

## 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>We believe the postal service should promote social cohesion, economic growth and should facilitate key interactions between citizens and state</p> <p>The USO supports a service that is only available to the general public via Royal Mail. Unlike the parcels market, the letters/large letters market can only be accessed by the general public via Royal Mail and therefore, the price caps are more keenly felt by the users of this service.</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>Whilst there is undoubted change due to emails, cost is a factor, as is the social and community aspect of regular delivery people and postmasters. The price to the consumer has not been fully evaluated as a factor in demand</p> <p>Future demand is impacted by the inefficiency of RM, even with less mail and more automation, prices have increased exponentially above inflation over the years</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>We do not agree with Ofcom's assessment that bulk mail is not time-critical. We feel cost is the driver towards digital communication, and the inefficiency of RM which pushes towards more costly services such as Special Delivery.</p> <p>Whilst the bulk mail market sits outside the USO, does its price sensitivity have a detrimental impact on the charges RM impose onto the general public for access to letters/large letters markets which sits inside the USO.</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>Confidential? – N</p> <p>If electricity, telecoms or the internet were impacted, electronic mail could not be sent</p>

Question	Your response
<p><b>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</b></p>	<p>No. Would changes to the USO make it easier for RM to remain inefficient?</p> <p>No information is given as to how 'unfair' is determined</p> <p>Is it the USO as the problem or inefficiencies within RM which are challenging the profitability of the group?</p> <p>There are industries such as the greetings card industry, that is heavily reliant on the USO services, specifically within letters/large letters market, and therefore, any changes in prices are going to have a detrimental impact on those industries. Therefore it is imperative that Ofcom do everything they can to ensure that RM is working as efficiently as it possibly can, rather than allowing RM to simply increase USO prices.</p>
<p><b>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</b></p>	<p>We believe that a full and impartial review of the financial burden should be undertaken, including the inefficiencies within RM, before the answer to 'unfairness' can be adequately given</p>
<p><b>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</b></p>	<p>As above, we believe this cannot be properly assessed and answered without a full review of the financial burden of the USO</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, we do not agree. Our experience is customers want to know that when they post an item, that it will arrive on time. We do not agree with the three options presented. Once again, Ofcom are again enabling the ongoing inefficiency within RM.</p> <p>The two incentives given for a changed USO show that Ofcom are focusing on the wrong thing. The focus should be on the inefficiency within RM given its market dominance, and on improving the first class standard and large letters service which is what we believe consumers want.</p> <p>The main thrust of the USO is to ensure fairness as far as cost and service to the consumer, rather than profits for the service provider.</p> <p>If Ofcom enables RM to exit the USO, the first thing they will do is slash the service provisions without reducing the price. How can that be good for the consumer?</p>

Question	Your response
	<p>Again, if RM exits the USO, this may have a detrimental impact on equality of access for those who live in more remote and rural areas, where the only access to services they currently have is via RM.</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>Inefficiencies within RM. RM took the profits within the good years and have not addressed the inefficiencies whilst the market conditions were favourable</p>
<p><b>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</b></p>	<p>The fundamental aspect of the USO does not need to evolve. However as technologies change, that enables the delivery of items six days a week nationally. RM have a duty to ensure they are maintaining its costs at a level that enables the USO to be met.</p> <p>The USO supports far more economically, socially and financially, than RM</p>

Please complete this form in full and return to [futurepostalUSO@ofcom.org.uk](mailto:futurepostalUSO@ofcom.org.uk).