

Your response

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<p>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?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>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?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>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?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>Question 4: Are there specific events/changes that could trigger a significant change in demand for large mail users, including public services?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>

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<p>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>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.</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>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?</p>	<p>Confidential? – N</p> <p>We have no formal position or feedback on this as it does not materially impact our business (depending on the outcome to our feedback to Question 10).</p>
<p>Question 10: Do you have any other views about how the USO should evolve to meet users’ needs?</p>	<p>Confidential? – N</p> <p>As the UK’s leading provider of digital mailroom services, we process the inbound mail for numerous Public and Private Sector organisations, including HMRC, Home Office and several Financial Institutions. Our ability to meet our customers’ service levels and regulatory requirements is dependent on our having access to their mail items.</p> <p>Any changes to the USO that reduces the availability of mail items on specific days will have a significant impact on our business. If access to mail items were to become restricted to only specific days (e.g., Monday, Wednesday and Friday only), this would result in significant challenges for both us and our customers. This includes (but is not limited to):</p> <ul style="list-style-type: none"> - Resourcing: the resulting significant daily volume swings would result in the need to completely change our resourcing models, especially a transition away from full time to a more part time workforce to accommodate the lack of mail volumes on the reduced days.

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	<ul style="list-style-type: none"> - Capacity: our facilities are designed to manage a steady flow of volumes. To accommodate the volume spikes on the days that mail is available, we would need to create additional capacity within our network (people, facility, hardware, IT infrastructure), resulting in unnecessary costs. - Customers: Our customers require a continual throughput of their mail for downstream processing. For some customers, this is a time-sensitive, regulatory requirement. Reducing access to their mail to only specific days will result in additional cost to them as well as significant compliance challenges for certain customers. - Contractual: Due to the additional operating costs and the impact on our ability to meet existing service levels, this would require us to re-negotiate all our customer contracts. This will include all Framework pricing. <p>We therefore request that Ofcom gives due consideration to bulk-receivers and not just bulk senders of mail items in their proposals for changes to the USO. Any changes will need to ensure that there is no disruption to those organisations that must continue to receive on-time, daily access to mail items.</p>

Please complete this form in full and return to futurepostalUSO@ofcom.org.uk.