

## 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>No</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>No, it appears as if you have accepted Royal Mails “word” on their business as opposed to what the Consumer wants</p> <p>You appear to have used out of date data such as Royal Mails financial loss making. 2022 is the only year in recent history they made a loss...because of parcels, NOT letters!</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>Yes</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>No, this service is required and in my opinion may even grow. The physical written word is not dead yet by a long way</p>
<p><b>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</b></p>	<p>No</p>

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<p><b>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</b></p>	<p>No</p>
<p><b>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</b></p>	<p>No, a proper cost assessment of the USO has NOT been carried out, it is just guesswork!</p>
<p><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></p>	<p>No, you only seem to have considered reductions in service and therefore cost for Royal Mail. How about you regulate Royal Mail effectively so they run their business in a more efficient way....watch the Panorama programme!</p>
<p><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></p>	<p>The only option which should happen in my opinion is keeping the current USO but allowing Royal Mail to increase prices ONLY if their meet the obligation service levels. Currently you are rewarding for failure!</p>
<p><b>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</b></p>	<p>Yes, regulate the service so it is delivered! Consumers, SME and bulk mailers all want the same thing, a reliable cost effective and speedy service</p>

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