

## Your response

Question	Your response
<p><b>Question 1: Do you agree that we have identified the correct aims, supporting principles and features of the USO? Do you consider that these should continue to be respected as far as possible when assessing potential changes to the USO?</b></p>	<p>"The evidence indicates ..." para, bullet point 4. Why is this not sustainable? Are shareholders missing out? Would this be re-invested in jobs and kit?</p> <p>A privatised Royal Mail knew the implications of the USO from day 1 (see my answers to question 10 below).</p> <p>"The consequence of a letters USO ..." para, bullet point 5. Do you know what people's (as opposed to Royal Mail's) needs are? This subjective analysis in the absence of evidence (pp26-39 about some people's 'expectations' says nothing about everybody's needs) smacks of slanting the approach to produce the answer you first thought of. OFCOM ought to be above that and assess the facts objectively and impartially.</p>
<p><b>Question 2: Do you agree with our assessment of the direction of change in postal needs of residential (including vulnerable) users and SMEs? Are there other factors relevant to their future demand which we have not considered?</b></p>	<p>A five day service might be feasible. A three day one (i.e., half the current USO) would not. Why not go to one day a week? That would give people more certainty and should increase reliability, though with the current corporate mismanagement one could not be sure.</p>
<p><b>Question 3: Do you agree with our assessment of the bulk mail market? Are there other factors relevant to its future evolution which we have not considered?</b></p>	<p>You don't define 'bulk mail' but I assume it refers to the unsolicited guff sent out by lazy organisations. It would be a service to everybody if this was banned (like cold-calling - allegedly).</p>
<p><b>Question 4: Are there specific events/changes that could trigger a significant change in demand for large mail users, including public services?</b></p>	<p>Of course. Perhaps the internet might go down, taking all landline phone services with it in the near future.</p>
<p><b>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</b></p>	<p>Any underlying requirement such as the USO (or staff pensions) will bring with it costs. Royal Mail will have been privatised on this basis. To call it a 'burden' demonstrates OFCOM's bias. All business brings costs; describing them as 'burdens' suggest they are illegitimate and avoidable. If the current management of Royal Mail finds them too 'burden-some' I suggest they hand the service over to an organisation that appreciates</p>

	its purpose and values the task.
<b>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</b>	See answer to question 5. Your approach is specious and misses the fundamentals of a public service.
<b>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</b>	As above
<b>Question 8: Do you agree with our analysis of the different options available to change the USO and the impact of those changes on residential (including vulnerable) users, SMEs and bulk mail users? If not, please explain why and set out any option(s) which we have not considered.</b>	Maintain the current service and focus on improving reliability six days a week.
<b>Question 9: Which option(s) do you consider would be most appropriate to address the challenges we have identified, while also ensuring that users' needs are adequately met?</b>	See above and below
<b>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</b>	<p>This is an ageist proposal, predicated on the commercial and profit motives of the privatised Royal Mail parent company and the delusion that everybody under 30 does everything online. Many people (including me personally as well as my organisation) receive and send post most days.</p> <p>When Royal Mail was privatised in 2015 it knew the USO requirements. Some recent Chief Executives might plead ignorance while chasing an already declining parcels market post-pandemic (see your own graph), but that does not change the commitments and responsibilities it was aware it was taking on.</p> <p>The USO protects all customers. Any regulator aware of the fundamentals of its public service duty would be</p>

	defending it to the hilt.
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