83%	-%	100%	100%	-%	83%	100%	100%	100%	83%	100%	14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 261

Q16K. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about UPS? (SINGLE CODE)

Base : All who have made a complaint to UPS about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l
Significance Level: 95%												
Unweighted total	2	-	-	-	2	-	1	1	2	-	2	-
Effective Weighted Sample	1	-	-	-	1	-	1	1	1	-	1	-
Total	4	-	-	-	4	-	4	1	4	-	4	-
No, was not made aware of POSTRS	4	-	-	-	4	-	4	1	4	-	4	-
	100%	-%	-%	-%	100%	-%	100%	100%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 262

Q16L. There is an independent body called POSTRS. Dissatisfied customers with unresolved complaints against some postal operators can be referred to POSTRS. Were you made aware of POSTRS when you made a complaint about Yodel? (SINGLE CODE)

Base : All who have made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
	JAN 2015 ~a	FEB 2015 ~b	MAR 2015 ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ABC1 ~i	C2DE ~j	WORKING ~k	NOT WORKING ~l	
Significance Level: 95%													
Unweighted total	7	3	-	4	2	5	2	3	2	3	4	6	1
Effective Weighted Sample	6	2	-	3	1	4	2	2	2	2	4	5	1
Total	3	2	-	2	1	3	1	1	1	1	3	3	1
No, was not made aware of POSTRS	3	2	-	2	1	3	1	1	1	1	3	3	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 263

Q16A. Why didn't you make a complaint about Citilink? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Citilink about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	1	-	-	1	-	-	1	-	1	-	1	-
Effective Weighted Sample	1	1	-	-	1	-	-	1	-	1	-	1	-
Total	1	1	-	-	1	-	-	1	-	1	-	1	-
Not a major issue	1	1	-	-	1	-	-	1	-	1	-	1	-
	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 264

Q116B. Why didn't you make a complaint about Citipost? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Citipost about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	-	-	1	1	-	1	-	-	1	-	1	-
Effective Weighted Sample	1	-	-	1	1	-	1	-	-	1	-	1	-
Total	1	-	-	1	1	-	1	-	-	1	-	1	-
The problem was sorted out without needing to complain	1	-	-	1	1	-	1	-	-	1	-	1	-
	100%	-%	-%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 266

Q116D. Why didn't you make a complaint about DHL? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to DHL about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	1	-	1	-	-	1	-	-	1	1	-	1	-
Effective Weighted Sample	1	-	1	-	-	1	-	-	1	1	-	1	-
Total	*	-	*	-	-	*	-	-	*	*	-	*	-
Don't know	*	-	*	-	-	*	-	-	*	*	-	*	-
	100%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 267

Q116E. Why didn't you make a complaint about FedEx? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to FedEx about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	-	2	-	1	1	-	2	-	2	-	2	-
Effective Weighted Sample	2	-	2	-	1	1	-	2	-	2	-	2	-
Total	2	-	2	-	1	1	-	2	-	2	-	2	-
The problem was sorted out without needing to complain	1	-	1	-	-	1	-	1	-	1	-	1	-
	51%	-%	51%	-%	-%	100%	-%	51%	-%	51%	-%	51%	-%
Not worth the hassle	1	-	1	-	1	-	-	1	-	1	-	1	-
	49%	-%	49%	-%	100%	-%	-%	49%	-%	49%	-%	49%	-%
Not a major issue	1	-	1	-	1	-	-	1	-	1	-	1	-
	49%	-%	49%	-%	100%	-%	-%	49%	-%	49%	-%	49%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 268

Q116F. Why didn't you make a complaint about Hermes? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Hermes about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	2	-	-	-	2	1	1	-	-	2	1	1
Effective Weighted Sample	2	2	-	-	-	2	1	1	-	-	2	1	1
Total	2	2	-	-	-	2	1	1	-	-	2	1	1
Didn't have the time	1	1	-	-	-	1	1	-	-	-	1	1	-
	50%	50%	-%	-%	-%	50%	100%	-%	-%	-%	50%	100%	-%
Not a major issue	1	1	-	-	-	1	-	1	-	-	1	-	1
	50%	50%	-%	-%	-%	50%	-%	100%	-%	-%	50%	-%	100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 269

Q116G. Why didn't you make a complaint about Interlink DPD? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Interlink DPD about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	1	1	-	1	1	2	-	-	1	1	1	1
Effective Weighted Sample	2	1	1	-	1	1	2	-	-	1	1	1	1
Total	1	*	1	-	*	1	1	-	-	*	1	*	1
The problem was sorted out without needing to complain	1	-	1	-	-	1	1	-	-	-	1	-	1
	66%	-%	100%	-%	-%	100%	66%	-%	-%	-%	100%	-%	100%
Didn't have the time	*	*	-	-	*	-	*	-	-	*	-	*	-
	34%	100%	-%	-%	100%	-%	34%	-%	-%	100%	-%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 270

Q116H. Why didn't you make a complaint about Parcelforce? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Parcelforce about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	-	-	2	-	2	1	-	1	-	2	1	1
Effective Weighted Sample	2	-	-	2	-	2	1	-	1	-	2	1	1
Total	2	-	-	2	-	2	1	-	1	-	2	1	1
Didn't have the time	1	-	-	1	-	1	-	-	1	-	1	-	1
	55%	-%	-%	55%	-%	55%	-%	-%	100%	-%	55%	-%	100%
Not worth the hassle	1	-	-	1	-	1	1	-	-	-	1	1	-
	45%	-%	-%	45%	-%	45%	100%	-%	-%	-%	45%	100%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 274

Q116L. Why didn't you make a complaint about Yodel? (MULTI CODE)

Base : All who have had cause to but have not made a complaint to Yodel about its services in the last 12 months (ADDED Q1 2015)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	5	3	2	-	3	2	2	2	1	5	-	3	2
Effective Weighted Sample	5	3	2	-	3	2	2	2	1	5	-	3	2
Total	3	1	1	-	2	1	1	1	*	3	-	2	1
Not a major issue	1	1	1	-	1	-	-	1	-	1	-	1	-
	49%	41%	57%	-%	75%	-%	-%	100%	-%	49%	-%	75%	-%
Not worth the hassle	1	-	1	-	1	1	1	1	-	1	-	1	1
	48%	-%	100%	-%	43%	58%	56%	57%	-%	48%	-%	43%	58%
Didn't have the time	*	*	-	-	*	-	*	-	-	*	-	*	-
	16%	30%	-%	-%	25%	-%	44%	-%	-%	16%	-%	25%	-%
The problem was sorted out without needing to complain	*	*	-	-	-	*	-	-	*	*	-	-	*
	15%	29%	-%	-%	-%	42%	-%	-%	100%	15%	-%	-%	42%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 275

Q11A. SHOWCARD Thinking of your experience of using Citilink to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Citilink to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	~c	d	e	~f	g	h	i	j	k	l
Unweighted total	118	49	40	29	64	54	27	57	34	82	36	76	42
Effective Weighted Sample	90	36	32	22	50	40	22	43	27	59	31	57	34
Total	65	25	23	17	35	30	19	29	17	43	22	44	21
Very satisfied	34	11	11	12	17	16	10	13	11	20	14	20	13
	52%	44%	47%	69%	50%	54%	52%	44%	66%	47%	62%	46%	65%
Fairly satisfied	19	6	9	4	9	10	6	10	3	12	7	16	3
	29%	23%	41%	23%	26%	33%	31%	36%	16%	28%	33%	35%	17%
TOTAL SATISFIED	53	17	20	16	26	26	16	23	14	32	21	36	17
	81%	68%	88%	92%	76%	87%	83%	80%	82%	74%	95%	81%	82%
										i			
Neither satisfied nor dissatisfied	7	5	2	-	6	2	3	3	1	7	-	5	2
	11%	21%	10%	-%	16%	6%	16%	11%	6%	17%	-%	12%	9%
										j			
Fairly dissatisfied	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
TOTAL DISSATISFIED	*	*	-	-	-	*	-	-	*	*	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	1%
Don't know	5	3	1	1	3	2	*	3	2	4	1	3	2
	7%	11%	2%	8%	8%	6%	1%	9%	11%	8%	5%	7%	8%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 276

Q111B. SHOWCARD Thinking of your experience of using Citipost to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Citipost to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	21	3	11	7	14	7	4	13	4	17	4	13	8
Effective Weighted Sample	18	1	10	6	11	6	4	10	4	15	3	10	7
Total	12	1	6	4	8	4	3	6	2	9	2	7	4
Very satisfied	5	*	2	3	3	1	1	3	1	5	*	2	2
	40%	9%	29%	68%	42%	37%	21%	53%	32%	50%	5%	34%	51%
Fairly satisfied	5	-	4	1	2	3	1	2	2	4	1	3	2
	43%	-%	59%	32%	32%	63%	44%	33%	68%	40%	53%	39%	49%
TOTAL SATISFIED	10	*	5	4	6	4	2	5	2	8	1	5	4
	83%	9%	87%	100%	74%	100%	65%	85%	100%	90%	58%	73%	100%
Neither satisfied nor dissatisfied	2	1	1	-	2	-	1	1	-	1	1	2	-
	16%	82%	13%	-%	24%	-%	35%	13%	-%	9%	42%	26%	-%
Don't know	*	*	-	-	*	-	-	*	-	*	-	*	-
	1%	9%	-%	-%	1%	-%	-%	2%	-%	1%	-%	2%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 277

Q11C. SHOWCARD Thinking of your experience of using Collect+ (Collect Plus) to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Collect+ (Collect Plus) to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	49	13	17	19	23	26	12	24	13	35	14	32	17
Effective Weighted Sample	39	9	15	16	18	21	10	19	10	28	12	26	14
Total	31	7	12	13	14	17	8	16	7	22	9	22	9
Very satisfied	20	3	8	8	9	11	5	12	3	12	8	13	6
	64%	46%	70%	67%	67%	61%	64%	73%	41%	53%	91%	62%	68%
Fairly satisfied	7	2	3	3	3	5	2	2	3	7	1	5	2
	24%	35%	22%	20%	20%	28%	24%	14%	47%	31%	7%	25%	23%
TOTAL SATISFIED	27	5	11	11	12	15	7	14	6	19	8	19	8
	88%	81%	92%	87%	87%	89%	88%	87%	88%	84%	97%	86%	91%
Neither satisfied nor dissatisfied	2	-	1	1	1	1	-	1	1	2	-	1	1
	5%	-%	7%	6%	6%	4%	-%	5%	10%	7%	-%	4%	8%
Don't know	2	1	*	1	1	1	1	1	*	2	*	2	*
	7%	19%	1%	7%	8%	7%	12%	8%	1%	9%	3%	10%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 278

Q111D. SHOWCARD Thinking of your experience of using DHL to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used DHL to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	156	60	41	55	77	79	48	68	40	109	47	103	53
Effective Weighted Sample	106	34	35	44	50	56	31	52	31	85	29	73	33
Total	102	43	25	34	52	50	40	40	22	63	39	68	34
Very satisfied	58	22	13	22	33	25	24	23	11	32	26	40	17
	56%	51%	53%	66%	63%	50%	59%	56%	51%	51%	65%	59%	52%
Fairly satisfied	25	12	9	4	12	13	10	9	6	20	5	18	7
	24%	27%	36%	13%	23%	26%	25%	23%	26%	31%	13%	26%	22%
			c										
TOTAL SATISFIED	83	34	22	27	44	38	34	32	17	52	31	58	25
	81%	78%	88%	78%	86%	76%	84%	80%	77%	82%	79%	85%	73%
Neither satisfied nor dissatisfied	9	3	3	3	4	4	2	4	3	6	2	5	3
	8%	7%	11%	8%	9%	8%	4%	11%	12%	10%	6%	8%	9%
Fairly dissatisfied	1	1	-	1	-	1	-	1	1	1	1	-	1
	1%	1%	-%	2%	-%	2%	-%	1%	3%	1%	1%	-%	3%
TOTAL DISSATISFIED	1	1	-	1	-	1	-	1	1	1	1	-	1
	1%	1%	-%	2%	-%	2%	-%	1%	3%	1%	1%	-%	3%
Don't know	10	6	*	4	3	7	5	3	2	4	6	5	5
	10%	13%	1%	12%	6%	14%	12%	8%	8%	7%	14%	8%	14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 279

Q11E. SHOWCARD Thinking of your experience of using FedEx to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used FedEx to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	~h	i	j	k	l
Unweighted total	110	37	34	39	60	50	34	51	25	80	30	75	35
Effective Weighted Sample	74	17	29	31	41	33	23	39	18	61	18	59	19
Total	69	21	22	25	37	32	28	29	12	46	23	46	23
Very satisfied	34	7	9	18	18	16	16	13	4	24	10	21	12
	49%	33%	39%	71%	49%	48%	56%	47%	36%	51%	43%	46%	54%
Fairly satisfied	23	9	11	4	13	11	8	11	4	15	8	15	9
	34%	40%	50%	14%	34%	33%	29%	37%	38%	34%	34%	32%	38%
			c										
TOTAL SATISFIED	57	16	20	21	31	26	24	24	9	39	18	36	21
	83%	73%	89%	85%	84%	81%	85%	84%	74%	85%	78%	78%	92%
Neither satisfied nor dissatisfied	6	4	2	1	3	3	2	2	2	3	3	6	-
	9%	17%	8%	5%	8%	11%	7%	7%	19%	7%	14%	14%	-%
Fairly dissatisfied	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	3%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
TOTAL DISSATISFIED	1	-	1	-	1	-	-	1	-	1	-	1	-
	1%	-%	3%	-%	2%	-%	-%	3%	-%	2%	-%	2%	-%
Don't know	5	2	-	3	2	2	2	2	1	3	2	3	2
	7%	10%	-%	11%	6%	8%	8%	6%	7%	6%	8%	6%	8%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 280

Q11F. SHOWCARD Thinking of your experience of using Hermes to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Hermes to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	135	52	47	36	50	85	45	48	42	87	48	80	55
Effective Weighted Sample	97	31	38	29	38	60	32	34	34	67	32	62	35
Total	91	34	32	25	30	61	33	34	23	54	37	55	36
Very satisfied	50 55%	13 38%	19 60%	18 73%	20 65%	31 51%	18 55%	18 54%	14 59%	31 57%	20 53%	34 62%	17 46%
			a										
Fairly satisfied	22 24%	10 31%	9 29%	2 8%	7 23%	15 24%	9 28%	7 19%	6 26%	13 23%	9 25%	11 20%	11 30%
		c	c										
TOTAL SATISFIED	72 79%	24 69%	29 90%	20 81%	27 88%	46 75%	28 82%	25 73%	20 84%	44 81%	29 78%	44 81%	28 77%
			a										
Neither satisfied nor dissatisfied	9 10%	5 16%	2 5%	2 9%	2 8%	7 11%	4 12%	2 7%	3 12%	6 12%	3 7%	6 10%	4 10%
Fairly dissatisfied	1 1%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	1 2%
Very dissatisfied	5 5%	3 9%	2 5%	* *%	1 3%	4 6%	1 3%	4 11%	- -%	1 2%	4 10%	2 3%	3 8%
TOTAL DISSATISFIED	6 6%	4 11%	2 5%	* *%	1 3%	5 8%	1 3%	4 11%	1 3%	1 2%	5 12%	2 3%	4 10%
										i			
Don't know	4 4%	2 5%	- -%	2 10%	* 1%	4 6%	1 3%	3 8%	* *%	3 6%	1 3%	3 5%	1 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 281

Q11G. SHOWCARD Thinking of your experience of using Interlink DPD to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Interlink DPD to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	j	k	~l
Unweighted total	83	34	24	25	45	38	28	34	21	52	31	59	24
Effective Weighted Sample	58	19	22	19	29	30	18	28	14	40	20	41	18
Total	54	21	18	15	29	25	20	23	11	31	22	41	13
Very satisfied	32	10	12	11	18	14	11	13	8	20	12	22	10
	60%	45%	67%	74%	63%	57%	54%	58%	74%	65%	54%	54%	79%
Fairly satisfied	11	5	5	*	5	6	4	4	2	6	4	9	2
	20%	25%	28%	2%	17%	23%	22%	19%	18%	20%	19%	21%	14%
TOTAL SATISFIED	43	15	17	11	23	20	15	18	10	27	16	31	12
	80%	70%	95%	75%	79%	80%	76%	77%	91%	85%	73%	75%	93%
Neither satisfied nor dissatisfied	3	1	1	1	2	1	1	2	-	2	1	2	1
	5%	3%	4%	9%	5%	5%	3%	9%	-%	5%	5%	5%	5%
Very dissatisfied	3	3	-	-	3	-	3	-	*	*	3	3	*
	6%	16%	-%	-%	11%	-%	16%	-%	1%	14%	14%	8%	1%
TOTAL DISSATISFIED	3	3	-	-	3	-	3	-	*	*	3	3	*
	6%	16%	-%	-%	11%	-%	16%	-%	1%	14%	14%	8%	1%
Don't know	5	2	*	2	1	4	1	3	1	3	2	5	*
	9%	11%	1%	16%	4%	15%	5%	13%	8%	10%	8%	12%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 282

Q111H. SHOWCARD Thinking of your experience of using Parcelforce to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Parcelforce to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	249	86	76	87	111	138	76	103	70	169	80	158	91
Effective Weighted Sample	183	52	57	74	77	106	56	79	52	129	56	112	74
Total	152	49	46	57	68	84	56	59	36	98	54	101	50
Very satisfied	95	27	24	43	40	55	39	34	22	58	37	63	32
	63%	57%	52%	76%	59%	66%	70%	57%	60%	59%	68%	62%	63%
				ab									
Fairly satisfied	39	14	18	6	20	19	11	20	9	28	11	26	13
	26%	29%	40%	11%	29%	23%	19%	33%	24%	29%	20%	26%	26%
		c	c										
TOTAL SATISFIED	134	42	42	50	59	75	50	53	30	86	47	89	45
	88%	86%	93%	87%	88%	89%	89%	90%	84%	88%	88%	88%	89%
Neither satisfied nor dissatisfied	8	4	2	2	5	4	2	2	4	6	3	5	4
	6%	8%	5%	4%	7%	5%	4%	4%	11%	6%	5%	5%	7%
Very dissatisfied	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
TOTAL DISSATISFIED	1	-	-	1	-	1	1	-	-	-	1	1	-
	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%
Don't know	8	3	1	4	4	5	3	4	2	5	3	7	2
	6%	6%	2%	7%	6%	6%	5%	7%	5%	6%	6%	6%	4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 283

Q111. SHOWCARD Thinking of your experience of using TNT Express to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used TNT Express to send mail or receive mail

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	~a	~b	~c	d	~e	~f	g	~h	i	~j	k	~l
Unweighted total	72	26	26	20	49	23	17	37	18	54	18	48	24
Effective Weighted Sample	55	17	22	17	40	16	14	28	14	40	15	38	18
Total	40	11	15	14	29	11	11	20	9	29	10	29	11
Very satisfied	20	4	5	10	15	4	6	9	4	15	4	12	7
	49%	35%	37%	74%	53%	39%	54%	47%	50%	52%	42%	43%	64%
Fairly satisfied	12	3	6	4	8	4	3	6	3	8	4	9	3
	30%	23%	38%	26%	28%	35%	30%	29%	32%	29%	34%	32%	24%
TOTAL SATISFIED	31	6	11	14	24	8	9	15	7	24	8	22	10
	79%	58%	75%	100%	81%	74%	84%	75%	82%	80%	76%	76%	89%
Neither satisfied nor dissatisfied	6	2	4	-	4	1	2	3	1	4	2	5	1
	14%	20%	24%	-%	15%	13%	15%	17%	8%	14%	16%	16%	11%
Don't know	3	2	*	-	1	1	*	2	1	2	1	2	*
	6%	22%	1%	-%	4%	12%	1%	8%	10%	6%	8%	8%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 284

Q11J. SHOWCARD Thinking of your experience of using TNT Post UK to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used TNT Post UK to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	i	~j	k	~l
Unweighted total	44	16	19	9	25	19	12	24	8	37	7	34	10
Effective Weighted Sample	39	13	18	9	21	18	12	21	6	33	7	30	9
Total	30	10	14	7	16	15	9	17	4	25	5	24	6
Very satisfied	12	1	6	5	7	5	3	6	2	10	2	9	3
	39%	10%	43%	72%	43%	35%	39%	35%	55%	40%	35%	37%	48%
Fairly satisfied	14	7	6	2	7	8	6	7	2	11	3	11	3
	47%	69%	42%	28%	43%	52%	61%	41%	42%	44%	65%	46%	52%
TOTAL SATISFIED	26	8	12	7	14	13	9	13	4	21	5	20	6
	86%	80%	84%	100%	86%	87%	100%	77%	97%	84%	100%	83%	100%
Neither satisfied nor dissatisfied	3	1	2	-	2	1	-	3	-	3	-	3	-
	10%	8%	16%	-%	13%	5%	-%	17%	-%	11%	-%	12%	-%
Don't know	1	1	-	-	*	1	-	1	*	1	-	1	-
	4%	13%	-%	-%	1%	8%	-%	6%	3%	5%	-%	5%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 285

Q111K. SHOWCARD Thinking of your experience of using UPS to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used UPS to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	~c	d	e	~f	g	~h	i	~j	k	~l
Unweighted total	79	32	23	24	41	38	24	31	24	60	19	56	23
Effective Weighted Sample	47	15	17	20	32	19	16	16	19	35	12	32	15
Total	51	22	13	17	25	26	19	20	12	37	14	34	17
Very satisfied	23	7	6	10	14	9	10	7	7	18	5	13	10
	46%	31%	49%	62%	57%	34%	51%	35%	55%	50%	35%	38%	61%
Fairly satisfied	15	5	5	4	6	8	6	6	3	11	4	10	5
	29%	25%	43%	22%	25%	32%	30%	29%	25%	30%	25%	28%	29%
TOTAL SATISFIED	38	12	12	14	21	17	15	13	10	29	8	23	15
	74%	56%	92%	84%	82%	66%	81%	64%	80%	79%	60%	66%	90%
Neither satisfied nor dissatisfied	6	4	1	1	4	2	3	2	1	2	3	5	1
	11%	16%	6%	7%	14%	7%	14%	11%	7%	6%	23%	14%	5%
Very dissatisfied	4	4	-	1	-	4	-	4	1	4	1	4	-
	8%	17%	-%	4%	-%	16%	-%	18%	5%	10%	4%	12%	-%
TOTAL DISSATISFIED	4	4	-	1	-	4	-	4	1	4	1	4	-
	8%	17%	-%	4%	-%	16%	-%	18%	5%	10%	4%	12%	-%
Don't know	3	2	*	1	1	3	1	1	1	2	2	3	1
	7%	11%	2%	6%	4%	10%	6%	7%	8%	5%	13%	7%	6%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 286

Q111L. SHOWCARD Thinking of your experience of using Yodel to send or receive mail, how would you rate your overall satisfaction with their service? (SINGLE CODE)

Base : Those who have used Yodel to send mail or receive mail

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	169	61	55	53	79	90	52	72	45	106	63	112	57
Effective Weighted Sample	121	38	43	42	62	61	40	49	33	78	45	83	39
Total	99	36	34	30	44	55	31	46	23	57	43	66	33
Very satisfied	60	18	21	21	24	36	21	25	14	31	29	41	19
	61%	52%	63%	68%	55%	65%	69%	55%	61%	54%	69%	62%	58%
Fairly satisfied	16	4	9	3	10	6	3	9	4	11	5	11	5
	16%	11%	27%	9%	22%	11%	10%	19%	17%	19%	12%	17%	14%
			c										
TOTAL SATISFIED	76	22	30	23	34	42	24	34	18	42	34	52	24
	76%	63%	90%	77%	76%	76%	79%	74%	77%	73%	81%	79%	71%
			a										
Neither satisfied nor dissatisfied	8	4	2	2	6	2	2	4	2	6	2	5	3
	8%	12%	6%	6%	13%	4%	6%	9%	8%	11%	4%	8%	8%
Fairly dissatisfied	4	2	1	1	1	2	2	1	1	2	1	2	2
	4%	5%	2%	4%	3%	4%	6%	1%	5%	4%	3%	3%	5%
Very dissatisfied	4	2	1	1	1	3	2	1	1	1	2	2	2
	4%	7%	2%	2%	3%	5%	6%	2%	5%	3%	6%	4%	5%
TOTAL DISSATISFIED	7	4	1	2	3	5	4	2	2	4	4	4	3
	8%	12%	4%	7%	6%	9%	12%	3%	10%	7%	8%	6%	10%
Don't know	8	5	*	3	2	6	1	6	1	5	3	4	4
	8%	14%	*%	10%	5%	11%	3%	13%	4%	9%	7%	6%	11%
		b		b									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 287

QJ1. SHOWCARD What is your working status? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Working full time (30hrs/ wk+)	165	59	50	57	108	57	63	81	21	101	64	165	-
	41%	38%	40%	44%	55%	27%	47%	58%	16%	46%	35%	72%	-%
					e		h	h		j		l	
Working part time (8-29 hrs/ wk)	63	25	24	14	14	49	22	34	7	39	24	63	-
	15%	16%	19%	11%	7%	23%	16%	24%	5%	17%	13%	28%	-%
			c			d	h	h				l	
Not working (i.e. under 8hrs/ wk) - retired	88	33	31	23	41	46	-	2	86	48	40	-	88
	22%	22%	25%	18%	21%	22%	-%	1%	65%	21%	22%	-%	49%
									fg				k
Not working (i.e. under 8hrs/ wk) - unemployed (registered/ not registered but looking for work)	25	11	4	9	11	13	15	6	4	5	20	-	25
	6%	7%	3%	7%	6%	6%	11%	5%	3%	2%	11%	-%	14%
							gh			i			k
Not working (i.e. under 8hrs/ wk) - student	21	8	6	8	13	8	20	2	-	18	3	-	21
	5%	5%	5%	6%	7%	4%	15%	1%	-%	8%	2%	-%	12%
							gh			j			k
Not working (i.e. under 8hrs/ wk) - housewife/ disabled/ other	45	17	9	19	7	38	14	16	15	12	33	-	45
	11%	11%	7%	15%	4%	18%	10%	11%	11%	5%	18%	-%	25%
			b			d				i			k
WORKING (FULL OR PART TIME)	228	83	74	71	122	105	84	115	28	140	88	228	-
	56%	55%	59%	54%	63%	50%	64%	82%	21%	63%	48%	100%	-%
					e		h	fh		j		l	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 288

QJ2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Yes - have access and use at home	354	132	110	113	172	182	128	135	92	212	143	221	134
	87%	86%	88%	87%	88%	86%	96%	96%	69%	95%	78%	97%	75%
							h	h		j		l	
Yes - have access but don't use at home	9	3	3	3	5	5	1	2	6	3	7	4	5
	2%	2%	3%	2%	2%	2%	1%	1%	5%	1%	4%	2%	3%
No do not have access at home	42	17	11	14	18	24	4	3	35	7	34	2	40
	10%	11%	9%	10%	9%	11%	3%	2%	26%	3%	19%	1%	22%
									fg		i		k
INTERNET ACCESS AT HOME	364	135	113	115	177	187	129	137	98	214	149	225	139
	89%	89%	91%	89%	91%	88%	97%	97%	74%	96%	81%	99%	78%
							h	h		j		l	
Don't know	1	-	-	1	-	1	-	1	-	1	-	1	-
	*%	-%	-%	1%	-%	*%	-%	1%	-%	*%	-%	*%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 289

QJ3. And what is the total number of people in your household, including any children? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
1 person	50 12%	13 8%	18 15%	19 14%	22 11%	28 13%	10 8%	8 6%	32 24% fg	18 8%	32 17% i	13 6%	37 21% k
2 people	155 38%	67 44%	42 34%	47 36%	82 42%	73 35%	29 22%	43 31%	83 63% fg	91 41%	64 35%	77 34%	78 44% k
3 people	82 20%	33 22%	24 19%	25 19%	40 20%	42 20%	39 29% h	32 23% h	11 8%	42 19%	41 22%	56 25% l	26 15%
4 people	80 20%	24 16%	35 28% ac	21 16%	35 18%	44 21%	35 27% h	40 28% h	4 3%	51 23%	29 16%	61 27% l	19 10%
5 people	30 7%	13 9% b	4 3%	13 10% b	11 6%	19 9%	13 10% h	13 10% h	3 2%	16 7%	13 7%	19 8%	11 6%
6 or more people	10 2%	3 2%	1 1%	6 4%	5 2%	5 2%	6 4% h	4 3% h	- -%	5 2%	5 3%	2 1%	8 5% k
Mean number of people in household	2.8	2.8	2.7	2.8	2.7	2.8	3.2 h	3.2 h	2.0	2.9	2.7	3.0 l	2.5
Standard deviation	1.24	1.18	1.18	1.37	1.20	1.29	1.24	1.22	.80	1.21	1.28	1.11	1.35
Standard error	.05	.08	.09	.10	.07	.07	.10	.09	.05	.07	.08	.06	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 290

QJ4. HOUSEHOLD SIZE

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Small (1-2 people)	206	79	61	65	104	101	39	51	115	109	96	90	115
	50%	52%	49%	50%	53%	48%	30%	36%	86%	49%	52%	40%	64%
									fg				k
Medium (3-4 people)	162	57	59	46	75	87	74	72	15	93	69	117	45
	40%	37%	47%	35%	39%	41%	56%	51%	12%	42%	38%	51%	25%
			c				h	h				l	
Large (5+ people)	39	16	5	18	16	24	19	18	3	21	18	20	19
	10%	10%	4%	14%	8%	11%	14%	13%	2%	10%	10%	9%	11%
		b		b			h	h					

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 291

QJ5. And what is the total number of children aged under 18 in your household (including respondent if respondent is under 18)?

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
None	251	91	77	83	137	115	66	59	126	135	115	122	130
	62%	60%	62%	64%	70%	54%	50%	42%	95%	61%	63%	53%	72%
					e				fg				k
1 child	76	33	19	24	29	47	36	36	4	41	34	55	20
	19%	21%	15%	19%	15%	22%	27%	25%	3%	18%	19%	24%	11%
							h	h				l	
2 children	59	21	26	12	23	36	20	37	2	38	21	39	20
	15%	13%	21%	9%	12%	17%	15%	26%	2%	17%	12%	17%	11%
			c				h	fh					
3 children	17	6	1	9	5	12	9	7	1	7	10	9	8
	4%	4%	1%	7%	2%	6%	6%	5%	1%	3%	5%	4%	4%
				b			h	h					
4 or more children	4	2	1	1	1	3	3	2	-	2	2	2	2
	1%	1%	1%	1%	1%	1%	2%	1%	-%	1%	1%	1%	1%
Mean number of children in household	.6	.7	.6	.6	.5	.8	.8	1.0	.1	.6	.6	.8	.5
						d	h	h				l	
Standard deviation	.94	.94	.90	.99	.85	1.00	1.03	1.00	.39	.92	.98	.95	.92
Standard error	.04	.07	.06	.07	.05	.06	.08	.07	.03	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 292

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Breathlessness or chest pains	17 4%	5 3%	4 3%	8 6%	8 4%	9 4%	- -%	4 3%	12 9%	2 1%	14 8%	1 *%	16 9%
									fg		i		k
Cannot walk very far or manage stairs or can only do so with difficulty	16 4%	3 2%	6 5%	6 5%	5 2%	12 5%	- -%	4 3%	12 9%	4 2%	12 7%	1 *%	15 9%
									fg		i		k
Mental health problems or difficulties	10 2%	1 *%	3 2%	6 5%	5 3%	4 2%	1 1%	5 4%	3 2%	2 1%	7 4%	- -%	10 5%
				a							i		k
Poor hearing, partial hearing or deafness	6 2%	2 2%	* *%	4 3%	6 3%	1 *%	- -%	1 *%	6 4%	1 *%	5 3%	- -%	6 4%
									fg				k
Poor vision, partial sight or blindness	5 1%	1 1%	1 1%	3 2%	3 2%	2 1%	- -%	2 2%	2 2%	1 *%	3 2%	1 1%	3 2%
Limited ability to reach	3 1%	- -%	1 1%	2 2%	1 *%	2 1%	- -%	1 1%	2 2%	1 *%	2 1%	* *%	3 2%
Difficulty in speaking or communicating	2 *%	* *%	1 1%	1 *%	1 1%	1 *%	* *%	2 1%	- -%	1 1%	1 *%	* *%	2 1%
Dyslexia	1 *%	- -%	- -%	1 1%	1 1%	- -%	1 1%	- -%	- -%	1 *%	- -%	1 *%	- -%
Cannot walk at all/ use a wheelchair	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 292

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Other illnesses/ health problems which limit your daily activities/ work you can do	14	2	5	6	6	7	-	4	10	2	12	2	12
	3%	1%	4%	5%	3%	4%	-%	3%	7%	1%	6%	1%	7%
								f		i			k
None	358	140	110	108	172	186	130	129	99	212	146	224	133
	88%	92%	88%	83%	88%	88%	98%	91%	74%	95%	79%	98%	75%
		c					gh	h		j		l	

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 293

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
WHITE													
British	246 61%	96 63% c	86 69% c	64 49%	117 60%	129 61%	76 57%	90 64%	81 61%	134 60%	112 61%	142 62%	104 58%
English	61 15%	21 14%	15 12%	25 19%	33 17%	28 13%	15 11%	12 8%	34 26% fg	34 15%	27 15%	32 14%	29 16%
Scottish	25 6%	6 4%	7 6%	11 9%	13 6%	12 6%	9 7%	9 6%	7 5%	10 5%	15 8%	11 5%	14 8%
Welsh	7 2%	* *%	2 1%	5 4% a	3 1%	4 2%	2 2%	2 1%	3 2%	3 1%	4 2%	3 1%	4 2%
Irish	2 1%	* *%	1 1%	1 1%	1 *%	1 1%	* *%	1 *%	1 1%	1 1%	1 *%	1 *%	1 1%
Any other white background	13 3%	4 3%	2 1%	7 5%	4 2%	8 4%	8 6% h	4 3% h	- -%	7 3%	6 3%	9 4%	4 2%
MIXED													
White and Black Caribbean	4 1%	1 1%	2 2%	1 1%	1 *%	4 2%	2 2%	2 1%	- -%	3 1%	1 1%	4 2%	- -%
White and Black African	1 *%	- -%	1 1%	- -%	1 *%	1 *%	1 *%	1 1%	- -%	1 1%	- -%	1 *%	1 *%
White and Asian	1 *%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	1 1%
ASIAN AND BRITISH ASIAN													
Indian	15 4%	8 5%	1 1%	7 5% b	5 2%	11 5%	4 3%	10 7% h	2 1%	12 6% j	3 2%	11 5%	4 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 293

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015	FEB 2015	MAR 2015	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Pakistani	16 4%	12 8% b	- -%	5 4% b	9 5%	7 3%	9 7%	4 3%	3 2%	4 2%	12 6% i	5 2%	11 6% k
Bangladeshi	3 1%	1 1%	1 *%	1 1%	1 *%	3 1%	3 2%	1 1%	- -%	3 1%	- -%	1 *%	3 1%
Any other Asian background	1 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 1%	- -%
BLACK AND BLACK BRITISH													
Caribbean	1 *%	1 *%	- -%	1 1%	1 *%	1 *%	- -%	1 1%	1 *%	- -%	1 1%	1 1%	- -%
African	3 1%	1 1%	1 1%	1 *%	2 1%	1 1%	2 1%	1 1%	- -%	3 1%	1 *%	3 1%	1 *%
MIDDLE EAST AND ARABIC ORIGIN													
Middle Eastern, including Arabic origins	5 1%	1 1%	4 3%	1 *%	3 2%	2 1%	1 *%	4 3%	1 1%	5 2% j	- -%	4 2%	1 1%
Iranian	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%
SUMMARY CODES													
ANY WHITE GROUP	354 87%	128 84%	113 91%	113 87%	171 87%	183 86%	111 84%	117 83%	126 95% fg	188 85%	165 90%	197 86%	157 87%
ANY BME GROUP	53 13%	25 16%	12 9%	17 13%	25 13%	29 14%	22 16% h	24 17% h	7 5%	34 15%	19 10%	31 14%	22 13%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER - QUARTER 1 2015

Table 294

QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		JAN 2015 a	FEB 2015 b	MAR 2015 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	588	204	192	192	287	301	168	197	223	341	246	318	270
Effective Weighted Sample	407	117	153	157	199	208	118	136	160	237	171	219	188
Total	407	153	124	130	195	212	133	141	133	223	184	228	179
Under £11,500	65 16%	30 20%	20 16%	16 12%	21 11%	44 21% d	18 14%	14 10%	33 25% fg	13 6%	52 28% i	14 6%	51 29% k
£11,500 - £17,499	36 9%	14 9%	9 7%	13 10%	20 10%	16 7%	12 9%	9 6%	14 11%	16 7%	20 11%	14 6%	21 12% k
£17,500 - £29,999	66 16%	21 14%	24 19%	21 16%	38 19%	28 13%	21 16%	25 18%	19 14%	41 19%	24 13%	43 19%	22 12%
£30,000 - £49,999	56 14%	16 10%	21 17%	19 15%	25 13%	31 15%	14 10%	32 23% fh	10 8%	45 20% j	11 6%	47 21% l	9 5%
£50,000+	30 7%	4 2%	13 10% a	13 10% a	15 8%	15 7%	11 8%	14 10% h	5 4%	26 12% j	4 2%	26 11% l	4 2%
Don't know/ Refused	155 38%	68 45% b	38 30%	48 37%	76 39%	78 37%	57 43%	47 33%	51 39%	82 37%	72 39%	84 37%	71 40%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l